How to Delete Your Digital ID Card from the ID123 App

Mobile Application · https://www.id123.io/knowledgebase/deleting-card-from-app/

If you no longer need your digital ID card or have switched institutions, you can easily delete the card from your ID123 mobile app. Follow the steps below to securely remove your digital ID card from the app.

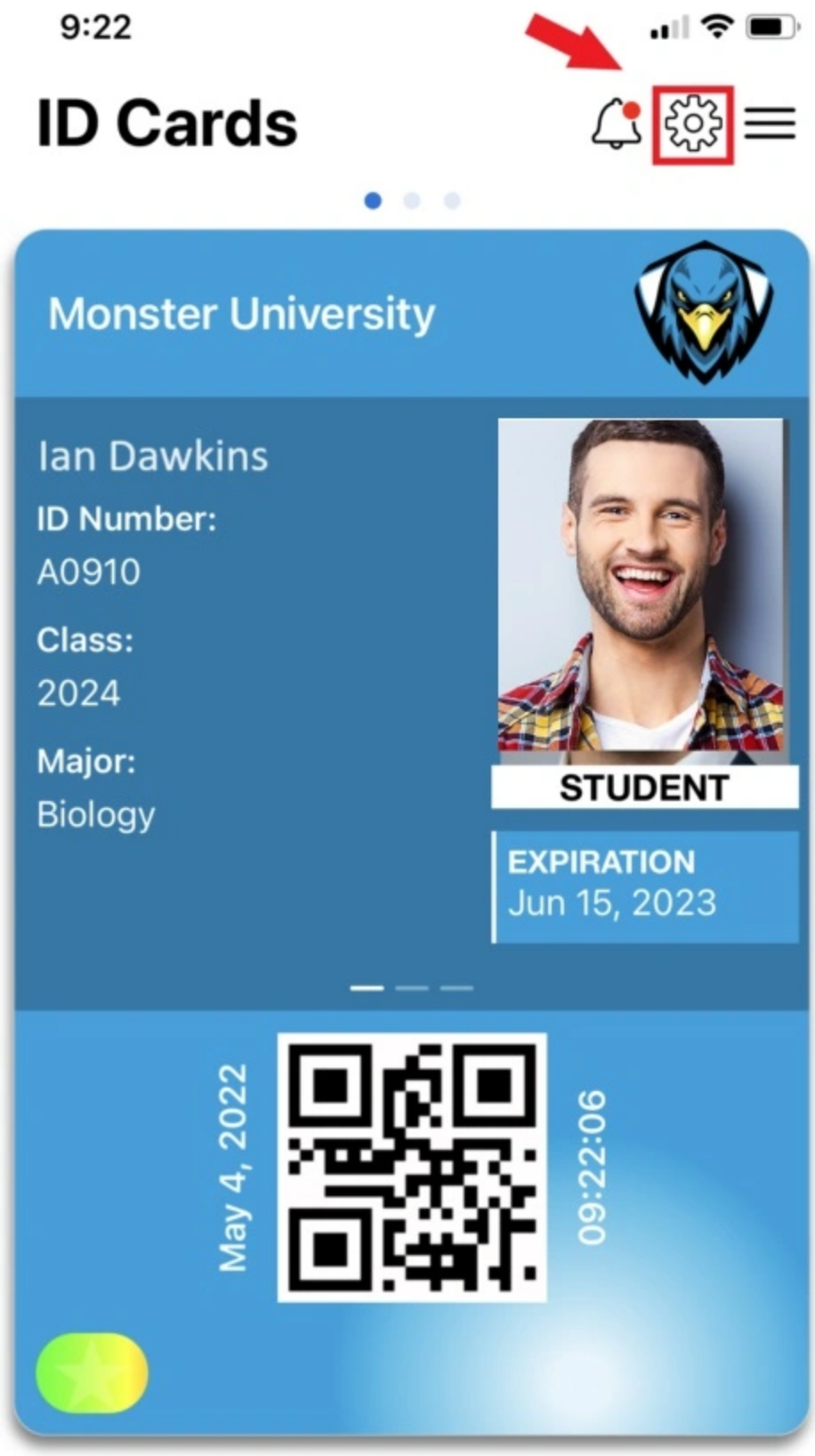
Why You Might Want to Delete a Digital ID Card

Deleting a digital ID card may be necessary if:

- You no longer belong to the issuing organization.
- You want to remove outdated credentials.
- You need to reset your account before installing a new ID card.

