

# How do I reset my Qkr with Masterpass password?

If you forget your Qkr with Masterpass password, open the Qkr app.

1. On the Qkr sign in screen check the email address displayed or enter your email address. To retrieve a forgotten password, your email address must be the address you registered with when you created your account, even if it was incorrect or mistyped.

If your email address is incorrect or mistyped, you will still be able to reset your password via SMS and then edit your email address via the Qkr app after your new password is created.

2. Select 'Forgot Password?'
3. On the Forgot Password screen ensure that your email address displayed is the one you registered with. Select 'Send Code'.
4. A security code will be sent via SMS to the mobile number you registered for your Masterpass/Qkr account.

If the security code is not received, this means either your mobile phone number was mistyped during Qkr registration, or your email address entered in the previous step does not match our records. Contact the Masterpass help desk shown below for assistance.

If your email address is incorrect the Masterpass help desk operator can edit it, but if the mobile phone number is incorrect the operator will need to delete your account.

If your account is deleted you may then register as a new user on Qkr. If you cannot re-register, it means your account was not deleted and you are trying to re-register using a phone number or email address already on our database.

5. Enter the code from the SMS and enter your Billing Postal Code (this is the post code you entered when registering your default card on Qkr) in the relevant fields, and select 'Continue'.

If you receive an error it means that the security code or Billing Postal Code are incorrect. If you do not recall the Billing Postal Code for your default card, or typed it incorrectly when registering your card, you will need to call the Masterpass help desk and ask to have your account deleted so you can re-register.

6. Create a new password as prompted.
7. Sign in to Qkr using your registered email address and new password.

If your email address is incorrect or mistyped, you can edit your email address via the Qkr app settings. On the Qkr home screen tap the 3 horizontal bars symbol in

the top left corner, and select My Profile. Edit your email address to correct it, and then use it as your email address to sign in to Qkr from then on.

If you are in Australia and continue to experience **Masterpass/Qkr password issues**, you can call the Masterpass help desk: 1800 689 562.

Alternatively, for other consumer enquiries please contact the organization that you wish to pay with Qkr for assistance.

## How do I set up Automatic Email Receipts?

1. Tap on the menu in the app (the three horizontal lines icon at the top left of the screen).
2. Tap on the word 'Settings'. This will open the settings page and present you with a number of options to personalize the way Qkr! works for you.
3. Near the bottom of the page you will see an The option called 'Automatic Email Receipts' which by default is set by default to OFF. Slide to change this to ON.

## How do I complete my payment after submitting a form?

1. Open Qkr!
2. Select the event that you are paying and 'Add to cart'
3. Tap 'OK' when prompted for additional information
4. Enter your Qkr password to open the form then complete the information as required. Fields with a red asterisk (\*) are mandatory to be completed.
5. for and complete Sign the form when prompted if required and tap the icon in the top right of the screen (iPhone) or 'Save' (Android).
6. Once the form is complete it will be added Tap Next to add to the Cart
7. Tap on the Cart icon at the bottom of the screen then tap 'Pay Now' and complete the payment.

## How do I change/update my Card details?

Open Qkr!

1. Tap on the three horizontal lines icon at the top left of the screen.
2. Tap on the word 'Settings'. This will open the settings page and present you with a number of options to personalize the way Qkr! works for you.
3. Tap on 'Manage Payment Cards'
4. Tap on the card you wish to update
5. Enter updated information
6. Select 'Done' (iPhone) or the tick icon (Android) in the top right hand corner of your screen to save your changes

## How do I change my Qkr username (email address)?

Open Qkr!

1. Tap on the three horizontal lines icon at the top left of the screen.
2. Tap on the word 'Settings'. This will open the settings page and present you with a number of options to personalize the way Qkr! works for you.
3. Tap on 'Change Login Id'
4. Enter new email details
5. Select 'Done' (iPhone) or the tick icon (Android) in the top right hand corner of your screen to save your changes

## How do I update my child's class and year details for a new school year?

To update your child's class/grade/room and year details for a new school year:

1. Sign into your Qkr account Open Qkr
2. Tap 'Manage Children'
4. Tap the child whose details you wish to edit
5. Tap on the Class or Grade or Room and Year in turn to select from the class and year lists available and update your child's details
6. Tap the tick icon (Android) or 'Update' (iPhone) on the top right of your screen to save changes.

## What information do the Qkr eReceipts contain?

To view your eReceipts simply sign in to your Qkr account and scroll down to 'My Receipts' section. The Qkr eReceipts show the following information:

- Merchant name and logo
- Total amount of the purchase, including sales tax
- Date of the purchase
- Alias of the card used
- Seat where your order is being delivered
- Name and value of the purchased products/items
- A unique Ref #

## Are guests' payments secure with Qkr?

Qkr is provided by MasterCard so users can rest assured that their payments are secure. No information will be stored on the user's phone. Registration details and card information are saved securely on the MasterCard network.

## Should I log out from the Qkr app for security?

Qkr is the safe, secure, reliable way to pay for goods and services. Qkr is provided by MasterCard so you know your payments are secure. No information will be stored on your phone. Registration details and card information are saved securely on the MasterCard network.

As an additional security feature, Qkr automatically logs you out after 10 minutes of inactivity. When this happens, you will still be able to browse the menu and add items to cart, but you will be prompted to enter your password and log in at check out.

If you are using an Android phone, an alternative is simply to change your settings so that you are ALWAYS prompted to enter your password at check out even if you are still within the same ten minute logged in session. This option saves you logging out after each session / logging in each time you wish to view the menu. You will be able to view the menu as normal, safe in the knowledge that Qkr will ALWAYS ask for password confirmation before allowing you to make a payment.

Steps to turn on the “Always prompt for password on checkout” option for Android phones:

1. Open Qkr
2. Tap on the three horizontal lines icon at the top left of the screen
3. Tap on the word ‘Settings’. This will open the settings page and present you with a number of options to personalize the way Qkr works for you
4. Near the bottom of the page, you will see an option called “Always prompt for password on checkout” which by default is set to OFF. Slide to change this to ON

Our engineers are working on building this functionality for iPhones and other iOS devices