Your Qkr Help Notes

Forgot Password

Tap on **Forgot Password**

Enter your **Email Address** and tap on **Send Code**

Enter **code** from **SMS** and **continue**

Enter **new password** and **Reset Password**

Sign in

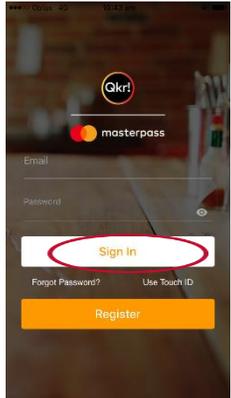Did **NOT** receive **SMS**
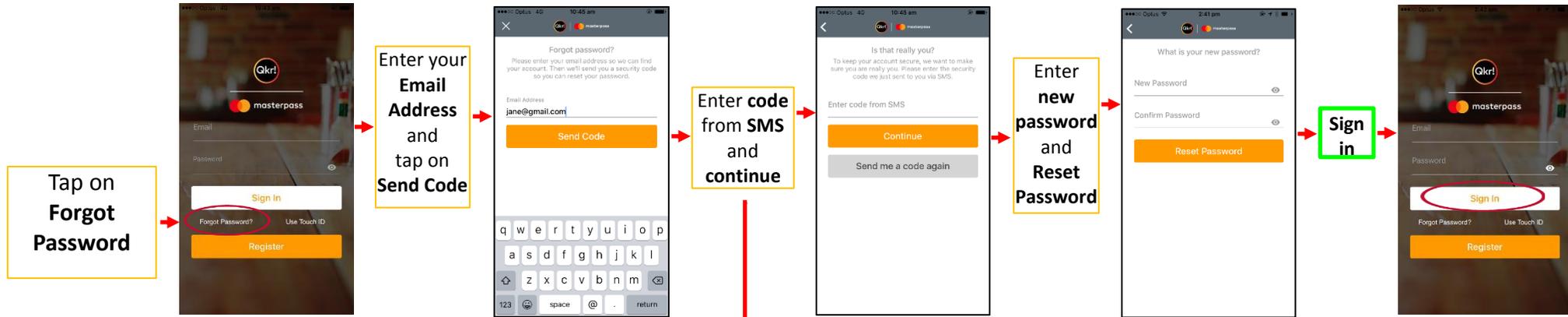
Forgot Email Address

Forgot Email Address

Call (1800 689 562) MasterPass Help Desk
The operator will ask you for identification e.g. phone number and last four digits of your credit card and expiry date.
The operator will tell you your **Qkr** registered **email address**. You can now **Sign In**

If you need to amend your Qkr **email address** see **Editing Personal Details.** After you have changed your details **Sign In**

Enter your **Qkr** registered **email address and password. Sign In** to **Qkr**

Call (1800 689 562) MasterPass Help Desk
The operator will ask you for your registered phone number and require some identification e.g. email and last four digits of your credit card and expiry date.

If your phone number is incorrect the operator cannot amend your account for security purposes. The operator will have to delete your account. After your account has been deleted you will need to **Sign Up** again.

Sign Up
https://wallet.masterpass.com/Wallet/masterpass/en-au/

Get Started Today!

Sign Up

When you have completed your new registration go to the Qkr App and **Sign In**

Password Tip: When entering your password you can tap the 'eye' symbol ![eye] displayed at the end of the password field to display your password as you enter it. This will enable you to see your password to ensure you have entered it correctly.
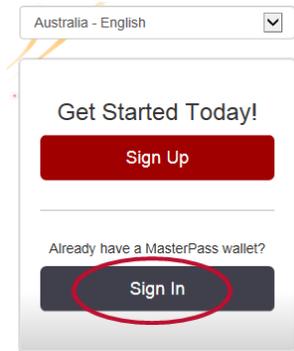
Editing Personal Details

Use the following link if you need to edit your email, password, phone number & or security question.

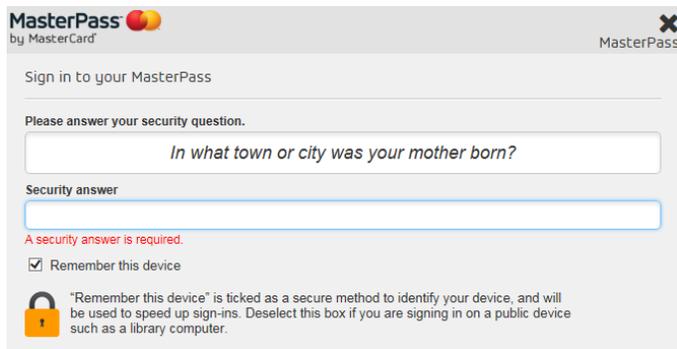https://wallet.masterpass.com/Wallet/masterpass/en-au/

Step 1. Sign In

Australia - English

Get Started Today!

