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 flyer below on 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 Mastercards.
Payments cannot be paid via Amex.

How do I find the excursions on the App?
On the first time of using the App you need to find the school. If you are within 4kms of the school, Applecross will automatically show up in your nearby locations and you can click on Applecross, this will then show you the list of the events for sale.

Alternatively click the blue magnifying glass in the top right hand corner and search for Applecross Senior High School. It will not find the school if you enter Applecross High School.

I have swiped to pay and received an Error Invalid Card Number message?
This error indicates the credit card details stored when setting up Qkr are incorrect. Eg either the expiry date or card number are incorrect or you have entered a payment card that is not accepted eg Amex is not accepted.
(See below to fix)

I have entered the wrong card number and or need to edit the expiry date
Simple. 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 icon from the top right of screen

Click Manage Children

Student profiles created will be displayed click on the student to edit then tap Update
Click Add to create a new student profile then click Done
When setting up my Pament 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 don’t anything?
Turn on the GPS and retry

Still need more help?
Visit the YouTube link below
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 Flyer following.
For quicker, hassle-free school payments, try Qkr! today

Introducing Qkr! (pronounced ‘quicker’) by MasterCard: the easy-to-use phone app that gives you the flexibility to place orders at a time and place that suits you. Qkr!:

- Saves you time by letting you order and pay for school items directly from your phone;
- Reduces the need for your child to bring cash to school;
- Reduces the time school staff spend on administrative tasks

Getting started is easy - try it yourself today

**Step 1** Download Qkr!

on your Android phone or iPhone. iPad users can download iPhone app

**Step 2** Register

Select your Country of Residence as ‘Australia’ and follow the steps to register

**Step 3** Find our school

Scan the QR code or type in the text label provided. Our school will also appear in “Locations Nearby” if you are within 4kms of the school

**Step 4** Register your children

When first accessing your school menu, you will be prompted to register your child. This allows you to make school orders on their behalf.

Now you’re ready to order directly from your phone...
Manage your children's details

- Add your child's details and photo
- Tap to add another child
- Tap the student card to edit details on that child
- Tap to show Manage Children option

Purchase school items

Add multiple payment cards

- Tap to change funding source
- Pay with any scheme credit, debit or pre-paid card accepted by the school. At checkout, you can select from any of your registered cards.

Safe and Secure MasterCard Technology

We want your feedback!

Add up to five cards to your Qkr! account

Please send your comments or suggestions on how the Qkr service could be improved to the school office.