**Your Qkr Help Notes**

**Forgot Password or Email Address**

1. **Tap on Forgot Password**
2. **Enter your Email Address and tap on Send Code**
3. **Enter code from SMS and continue**
4. **Enter new password and Reset Password**

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

**Step 1. Sign In**
- [Get Started Today!]
- [Sign Up]
- [Already have a MasterPass wallet?]
- [Sign in]

**Step 2. Enter email and password**
- [Sign in to your MasterPass]
  - Email or Mobile
  - Email address
  - Password
  - [Forgot your password?]
  - [Remember one?]
  - [Sign in]

**Step 3. Answer your security question (case sensitive)**
- [Sign in to your MasterPass]
  - Please answer your security question...
  - In what town or city was your mother born?

**Step 4. Click on here.**
- [Manage your payment methods, address list and more.]
  - [View All]
  - [Add]
  - [Edit]

**Step 5. Click on MY ACCOUNT**
- [Profile, settings, connections...]

**Step 6. Click on Settings**
- [Settings]
- [Language]
- [English/AL]
- [Email address]
- [Password]
- [Mobile phone number]
- [Add]

**Step 7. Edit email, phone number, password and security question**
- [Security question and answer]
  - In what town or city was your mother born?
  - [Password]

*Text message details*
Message and Data rates may apply. Please note that choosing to receive a text message via text messaging may also incur these charges. You may opt-out of receiving SMS at any time by sending STOP to 74423 or in response to any message, or by sending STOP directly to 74423. To get help, you can text HELP or HELP in response to any message you receive or test HELP to 74423.*