AN1020 - 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 concerning the cards already issued to avoid duplication. In the hands of an unauthorised person it could be used to order valid users cards for use on your site.

If you lose your order card

Paxton Access will of course assist if your order card is lost.
There are two options if your order card is lost. Which one you choose will depend on how important the security of the site is to you.

If the security of your installation is important.
Purchase a new starter pack with sufficient cards for all of your users or a starter pack and additional CARDLOCK cards up to the required quantity.
All the systems on site should be "data reset".
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 will grant access on the site.
All of the old cards will become obsolete, and any cards ordered with the old order card will not give access.
This is the option recommended by Paxton Access.

If the security of your installation is NOT important.
It is possible for us to read information from any card that works on your site and create a new order card and additional user cards.
However, for security reasons we do ask for a letter signed by a representative of the system user which states that, the security implications are understood, and that Paxton Access have no responsibility for any future breach of security.
This letter should be sent to us together with a working card from the site.
We have a standard letter with the relevant text, which can be sent to you on request.
There is a charge of £18.00 (ex vat) for the additional order card.
If a duplicate order card is issued, it does not prevent the original from being used to perhaps illicitly obtain extra cards, which will open doors on the site.

Compact
Switch2