

# 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 and laptop and desktop computers.

Please see the flyer below on how to download the app onto smartphones and iPads.

### 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 PS will automatically show up in your nearby locations, you can click on Campbell, this will then show you the list of the events for sale.

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

choose settings and 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  the icon from the top right of screen

Click Manage Children

Student profiles created will be displayed 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. 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



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?**

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 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 the YouTube link below

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

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

Follow the instructions on the Qkr Flyer following.

## **Still need help?**

Please contact the School Administration on 9456 8300 or email [campbell.ps@education.wa.edu.au](mailto:campbell.ps@education.wa.edu.au)