Your Qkr Help Notes

Forgot Password or Email Address

Tap on Forgot Password and tap on Send Code

Enter your Email Address and continue

Enter code from SMS and continue

Enter new password and Reset Password

Sign in

Did NOT receive SMS

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.
Editing Personal Details

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

Step 1. Sign In

Step 2. Enter email and password

Step 3. Answer your security question (case sensitive)

Step 4. Click on here.

Step 5. Click on MY ACCOUNT

Step 6. Click on Settings

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