Sign Up

Already have a MasterPass wallet?

Sign In

Step 2. Enter email and password

Sign in to your MasterPass

Simply enter your email address or mobile number and password to sign in.

○ Email   ○ Mobile

Email address

Password

Forgot your password?

☑ Remember me?

Cancel   Sign in >
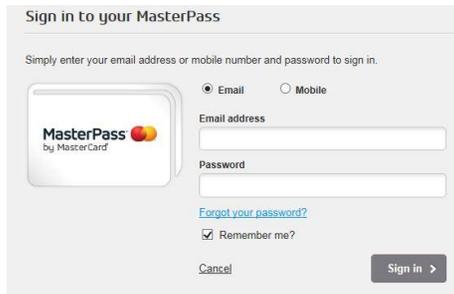
Step 3. Answer your security question (case sensitive)

Sign in to your MasterPass

Please answer your security question.

In what town or city was your mother born?

Security answer

A security answer is required.

☑ Remember this device

"Remember this device" is ticked as a secure method to identify your device, and will be used to speed up sign-ins. Deselect this box if you are signing in on a public device such as a library computer.

Step 4. Click on here.

Welcome back to your wallet, Jude!

Manage your payment methods, address list and much more.

	Payment methods	
Corporate Jude Day ••••••5048 03 / 2019 ✓ PREFERRED	View All / Add	1
Jude Day 535 Bourke Street Melbourne, AU-VIC 3000 0408961878 ✓ PREFERRED	Addresses View All / Add	1
	Loyalty programmes View All / Add	0

Step 5. Click on MY ACCOUNT

🏠 Home

MY ACCOUNT +
Profile, settings, connections...

MY WALLET +
Payment methods, addresses...

Step 6. Click on Settings

🏠 Home

MY ACCOUNT −

👤 Profile
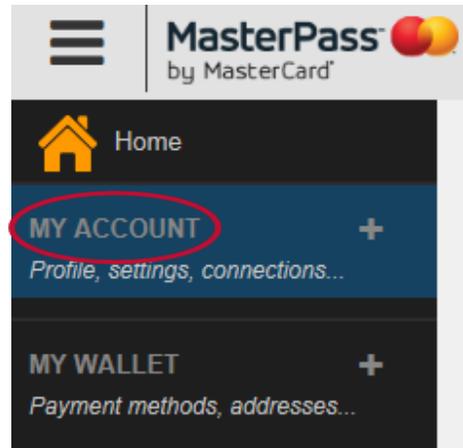
⚙ Settings

🔗 Connections
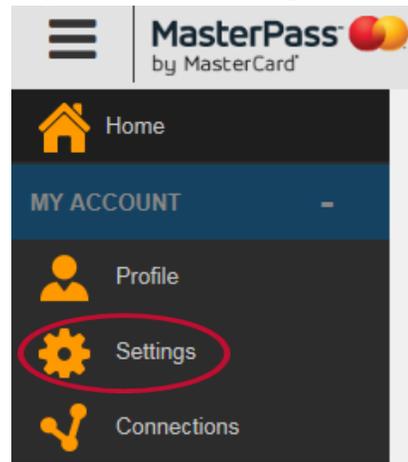
Step 7. Edit email, phone number, password and security question

Settings

Language	Email address
English(AU)	susanr@gmail.com

Mobile phone number	Password
AU +61 0428354752	••••••••••••••••••••

Security question and answer
In what town or city was your mother born?

••••••••

Offers and updates
Send special offers and promotions for wallet users and keep me informed of the latest wallet features.   On ⬤ Off

Account alerts
We will email you account alerts and other important messages about your wallet.

*Text message details
Message and Data rates may apply. Please note that choosing to reset a password via text message may also incur these charges. You may cancel messages at any time by texting "STOP" in response to any message, or texting "STOP" directly to "74920." To get help, you can text "HELP" in response to any message you receive or text "HELP" to "74920."