COLGATE UNIVERSITY
Office of Financial Aid

StudentAid.gov Account Creation Instructions (step-by-step) for Individuals Without a Social Security Number (SSN)*

Step 1: An individual should visit StudentAid.gov, select "[Create Account](#)" and complete all steps, including answering 1-4 knowledge-based verification questions via TransUnion®.

Step 2: Upon completing the Create Account process, the individual will see a confirmation page with the results of their identity verification. If they fail the TransUnion® process, Federal Student Aid (FSA) will automatically assign a case number to the individual.

Step 3: Once the case number is created, FSA will send them a verification email in their preferred language (English or Spanish), which will include their case number, along with guidance on how to submit copies of unexpired acceptable documentation (listed below) to verify their identity. Individuals will also be required to submit an attestation and validation of identity form along with their approved identity documentation. This form will be available on https://studentaid.gov/forms-library.

Acceptable Documents to Establish an Individual's Identity:

Provide one (1) of the following documents to establish identity:

- U.S. Driver's License
- U.S. State/City Identification Card
- Foreign Passport

or
One (1) set of documents below to establish identity:

- Municipal Identification Cards + utility bill
- Community ID + utility bill
- Consular Identification Cards/Matricula Consular + utility bill

Step 4: Upon receipt of the email that FSA was unable to verify their identity, an individual is then required to submit one or a combination of their acceptable documentation from the list above and a signed attestation form to: IDVerification@ed.gov.

Step 5: FSA will review an individual's submitted documentation and signed attestation form to ensure it is acceptable and matches the account information provided during the "Create Account" process. If there is a successful match, the Department will finalize the account creation.

The individual will receive an email indicating their identity has been verified and that they may now use their account username and password (FSA ID) to log in at StudentAid.gov and complete applications for student financial assistance programs.

*Guidance effective as of March 27, 2024