



ID Card Deactivation Instructions

Security is everything. If your son or daughter's Lion ID Card has been misplaced, lost, or stolen you have the ability to deactivate the card. Please follow the instructions below.

With your son or daughter's Lion ID Card handy, go to <https://sms.campuscardcenter.com/ch/login.html>.

When you registered your son or daughter's ID card, you made a username & password to login to the account.

Cardholder Login Page: First section:

1. **Enter Username & Password**-When you registered your son or daughter's ID card, you made a username & password to login to your account. Please enter these credentials.

Cardholder Account Page: Second section:

On **left** hand table of contents click "**Lost or Stolen Card**"

1. **Lost or Stolen Card** – In the middle of the page, click the button "**suspend card**" located to the right of the card number.
2. **Confirm suspended card**-click "yes" to confirm you are suspending the card.
3. On the **left** hand side of the screen above Lost & Stolen card a green arrow will appear that indicates that the card has **successfully been suspended**.
4. If you do not see the green arrow confirming you have successfully suspended your card, please call our service center for assistance: **866-762-5981**.

Cardholder Activation Page: Reactivate card

1. If you have located your card within 2 days of deactivating it, and you have not received a new card you can reactivate your current card.
2. Please go to the **login screen** and **enter your username and password**, click on left side of the screen on "**Lost or stolen card**".
3. Make sure the last 4 digits listed on card matches what is shown on the screen
4. If the card number matches, click "**Reactivate card.**"
5. On this screen, the full card number will be shown and a blank space with the security code will be displayed.
6. On the student ID card, please enter the 3 digit security code on the right of the card and click "**Reactivate**".
7. A **blue check mark** will be displayed next to the "**Card Activated**" to indicate the card is **now the active card on the account**.

Having Trouble?

If you are having issues with the process you may contact the Lion Card Service Center at **1-866-762-5981**, Monday through Friday between 8 a.m. and 6 p.m. EST or via email at lioncard@stmarksschool.org for assistance.

For general questions please visit our FAQ page: www.stmarksschool.org/LionCard