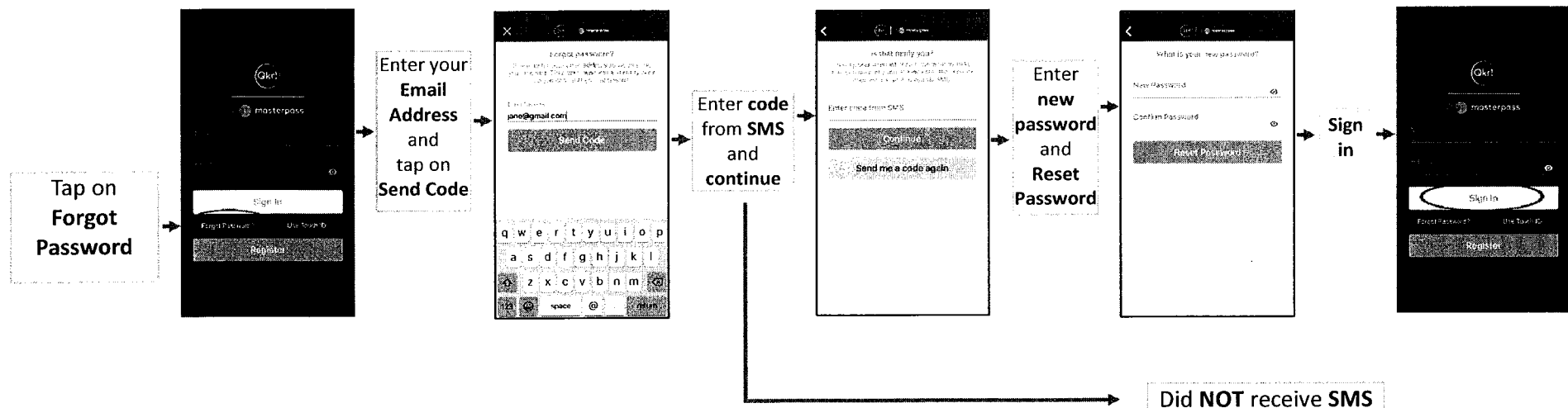




# Your Qkr Help Notes


## Forgot Password or Email Address



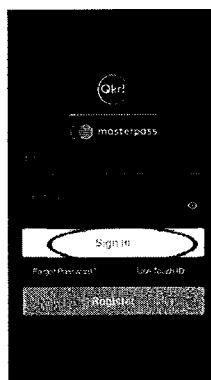
### Forgot Email Address

**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.

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



**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**