

Accessing the Alternative Application for Illinois Financial Aid

If, after completing the Alternative Application pre-screening process, it is determined that you are eligible to complete the application, you will be prompted to create an Alternative Application Student Profile. All fields on the Student Profile sign-up screen are required.

Be sure to make note of the e-mail, password and challenge question used for future reference.

The e-mail address provided should be a personal, permanent e-mail address (such as gmail, yahoo or hotmail) rather than a school-provided e-mail address that will change when you change schools.

If you also have an ISAC Student Portal Account, you will need to use a different e-mail address than the one used for the ISAC Student Portal.

Once you have created your Alternative Application Student Profile, ISAC will assign an ISAC Identification (ID) Number to you and it will remain the same for all award years that you apply for the Monetary Award Program (MAP).

Your ISAC ID Number is unique to you, and you should make note of it in addition to the information you used to create your ISAC Student Profile and keep the number secure.

Alternative Application Student Profile Screen

Student Profile ✕

[SIGN UP](#)

Account Information	Personal Information
First Name*	Challenge Question*
<input type="text"/>	<input type="text"/>
Last Name*	Challenge Answer*
<input type="text"/>	<input type="text"/>

The e-mail address you provide here will be used each year you apply for ISAC-administered financial aid programs, and to access your application in the future. Make sure to provide a personal, permanent e-mail address (such as gmail, yahoo or hotmail) rather than a school-provided e-mail address that will change when you change schools.

E-mail*

Confirm E-mail*

Password must be 8~20 characters, with at least 1 number, 1 upper case letter, 1 lower case letter, and 1 of the following special symbols @#%&+=

Password*

Confirm Password*

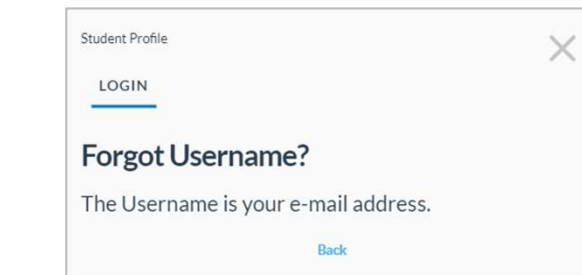
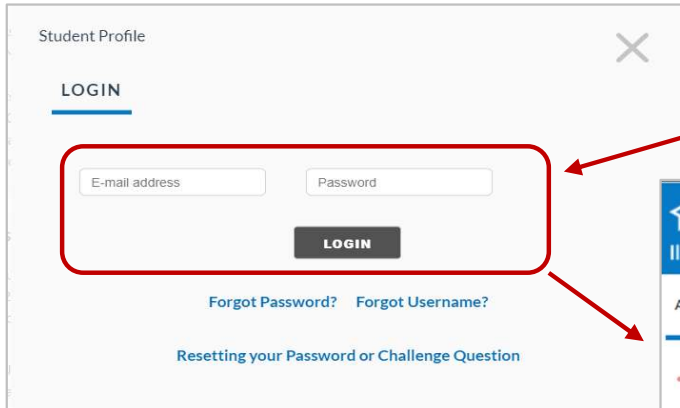
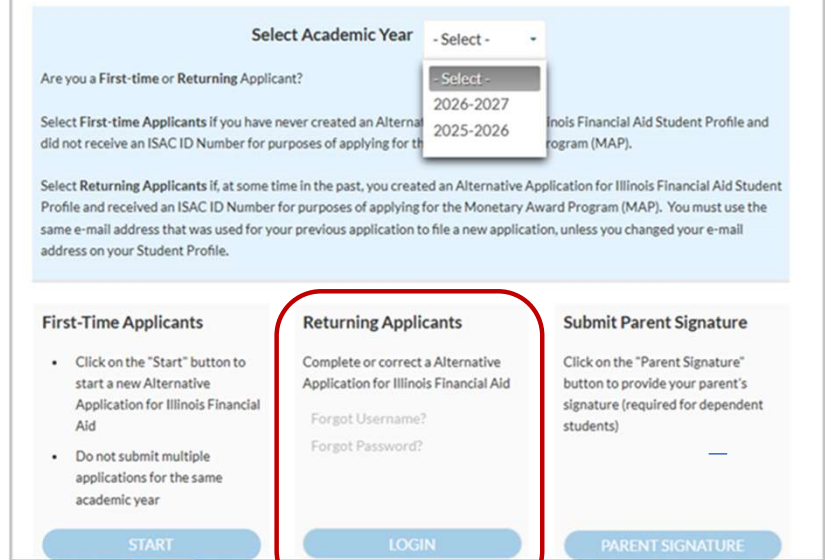
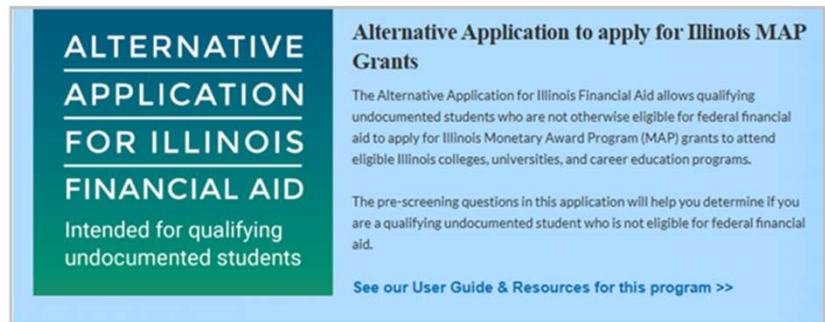
[CREATE ACCOUNT](#)