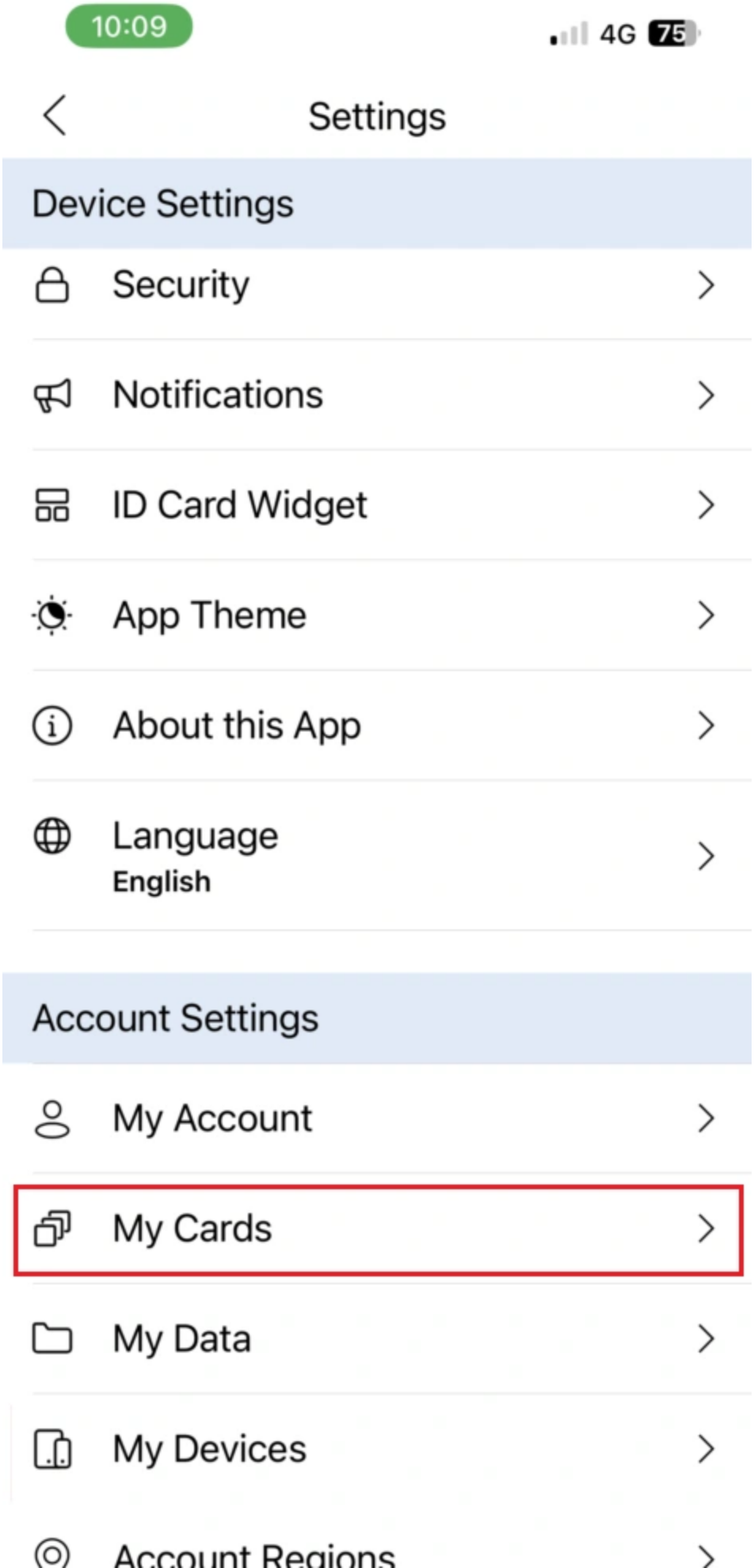
Step 1: Log In to Your ID123 Account

Open the ID123 app on your smartphone and log in using your registered email address and password. Once logged in, go to the Settings section.



