

How do I reset my Qkr with Masterpass password?

If you forget your Qkr with Masterpass password, open the Qkr app.

1. On the Qkr sign in screen check the email address displayed or enter your email address. To retrieve a forgotten password, your email address must be the address you registered with when you created your account, even if it was incorrect or mistyped.

If your email address is incorrect or mistyped, you will still be able to reset your password via SMS and then edit your email address via the Qkr app after your new password is created.

2. Select 'Forgot Password?'
3. On the Forgot Password screen ensure that your email address displayed is the one you registered with. Select 'Send Code'.
4. A security code will be sent via SMS to the mobile number you registered for your Masterpass/Qkr account.

If the security code is not received, this means either your mobile phone number was mistyped during Qkr registration, or your email address entered in the previous step does not match our records. Contact the Masterpass help desk shown below for assistance.

If your email address is incorrect the Masterpass help desk operator can edit it, but if the mobile phone number is incorrect the operator will need to delete your account.

If your account is deleted you may then register as a new user on Qkr. If you cannot re-register, it means your account was not deleted and you are trying to re-register using a phone number or email address already on our database.

5. Enter the code from the SMS and enter your Billing Postal Code (this is the post code you entered when registering your default card on Qkr) in the relevant fields, and select 'Continue'.

If you receive an error it means that the security code or Billing Postal Code are incorrect. If you do not recall the Billing Postal Code for your default card, or typed it incorrectly when registering your card, you will need to call the Masterpass help desk and ask to have your account deleted so you can re-register.

6. Create a new password as prompted.
7. Sign in to Qkr using your registered email address and new password.

If your email address is incorrect or mistyped, you can edit your email address via the Qkr app settings. On the Qkr home screen tap the 3 horizontal bars symbol in the top left corner, and select My Profile. Edit your email address to correct it, and then use it as your email address to sign in to Qkr from then on.

If you are in Australia and continue to experience **Masterpass/Qkr password issues**, you can call the Masterpass help desk: 1800 689 562.

Alternatively, for other consumer enquiries please contact the organization that you wish to pay with Qkr for assistance.