

Qkr! for Parents

Inspiring Great Minds



Queensland Academy
for Science Mathematics
and Technology



Qkr! Tips for Parents

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Preferred Payment Method



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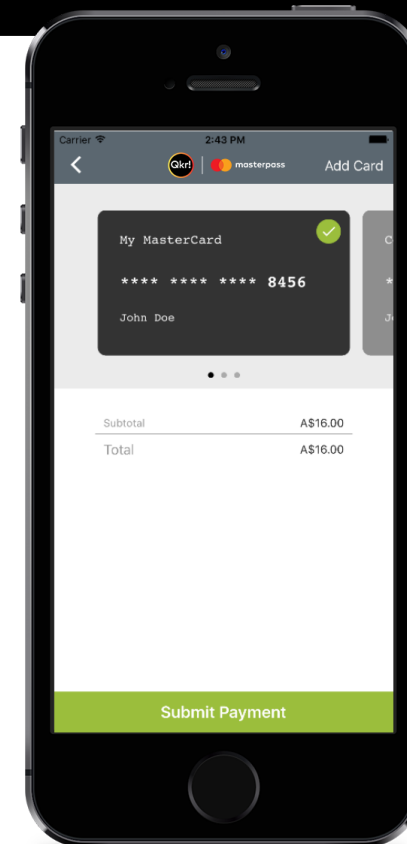
TIP OF THE WEEK

Q. Can I add multiple payment cards?

A. Qkr! will accept payment using any scheme credit/debit card accepted by the school, and you can add up to five different cards to your Qkr! account.

On checking out you can select from any of your registered cards.

Qkr! is provided by Mastercard so you know your payments are secure. No information will be stored on your phone. Registration details and card information are saved securely on the Mastercard network.





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TIP OF THE WEEK

Q. How do I add or delete payment cards?

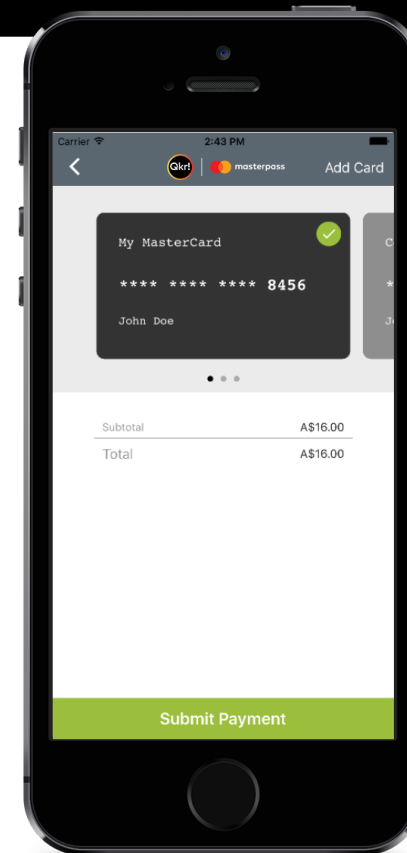
A. To delete or edit your payment cards from the 'Settings':

1. Tap on the three horizontal lines icon at the top left of the screen.
2. Tap 'Manage Payment Cards' and tap on the relevant card.
3. Tap 'Edit Card', make the required changes and tap 'Update'; or Tap 'Delete Card', and tap Delete to confirm the deletion.

To add a new card from the Settings: Tap 'Add a new card', enter the card details and tap 'Add Card' to save.

To add a new card from the Submit Payment screen:

1. Tap 'Add Card' at the top right of the screen.
2. Enter the card details and tap 'Add Card' to save.



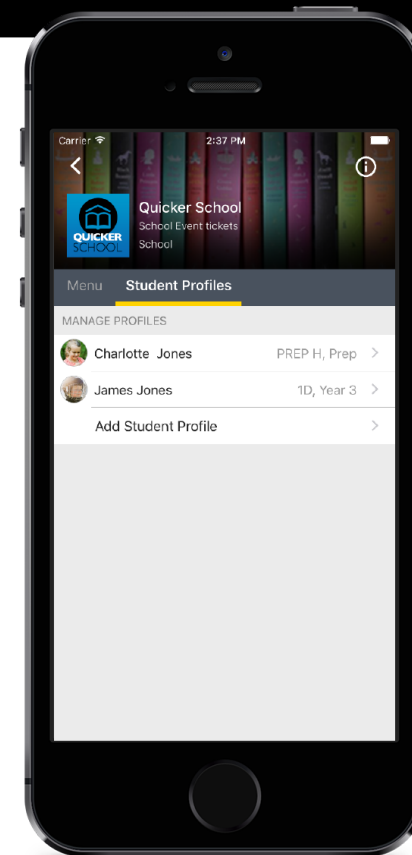


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TIP OF THE WEEK

Q. Can two parents set up an account for the same student?

A. Qkr! offers the ability for two parents to set up accounts for the same student if needed. However, please note that the two accounts are independent and no details are shared between them.





