Your Qkr Help Notes

Forgot Password or Email Address

Tap on
Forgot Password

Enter your Email Address
and tap on Send Code

Enter code from SMS
and continue

Enter new password
and Reset Password

Sign in

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

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


Get Started Today!

Sign Up

When you have completed your new registration go to the Qkr App and Sign In
Editing Personal Details

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

Step 1. Sign In

Get Started Today!
Sign Up

Already have a MasterPass wallet?
Sign in

Step 2. Enter email and password

Step 3. Answer your security question (case sensitive)

Step 4. Click on here.

Step 5. Click on MY ACCOUNT

Step 6. Click on Settings

Step 7. Edit email, phone number, password and security question