

Account Sign on and Activation Errors

During the Account set up and usage, you may come across errors which will have you contact the Financial Aid Office. Here are some of the known errors, causes and resolutions with the account creation process.

Error Code	Error Message	Cause	Resolution
IA	We are unable to activate you account. Please contact the Financial Aid Office and Refer to Code IA.	You already have an account Or The account is invalid because it does not exist in the system Or A Lock has been placed on your account	-First, attempt to reset your FAO password Second, Contact the Financial Aid Team as it may be an issue associated with your account.
NQ	We are unable to activate your account. Please contact your Financial Aid Office and refer to Code NQ.	You have not entered selected or enter the answers for the security questions	First, Select and Answer the security questions Second, Contact the Financial Aid Team as it may be an issue associated with your account.
ND	We are unable to activate your account. Please contact the Financial Aid office and refer to Code ND.	The answers for your security questions were left blank	First, Provide answers for the security questions Second, Contact the Financial Aid Team as it may be an issue associated with your account.
	Access to the FAO is currently not available. Please contact your Financial Aid Office for more information	This error will be display during the password reset process. It indicates a lock that is placed on your FAO Account.	Please contact the Financial Aid office for more information.