

# Qkr! Questions and Answers Guide

## What is Qkr! – pronounced ‘quicker’

Qkr is an application developed by Mastercard and comes with all the security of Mastercard products

## What devices can I use Qkr on?

Qkr can be used on all smartphones, ipads and laptop and desktop computers

Follow the instructions on the How to Qkr Guide to download the Qkr App on to your smart device

## OR

Visit the following website using Google Chrome or Mozilla Firefox and follow the prompts to use the laptop/desktop computer version

<https://qkr.mastercard.com/store/#/home>

## What payment cards can be used?

Qkr accepts MasterCard and Visa credit cards along with Visa and MasterCard debit cards.

Payments cannot be paid via Amex.

## How do I get the Qkr App on my smartphone or iPad?

Follow the instructions in the How to Qkr Guide.

## How do I find the excursions on the App?

First time users of the App will need to find our school. If you are within 4kms of our school, Carine Primary School will automatically show up in your nearby locations.

Alternatively click the blue magnifying glass in the top right hand corner and type in Carine Primary School.

Once located, click on Carine Primary School to show the list of events (excursions) for sale.

## I have swiped to pay and received an Error Invalid Card Number message?

This error indicates the credit card details stored when setting up Qkr are incorrect. Either the expiry date or card number is incorrect or you have entered a payment card that is not accepted (Amex).

See below to fix

## I have entered the wrong card number and/or need to edit the expiry date

Tap the 3 bar icon at top left of screen.



Select Settings and click on Manage Payment Cards.

Here you can delete, add or change your default credit card details.

### How to Edit a Child's Profile

Click the icon from the top right of screen.



Click Manage Children to display student profiles.  
Click on the student to edit then tap Update.  
Click Add to create a new student profile then click Done

### When setting up my Payment Card details it asks for a Card Alias – What does this mean?

Qkr allows for multiple payment card details to be stored. In order to identify different cards, a Card Alias (card name) needs to be entered. This can be the name of the card you are setting up such as Visa, MasterCard, or you could call it Julie's Visa or Darren's MasterCard.

### How can I reset my password?

Simply tap the 3 bar icon at top left of screen



Select Reset Password and click 'Yes Please'.  
An email will be sent to the email address used to set up Qkr.  
Follow the prompts to reset your password

### Can I use Touch ID on my iPhone?

Qkr allows for the use of Touch ID.  
To enable this feature click in the 3 bar icon at top left of screen.



Click 'Sign in with Touch ID' and enter your password.

### My phone is connected to the App Store in China

Setup a new Australian apple account with another email address and then download the Qkr app.

### I have selected Australia as my location but the App is not doing anything?

Turn on the GPS and retry.

### Still need more help?

Visit YouTube link

<https://www.youtube.com/watch?v=A1wpTiL4fQk>

OR

Visit the administration office and our staff will be happy to assist. It really is very simple once you are set up and know how to use it.