Updating Your Student Profile E-mail Address

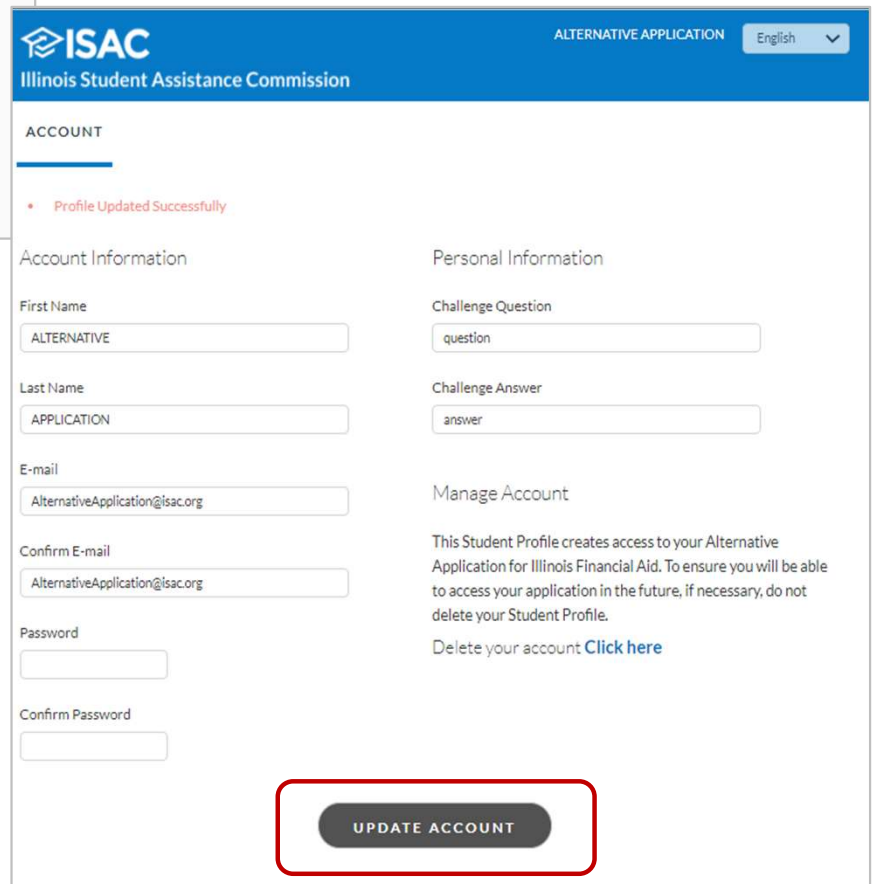
To change your e-mail address, navigate to the Alternative Application home page, select the appropriate year, and click on the Returning Applicants Login button.

Log in using the e-mail address and password you used when creating your Alternative Application Student Profile. Clicking on "Update Profile" will navigate to your "Account" Page where you may update your information. When finished, click on the Update Account button to save your change(s).

Please note that updating your e-mail address on your Account page does not automatically update the e-mail address in the Student Information section of your application, so be sure to navigate to the application page to update the e-mail address there as well. The e-mail address on the application is where communication regarding the status of your application will be sent.



Your Username is the E-mail address used for your Student Profile account. The terms *Username*, *User ID* and *E-mail address* are used interchangeably for purposes of logging in to your Student Profile account.



Resetting Your Password or Challenge Question

If you have forgotten your Student Profile password, you can easily reset it by clicking on the “Forgot Password” link on the Log In screen. You will be asked for your **User ID, which is the e-mail address you used when you set up your Student Profile**, and then you will be prompted to answer your challenge question. After correctly answering the question, you will be prompted to reset your password.

Student Profile

LOGIN

Forgot Password?

Enter your User ID (your e-mail address)

SUBMIT

[Back](#)

Trouble logging in? If you can't remember your user name or password, no problem log in with other information

LOGIN ANOTHER WAY

See Page 4 for information on logging in another way.

