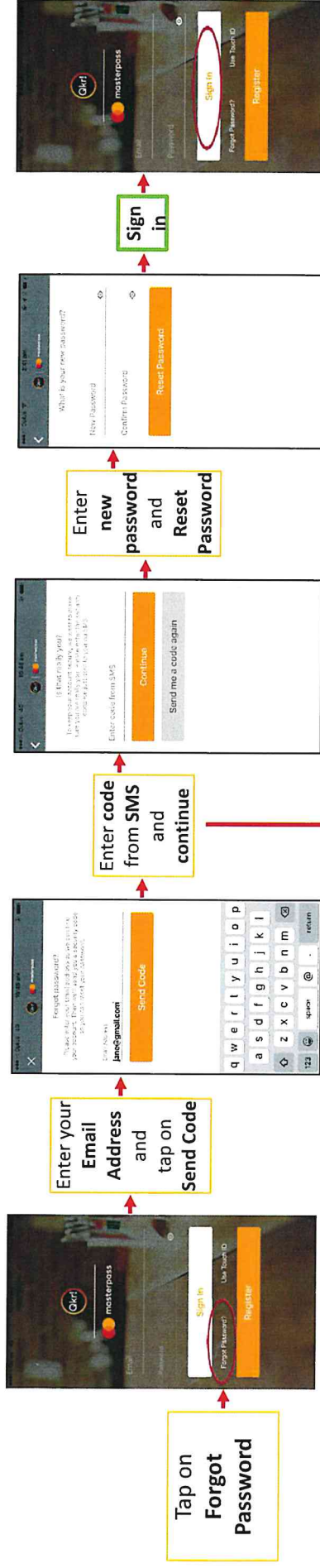




## Your Qkr! Help Notes


### Forgot Password or 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**

**Password Tip:** When entering your password you can tap the 'eye' symbol  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.

#### Did NOT receive SMS

**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**

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





## 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)

MasterPass by MasterCard

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

View All

Add

Addresses

View All

Add

Loyalty programmes

View All

Add

### Step 5. Click on MY ACCOUNT

MasterPass by MasterCard

Home

MY ACCOUNT +

Profile, settings, connections...

MY WALLET +

Payment methods, addresses...

### Step 6. Click on Settings

MasterPass by MasterCard

Home

MY ACCOUNT -

Profile

Settings

Connections

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

MasterPass by MasterCard

Settings

Language: English(AU)

Email address: susanr@gmail.com

Mobile phone number: AU +61 0428354752

Password: .....

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

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

\*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".