

What If?.....Pin Questions

I forgot my Pin...

If you have lost or forgotten your PIN you need to request a duplicate. You can request a duplicate PIN by selecting **Request A Duplicate PIN** from the list of options on the left side of the PIN Home Page. You must provide your *challenge answer* in order to request a duplicate PIN. You must choose how you would like to receive your PIN. Options include:

- Instantly view your PIN online,
- Receive an e-mail with your PIN immediately
- Have your PIN sent by postal mail.

You should not request a duplicate PIN if you think your PIN has been compromised. Instead, you should change your PIN if you think someone else knows it. You can choose your own new PIN, or we can randomly generate one for you. To change your PIN, select **Change My PIN** from the list of options on the left side of the PIN Home Page.

I want to disable my Pin...

You can disable your PIN by selecting **Disable My PIN** from the list of options on the left side of the PIN Home Page. Disabling your PIN restricts all online access (including your own) to your Federal Student Aid information. If you disable your PIN and would like to begin using it again later, you can reestablish your PIN by selecting **Reestablish My PIN** from the list on the left side of the PIN Home Page.

Note: If you have submitted a FAFSA and would like a copy of your Student Aid Report (SAR) while your PIN is disabled, please contact the Federal Student Aid Information Center at **1-800-4-FED-AID (1-800-433-3243)** or **1-319-337-5665**. A disabled PIN cannot be used to access Federal Student Aid information. If you previously disabled your PIN and would like to begin using it again, you must reestablish your PIN.

I want to change my Pin...

You can change your PIN by selecting **Change My PIN** from the list of options on the left side of the PIN Home Page. You must choose how you would like to receive your new PIN. Options include:

- Select your own PIN,
- Instantly view your PIN online,
- Receive an e-mail with your PIN immediately
- Have your PIN sent by postal mail.

To change your PIN, you **must know your current PIN**. If you don't know your current PIN, you can request a duplicate by selecting **Request A Duplicate PIN** from the list on the left side of the PIN Home Page. You must provide your *challenge answer* in order to request a duplicate PIN.

I want to request a duplicate Pin...

If you have lost or forgotten your PIN, you can request a duplicate once you have reestablished it. To request a duplicate PIN, select **Request A Duplicate PIN** from the list on the left side of the PIN Home Page.

How do I update my personal information...

It is important to keep your information up-to-date. To notify us of a change to your mailing or e-mail address, select **Update My Personal Information** from the list of options on the left side of the PIN Home Page. You should also select this option if you want to change your challenge question and answer. Please note that address changes only apply to your PIN correspondence. They are not applied to any other Federal Student Aid systems, such as FAFSA on the Web.

I want to change my Pin...

Before you can use your PIN, you must activate it. To activate the PIN:

- Select a challenge question and answer. This adds an extra level of security to your PIN. If you forget your PIN at some point, you can request a duplicate by providing the answer to your challenge question.
- Agree not to share your PIN with anyone. The security of your PIN is important because it can be used to electronically sign Federal Student Aid documents, access your personal records, and make binding legal obligations.
- When you use the PIN Web site to apply for your PIN online, we prompt you to choose a challenge question and answer, and agree to the terms and conditions of having a PIN. This activates the PIN.
- If you don't use the PIN Web site to apply for your PIN [for example, you apply for a PIN by submitting a FAFSA4caster or a paper Free Application for Federal Student Aid (FAFSA)], you receive your PIN electronically if you provide a valid e-mail address. If you do not provide a valid e-mail address, we send you a PIN through regular postal mail.
- If you receive the PIN e-mail, click on the link to our secure PIN delivery Web site and enter the information that is required to activate your PIN online.
- If you receive your PIN through regular postal mail, you must activate it online. Select Activate My PIN from the list of options on the left side of the PIN Home Page.

I want to reestablish my Pin...

You can reestablish your PIN by selecting **Reestablish My PIN** from the list of options on the left side of the PIN Home Page.

How do I check my Pin status...

You can check the status of your PIN by selecting **Check PIN Status** from the list of options on the left side of the PIN Home Page. If our records show that your PIN application has successfully completed the match with the Social Security Administration (SSA), then we will display the address that we have on file for you and tell you when we sent your PIN.

If we have received your PIN application and created a PIN for you, but have not yet completed the match with the SSA, we will remind you that your PIN is considered to be conditional until the match is completed. You may sign a Free Application for Federal Student Aid (FAFSA) with it, but nothing else. Once we complete verification with the SSA (1-3 days), you will be able to use your PIN to access your personal information on Federal Student Aid Web sites.

If our records show that the Social Security Number, name, and date of birth you provided on your PIN Application do not match the information on file with the SSA, we will provide instructions for resolving the issue.

If we have no record that you ever applied for a PIN, a "No Match Found" message will display.