What should I do if I lose my device, or if I believe there has been fraudulent use of my credential?

Tell Me

1. During regular business hours, contact the 49er Card Office at 704-687-7337 to deactivate your 49er Mobile ID. Be sure to specify whether the watch and/or phone version of the card should be deactivated. Any device not specified to be suspended will remain active.
2. If applicable, identify the fraudulent activity: For purchases using meal plan accounts or optional spending accounts, contact the 49er Card Office and report the suspected fraud. If door access was involved, contact Police and Public Safety at 704-687-8300.
3. You can also deactivate your device on your own:
   a. In the eAccounts app:
      i. Click the settings gear in the upper right corner
      ii. Select the Card Management option
      iii. Choose the credential you want to deactivate and toggle it off
      iv. You will receive a confirmation email. Only the selected card will be deactivated. All other credentials will remain active.
   b. In the eAccounts web version:
      i. Select Card Services
      ii. Select Deactivate Card
      iii. Select the credential to deactivate and click on “Deactivate Card”
      iv. You will receive a confirmation email. Only the selected card will be deactivated. All other credentials will remain active.

Visit Apple support for additional instructions for Lost/Found Apple devices.

Related FAQs

• Who can help me with 49er Mobile ID?
• Why can’t I double-tap the side button when my iPhone is locked to see my spending account balances in Apple Pay?
• Where can I use 49er Mobile ID on campus?
• What should I do if I lose my device, or if I believe there has been fraudulent use of my credential?
• What should I do if 49er Mobile ID is not working?