

## How to deal with a lost order card

### The importance of the order card

The order card contains the site's exclusive site code and information about the cards already issued. This avoids duplication.

- In the hands of an unauthorised person it could be used to order valid user cards for your site.



### If you lose your order card

The method you choose to replace it will depend on how important the security of the site is to you.

#### - If the security of your installation is important.

You will need to replace all the user cards on the site and start again with a new site code.

Purchase a new starter pack plus sufficient additional cards for all of your users.

All the access control systems on site should be 'data reset'. This may require a visit from your installer.

Initialise the systems with the enrolment card from your new starter pack. Cards from the new pack should be issued to all users and their details recorded on the shadow cards in the usual way.

Only cards issued from the new pack are valid. All the old cards are now inactive and any cards ordered with the old order card will not give access. - This is the option recommended by Paxton.

#### - If the security of your installation is NOT important.

Paxton can retrieve the site information from any valid function card.

This card will NOT be returned.

When producing user cards Paxton destroys the originating card (normally an order card) and provides a new order card with the pack.

You should NOT send in the enrolment card as this card will be required for future maintenance of your system.

If you wish to replace the function card sent to Paxton, you should order it with your user cards.

NOTE: This method does not prevent the original order card from being used to obtain extra cards which will open doors on the site.