

Qkr! Questions and Answers

What is Qkr – pronounced 'quicker'

Qkr! is a payment 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 smart phones, iPads, laptops and desktop computers. Download from the App Store for iPhone or Google Play for Android.

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 debit Visa and MasterCard's. Payments cannot be paid via Amex.

How do I find the excursions on the App?

On the first time of using the App you need to find the school. If you are within 4kms of the school, Campbell Primary School will automatically show up in your nearby locations and you can click on it, this will then show you the options available.

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

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. Eg either the expiry date or card number is incorrect or you have entered a payment card that is not accepted eg Amex is not accepted. (See below to fix)

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

Simple. Tap the 3 bar icon  at the top left of the screen

Click on Manage Payment Cards. Here you can delete, add or change your default credit card details.

It won't accept my Medicare card number when completing the medical/permission form?

The space may look small but enter the whole number without spaces. Also remember to put a valid expiry date in.

How to Edit a Child's Profile

Click Profiles from the top menu. Select the child, edit as required, press Update Profile.

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. Therefore, to know which card is which, a Card Alias (card name) needs to be entered. This can be the name of the card you are setting up eg 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 the top left of the screen

My profile

Password

Follow the prompts



Can I use Touch ID on my iPhone?

Yes you can. The latest update of Qkr! allows for the use of Touch ID if your phone is capable. To enable this feature click in the 3 bar icon at the top left of the

Select Settings



Swipe the 'Sign in with Touch ID' button so it displays in green 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 the YouTube link below

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

OR

Call into Reception and our staff will be happy to assist getting you started. It really is very simple once you are set up and know how to use it.

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

- Step 1. Download the Qkr! by mastercard app from the App Store for iPhone or Google Play for Android.
- Step 2. Select Australia as Country of Residence
- Step 3. Find our School - Campbell Primary School
- Step 4. Follow the prompts to set up your account.