

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 'how to flyer' for 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. Payments cannot be made via Amex.

How do I find the excursions on the App?

The first time using the App you need to find the school. If you are within 4kms of the school, Como will automatically show in your nearby locations and you can click on Como to show the list of the events for sale. Alternatively click the blue magnifying glass in the top right hand corner and search for 'Como'.

I have swiped to pay and received an Error Invalid Card Number message?

This error indicates the credit card details stored are incorrect ie either the expiry date or card number is incorrect or you have entered a payment card that is not accepted eg Amex.


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

Simply 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 Upload icon  from the top right of the screen Click Manage Children Student profiles created will be displayed, click on the Student to edit then click on 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.

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

OR

Call into the Finance Office 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?

Follow the instructions on the Qkr 'how to flyer'.