Replacement Student University card

The University provides each student with a University card at Registration. The card has multiple uses including: Borrowing books in the Library, door access and printer access. Other areas of the University also use the card in relation to their services including the Sports Centre and Catering.

If you have lost or damage your University card you will need to order replacement via the online store. The charge for replacing a card is £15.

1. Search for 'online payments' on the Lancaster University homepage
2. Scroll to the bottom of the page and click on the category ‘other’
3. Expand the product catalogue and then selecting ‘miscellaneous’ then ‘University Cards’.
4. Order a new card following the onscreen instructions
5. You will receive an email when your card has been printed and is ready to collect

If your University card has been stolen please email the Student Registry with the crime number you received from the police. A new card will be produced and you will receive an email when it is ready to be collected. Please note without a crime number we are unable to provide a replacement.

Contact The ASK Service

We are open weekdays 9am until 5pm.

Telephone: 01524 5 92525

Email: The ASK Service

Chat: talk to us online

In person: Student Information Desk, Learning Zone (10am-3pm)

Out of hours: lancaster.ac.uk/student-info