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TIP OF THE WEEK

Q. How can I keep track of my Qkr! payments?

A. Itemized Qkr! eReceipts provide a record of purchase and are a convenient way to keep track of your Qkr! payments.

To view your eReceipts:

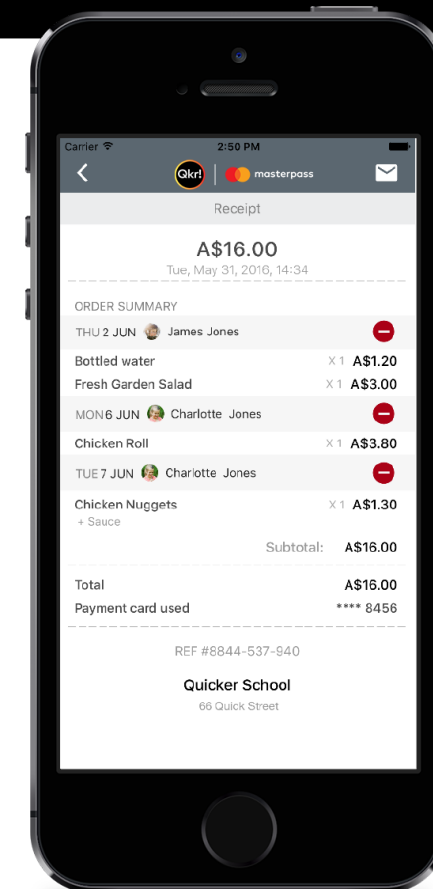
1. Open Qkr! and tap 'Activity'.
2. Scroll down to 'Order History' and tap 'Receipt' to view eReceipts.

Never lose a receipt: email receipts to your account:

1. Select the eReceipt you wish to email to yourself.
2. Tap on the mail icon at the top right of your screen.
3. Tap 'Send' to email the eReceipt to your email address, or enter another email address, and tap 'Send'.

Use an eReceipt to cancel a food order you have paid for:

1. Select the eReceipt for the order you wish to cancel.
2. Tap the red circle with a minus symbol on the order to be cancelled. Select the entire order or individual items to cancel and tap 'OK'.
3. Cancelled items are shown in red on your eReceipt confirming they have been cancelled and a credit is available for future food orders. The value of any credits will be automatically deducted from your next Qkr! food order.





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TIP OF THE WEEK

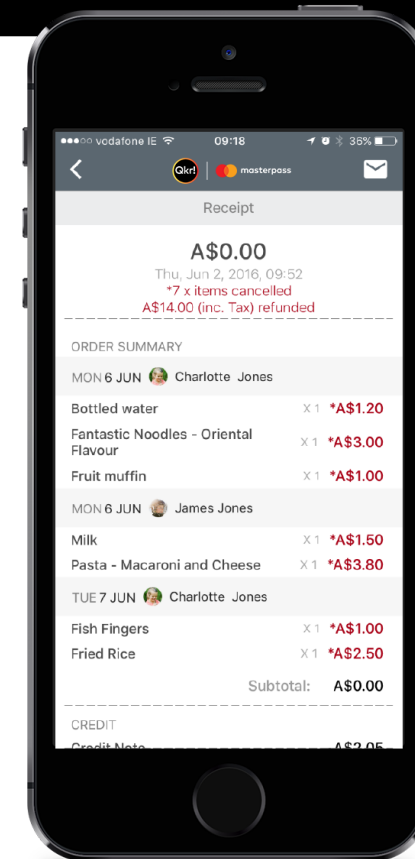
Q. How are Qkr! Refunds processed?

A. Qkr! refunds for food orders:

To reduce school costs, cancelled food orders are refunded as credit for future orders. Refunded items are shown in red on your eReceipt confirming that an item/s or order has been cancelled and a credit is available for future food orders. The value of any outstanding food order credits will be automatically be deducted from your next Qkr! food order.

Qkr! refunds for all other payments (non-food):

Please contact your school office directly to cancel any other (non-food) school payments. These refunds need to be processed through the school office according to school policy.





