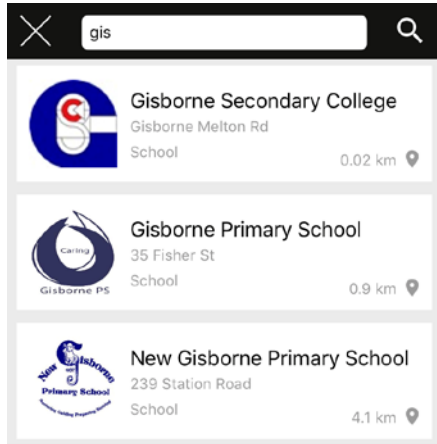


# QKR FAQs & Trouble Shooting

## I am unable to find my school on QKR?

Any active Qkr! school is able to be found via the search (magnifying glass top right hand corner) feature by entering at least 3 characters in the school name. Note that under 'Nearby Locations' only schools within 10km of the user's location will be displayed.



## 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 change my Qkr! username (email address)?

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.

# How do I reset my Qkr with Masterpass password?

If you forget your Masterpass/Qkr 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 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 Zip 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.

**Masterpass Help Desk (1800 689 562)**