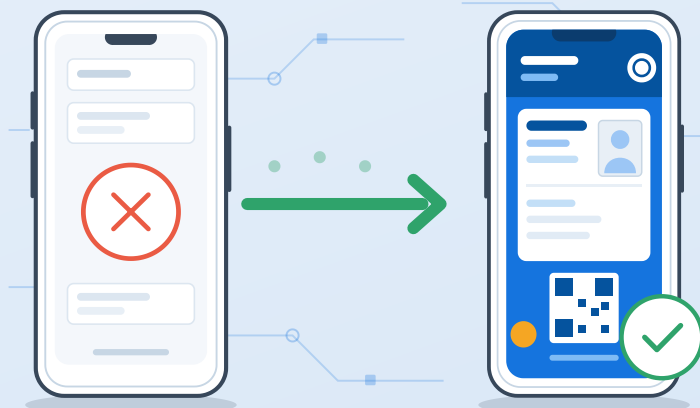


CARDHOLDER HOW-TO GUIDE

How to Remove Your Digital ID Card From an Old Device



Switching to a new device?
Clear your card off the old
device so it installs cleanly on
the new one. **It takes about
a minute.**



✓ **Good News:** You don't need your old device to do this.

+ THREE SIMPLE STEPS



Sign In

Open the ID123 App on
your new device and log
in with your registered
email address.



Open My Devices

Tap the Settings icon, then
select 'My Devices' under
Account Settings.



Remove Device

Take the old device off the
list and confirm with the
code emailed to you.



'How To' for iOS and Android on the Back →

Both Routes Start in the Same Place. Follow the Column That Matches Your Device.

**iOS**

- 1 Navigate to 'Settings' > 'My Devices.'
- 2 Swipe left on the old device, then tap the 'Logout' button to remove it.
- 3 Enter the code sent to your email. Select 'Verify.'

**Android**

- 1 Navigate to 'Settings' > 'My Devices.'
- 2 Long-Press on the old device, then tap 'Yes, Continue.'
- 3 Enter the code sent to your email. Select 'Verify.'

Once logged out, your digital ID card is **no longer accessible** on the removed device.

+ GOOD TO KNOW



One Device at a Time

Many institutions only allow a card on one device. Removing the old one frees it for your new device.



Keep Your ID Secure

Clearing the card protects your credentials if the old device is lost, sold, or recycled.



If the Old Device Is Accessible

Open the app on that device and log out from 'Settings' > 'Logout.' No code needed.



For Further Assistance

Contact your card administrator or check out our in-depth how-to guide in the Knowledge Base section of our website.