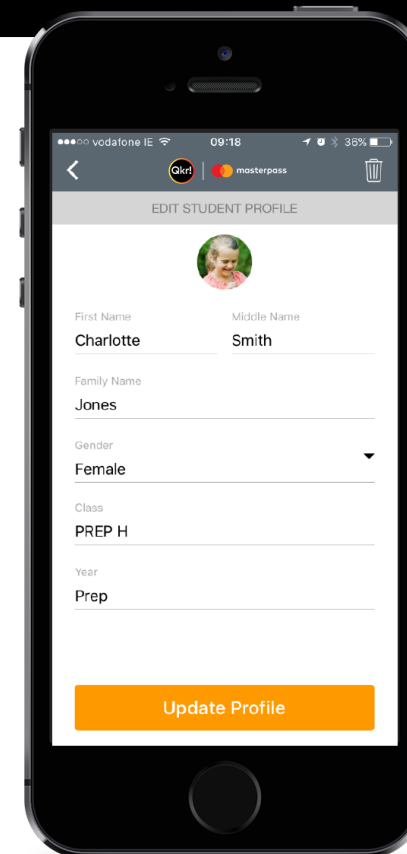
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TIP OF THE WEEK

Q. How do I add or update a photo of my child on the Qkr! app?

A. If you wish to add a photo of your child or if you have previously added a photo of your child and now you want to replace it with a different photo:

1. Open Qkr! and select your school.
2. Tap 'Student Profiles' to display your child's/children's name/s.
3. Tap the child whose details you wish to edit, and tap on the camera icon.
4. You can either choose an existing photo from your device, or take a photo on your device.
5. When you have added the photo, scroll down and tap 'Update Profile'.





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TIP OF THE WEEK

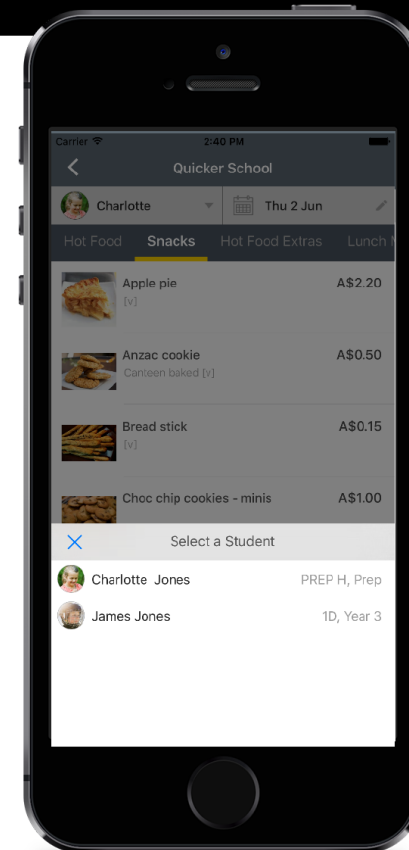
Q. What is the reason for having a child's photo on the Qkr! app?

A. For ease of navigation, Qkr! gives you the option to add your child's photo to your app.

This feature is optional and is designed to save you time when placing Qkr! orders.

If you choose to add your child's photo it will display at the top of the screen when you are browsing school items on Qkr! This feature is useful if you have multiple children at the same school. To select a different child when ordering, tap on the current child's photo/name and select another child.

This saves you time by allowing you to place orders for all your children with one transaction. There is no need to use the back button and no need to place separate orders for each child.





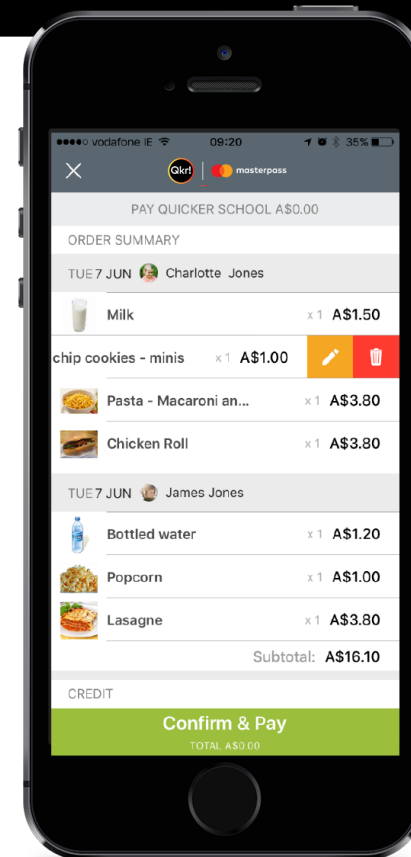
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TIP OF THE WEEK

Q. How can I remove unwanted items from my shopping cart?

A. It is easy to remove or amend items in your shopping cart prior to paying for them.

1. Open Qkr! and tap 'Activity'.
2. Under 'Active Carts' tap on your school.
3. Tap on the order or item you want to remove or update.
4. Tap the garbage bin icon to remove the item from your cart;
or
Tap the pencil icon to update or amend the item in your cart.





