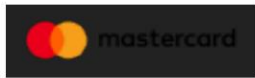


## Qkr Procedure

### Forgotten password on account set up prior to July 2018



In the event a parent has forgotten the password on a Qkr account set up prior to July 2018, the following steps are required by the parent and school admin as the password cannot be reset.

This only relates to parents who have registered a Qkr account prior to July 2018.

1. Parent to phone Masterpass on 1800 689 562 to advise they have forgotten password and request for their account to be deleted.
2. Parent to confirm with school admin that they have contacted Masterpass.
3. Once the school has received confirmation the original account has been deleted, the school can advise the parent to re-register with Qkr and enter card details again.

**In the interim** while waiting for the account to be deleted and parents need to use Qkr:

1. Parents can create a new Qkr account using a different email address to the one being cancelled.
2. Once Qkr has confirmed the original account has been deleted to your school admin, the new account can then be edited to change back to the original email.

Qkr accounts registered from August 2018 onwards are not required to follow the steps above. If a password is forgotten please refer to QKR Password (How to reset your password for accounts created from 1 August 2018) guide on the school's website.