# Troubleshooting Guide

If you’re having trouble accessing your online account, here’s help.

## Recover Username

If you can’t remember your username, take these steps to recover it:

**Step 1:** Go to the “Recover Username” page (MyFedLoan.org/signin > “Forgot your Username?”).

**Step 2:** Enter your account number and email address so we can send you your username.

**Step 3:** Check your email for your username.

## Reset Password

If you forgot your password, take these steps to reset it:

**Step 1:** Go to Account Access Home (MyFedLoan.org/signin).

**Step 2:** Enter your username and click “Sign In.”

**Step 3:** On the screen where you are asked to enter your Password, click the “Forgot your Password?” link.

**Step 4:** Enter your account or Social Security number and email address so we can send you a temporary password.

**Step 5:** Check your email for your temporary password.

## Unlock Account

If you are locked out of your account because you forgot your security question, contact us at MyFedLoan/contactus. If you are locked out of your account because you entered the wrong password too many times, take these steps to unlock it:

**Step 1:** Go to Account Access Home (MyFedLoan.org/signin).

**Step 2:** Enter your username.

**Step 3:** Click “Sign In” to start the process.

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Account Access is only intended for our borrowers. To protect personal information, we will block or delete online accounts if we suspect a third party has accessed it (even if they are a friend or family member). If you are not the borrower and need assistance or have questions about an account, contact us for assistance.

**Note:** If you are at work, your employer’s firewalls, privacy software and other heightened layers of security may hinder our website’s functionality. Try using a non-work computer before you report the problem.

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**Need More Help?**

Visit MyFedLoan.org/contactus if you continue to have problems signing in to your account, or if you are having difficulty using the website.