Student Profile

LOGIN

Answer Challenge Question

Please answer the question below

SUBMIT

[Reset Question and Answer](#)

Student Profile

LOGIN

Reset Password

New Password

Re-enter New Password

SUBMIT

To reset your challenge question and answer, navigate to the Log In screen and select “Forgot Password” and then “Reset Question and Answer.” **An e-mail will be sent to the e-mail address you used when you created your Student Profile with instructions on how to reset your challenge question and answer. Click on the URL in the e-mail** and you will be able to set a new challenge question and answer.

For additional assistance, you may contact ISAC Student Engagement and Support Services at 1-800-899-4722 or isac.studentservices@illinois.gov.

Student Profile

LOGIN

Answer Challenge Question

Please answer the question below

SUBMIT

[Reset Question and Answer](#)

ISAC
Illinois Student Assistance Commission

Reset Question and Answer

- Challenge Question
- Challenge Answer

SUBMIT

Accessing and Updating Your Student Profile Without Your Original E-mail Address or Password

If you have forgotten the e-mail address you used to set up your Student Profile or no longer have access to the e-mail address used, you may access your Student Profile using your nine-digit ISAC ID number and date of birth.

This login option can be accessed by clicking on the “Forgot Username” from either the Home screen or Login screen and then selecting “**Login Another Way**” on either of those screens. This login option can also be used to access your Student Profile to reset your password or challenge question and answer.

Student Profile

LOGIN

Forgot Username?

The Username is your e-mail address.

[Back](#)

Trouble logging in? If you can't remember your user name or password, no problem. You can log in with other information

LOGIN ANOTHER WAY

Student Profile

LOGIN

Forgot UserID E-mail? Please use below alternative access to find your profile

9-Digit ISAC ID

Date of Birth MM/DD/YYYY

SUBMIT

Student Profile

LOGIN

Unable to verify, 9 Digit ISAC ID and Date of Birth

Forgot UserID E-mail? Please use below alternative access to find your profile

123121234

12/01/1999

SUBMIT

The correct ISAC ID number and date of birth must be entered to access your profile. Error messaging will appear if these data elements do not match what is on your Student Profile.

The ISAC ID is a unique identifier that is created and assigned to a student applicant once a Student Profile has been created. The ISAC ID number will appear on pages throughout the online application and appears on the application summary page that may be printed by the applicant. The ISAC ID number also appears on the confirmation page received when the application has been submitted.

ISAC is not able to provide the ISAC ID number to students on the phone or via an e-mail request. If you do not have a record of your ISAC ID number, the financial aid office at your college may be able to assist you once they have been able to confirm your identity.

Updating/Editing Your Student Profile

Enter your new address in the “E-mail” and “Confirm E-mail” fields, then click on “Update Account”. When updating your e-mail address, a new e-mail address must be used. If an e-mail address that has been used previously is entered, you will receive an error message. Once you click on “Update Account” a message will display indicating that your Profile was updated successfully.

When updating your profile, a password must be entered. You can use a prior password, or the password can be reset. Enter your password and confirm your password and click on *Update Account*. If the password does not match you will receive an error message.

ACCOUNT

- Password must be 8~20 characters, with at least 1 number, 1 upper case letter, 1 lower case letter and 1 special symbol
- Re-enter Password must be 8~20 characters, with at least 1 number, 1 upper case letter, 1 lower case letter and 1 special symbol ("@\$%&+=")
- Please correct the data

Account Information

Personal Information

First Name
MY

Last Name
TEST

Challenge Question
question

Challenge Answer
answer

The e-mail address you provide here will be used each year you apply for ISAC-administered financial aid programs, and to access your application in the future. Make sure to provide a personal, permanent e-mail address (such as gmail, yahoo or hotmail) rather than a school-provided e-mail address that will change when you change schools.

E-mail
kdtest5@isac.org

Confirm E-mail
kdtest5@isac.org

Password

Confirm Password

Cancel

UPDATE ACCOUNT

ACCOUNT

- E-mail already exist
- Update failed please try again later

Account Information

Personal Information

First Name
LOGIN

Last Name
TEST

Challenge Question
question

Challenge Answer
answer

The e-mail address you provide here will be used each year you apply for ISAC-administered financial aid programs, and to access your application in the future. Make sure to provide a personal, permanent e-mail address (such as gmail, yahoo or hotmail) rather than a school-provided e-mail address that will change when you change schools.

E-mail
kdtest2@isac.org

ACCOUNT

- Re-enter password doesn't match password
- Please correct the data

Account Information

Personal Information

First Name
LOGIN

Last Name
TEST

Challenge Question
question

Challenge Answer
answer

The e-mail address you provide here will be used each year you apply for ISAC-administered financial aid programs, and to access your application in the future. Make sure to provide a personal, permanent e-mail address (such as gmail, yahoo or hotmail) rather than a school-provided e-mail address that will change when you change schools.

E-mail
kdtest2@isac.org

Confirm E-mail
kdtest2@isac.org

When logged in to the Application, you may also navigate to your Student Profile Account by clicking on the Update Profile link at the top of screen.