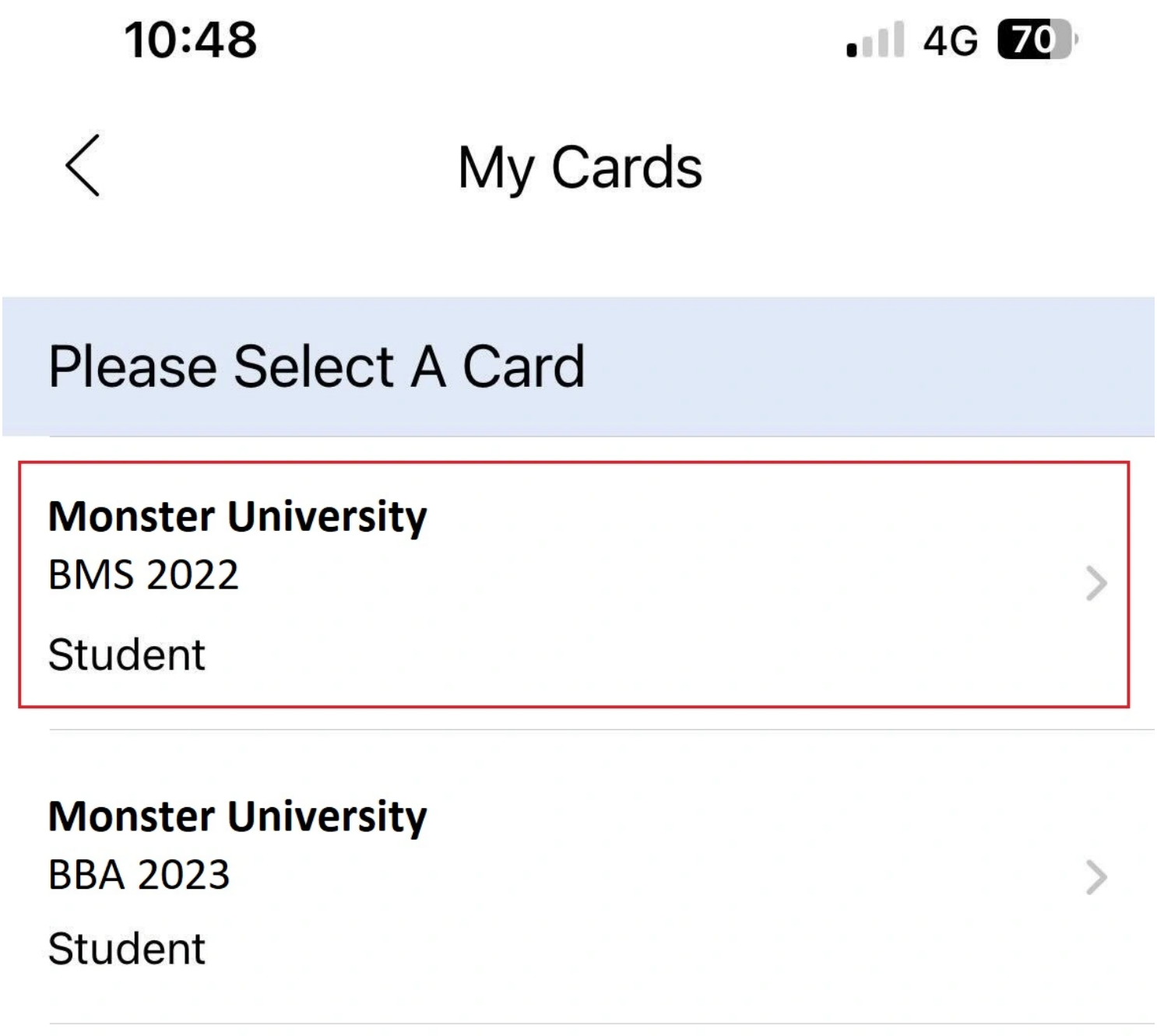
Step 2: Access ‘My Card’ Under Account Settings

In the Settings menu, tap on ‘My Card’. This section displays the digital ID cards linked to your account.


10:09
4G
75
Settings
Device Settings
Security
Notifications
ID Card Widget
App Theme
About this App
Language
English
Account Settings
My Account
My Cards
My Data
My Devices
Account Regions

Step 3: Select the Card You Want to Delete

Choose the specific digital ID card you wish to delete. Tap the ‘Delete’ button next to the selected card.



Delete App Account

Deleting your account will remove the following data:

- Your email address
- Your profile info and photo
- Any self-issued cards and data
- Data linking your account to institutions or any institution-issued cards

Data Region:

North America (US)

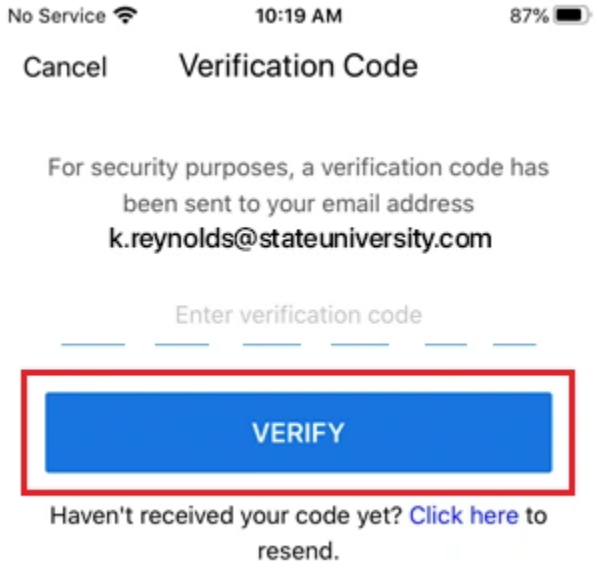
Registered Email Address: *

For security please solve this math problem: *

2 + 7

Step 4: Enter the Email Verification Code

To confirm the deletion, a verification code will be sent to your registered email address. Check your inbox (and spam/junk folder if needed). Once you receive the code, enter it into the app and tap ‘Verify’ to complete the deletion process.



Important Notes

- Deleting a digital ID card is permanent. You will need a new invitation from your organization to reinstall the card.
- If you did not receive a verification code, double-check that you’re using the correct email address and have a stable internet connection.

Need Help?

If you're experiencing issues while deleting your card, contact ID123 Support or your institution’s card administrator for assistance.