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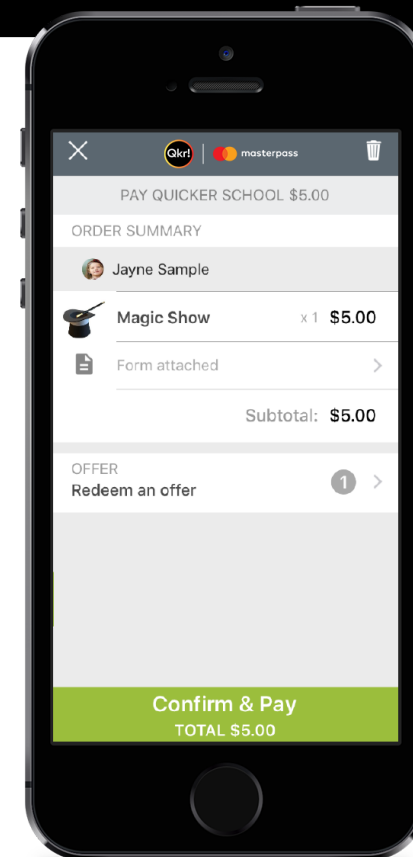
TIP OF THE WEEK

Q. How do I complete my payment after submitting a form?

A. Some activities have electronic forms attached that need to be completed prior to making the payment for the item. It is important to ensure that after you complete the form, you also complete the payment step.

To complete a form and the payment:

1. Open Qkr!
2. Select the activity that you are purchasing and 'Add to cart'.
3. Tap 'OK' when prompted for additional information.
4. Enter your Qkr password to sign in to the form then complete the information as required. Fields with a red asterisk (*) are mandatory to be completed.
5. Sign the form if required and tap Next or Submit when complete to add the activity and form to the cart.
6. Tap Checkout at the bottom of the screen to display your order summary showing that there is a form attached.
7. Tap 'Confirm & Pay' and submit the payment.





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For quicker, hassle-free school
payments, try Qkr! today

How do I enable notifications on my phone so I can receive Qkr notifications from my child's school?

Ensure your Notifications settings are
activated for the Qkr app.

Step 1

Select settings in your iOS or
Android device

Step 2

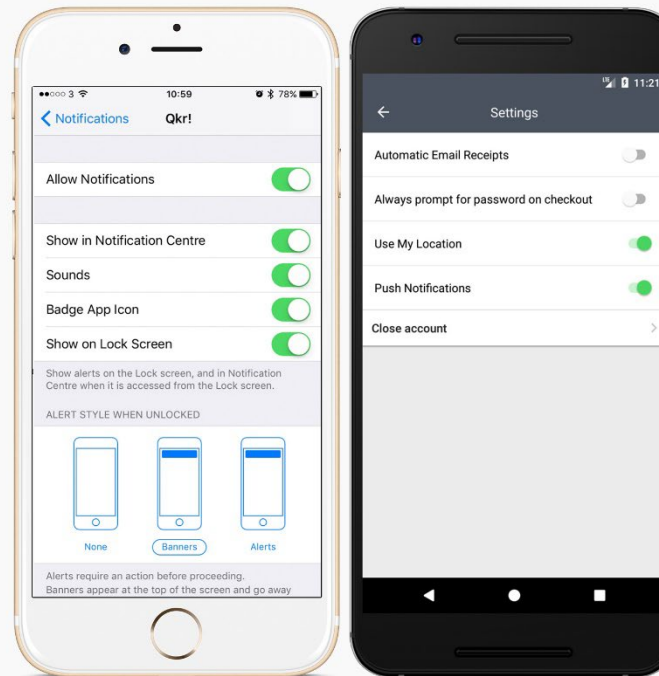
Select Notifications.

Step 3

Look for the Qkr app and ensure
the toggle is switched on to
allow notifications.

Step 4

Open the Qkr app on your phone,
open settings and ensure the 'Push
Notifications Enabled' toggle is
switched to green.



Please note that whilst we control the sending of the notification, the delivery and receipt of the notification is entirely controlled by your phone operating system.



Queensland Academy
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PHONE +61 07 3377 9333 FAX +61 07 3377 9300

78 Bywong Street, Toowong QLD Australia 4066
PO Box 303, Toowong QLD Australia 4066
qasmnt.eq.edu.au



@QAsciencemathstechnology



@queenslandacademysmt



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