

QASMT

Qkr! Handbook

Inspiring Great Minds



Queensland Academy
for Science Mathematics
and Technology





Contents




1.0	Getting started with Qkr!	2
2.0	Adding a profile	2
3.0	Multiple accounts for the same student	2
4.0	Payment cards accepted.....	3
5.0	Setting up payment information.....	3
6.0	How to track payments	3
7.0	How to cancel an order and/or receive a refund.....	3
8.0	How to remove items from cart	4
9.0	Completing a form.....	4
10.0	Change password or account details	4
11.0	Closing an account	4
12.0	How to enter a student’s EQ ID.....	5
13.0	Contact	6
13.1	Qkr! Team.....	6
13.2	QASMT Student Accounts	6

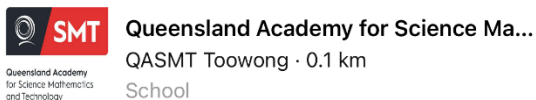
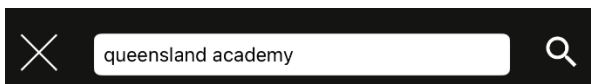
Last Updated: 17 June 2026

1.0 Getting started with Qkr!

Qkr! (pronounced quicker) is a payment application developed by MasterCard and uses the same security systems as other MasterCard products. Qkr! is available as an app or can be accessed through a web browser. Compatible devices include iPads, iPhones, Androids, laptops, desktops and other smart phones.

The Qkr! by MasterCard app can be downloaded for free from:

-  [The Apple app store](#)
-  [Google Play for Android](#)
-  [From your web browser](#)



After downloading the app and registering, or logging in with your existing login, tap the magnifying glass in the top right corner of the Qkr! home screen and type Queensland Academy for Science Mathematics and Technology. If you live within 10km of QASMT then our school should appear in the 'nearby locations' list.

After you have made your first purchase, QASMT will appear on the main page under 'Previous Locations'.

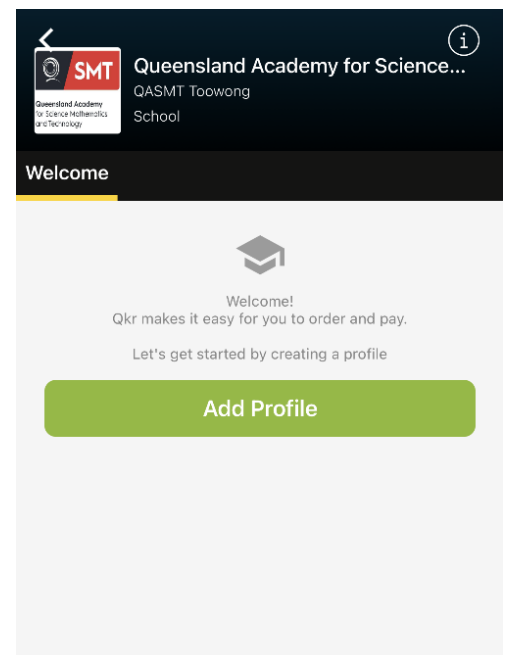
2.0 Adding a profile

Once you have located QASMT, you will need to add a profile with your students' details. A profile includes your students name and year level, so when you make a payment, we know exactly who it is for.

To add a profile, follow these steps:

1. Select 'Add student profile'
2. Add the details for your child that are required
3. Press the 'Add Profile' button to save the profile.

When adding a profile you may choose to upload a photo of your child. This feature is optional and is designed to help you when placing orders. If you choose to add a photo, it will display at the top of the screen when you are making payments. If you have multiple children enrolled in the school, this feature is helpful to easily see who you are making the payment for. The photo is not visible to anyone except you.



3.0 Multiple accounts for the same student

Qkr! offers the ability for two (or more) parents to set up accounts for the same student if needed. Please note the two accounts are separate and no details are shared between them, so we recommend families use one account to track payments and avoid paying for the same activity twice.

4.0 Payment cards accepted

Qkr! accepts MasterCard and Visa credit and debit cards but unfortunately does not accept American Express (AMEX).

5.0 Setting up payment information

Up to five different cards can be added, and you will be asked to select one when making a payment.

As Qkr! is provided by Mastercard, your payments are kept secure with registration details and card information saved securely on the Mastercard network. If you are not comfortable saving the card to your profile, you can easily remove your card once you've made a payment and then add/remove again when making future payments.

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 choose the relevant card.
3. Tap 'Edit Card', then make the required changes – tap 'Update' when finished; OR
4. Tap 'Delete Card', and tap Delete to confirm. Your card will not appear on the profile.

Note: when setting up your payment card, you may be asked for the 'Card Alias'. This is simply an easy way for you to identify which card is listed and is particularly helpful if you save multiple cards. E.g. you might have John's MasterCard and Jane's VISA.

6.0 How to track payments

Qkr! saves and itemised eReceipt for all purchases so that you can easily track them.

To view your eReceipt:

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

You can also choose to email a copy of receipts to your account for easy record keeping.

1. Select the eReceipt you want to email 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'.

To automatically email a receipt each time you pay, go into the app settings and turn on 'Automatic Email Receipts'.

7.0 How to cancel an order and/or receive a refund

If you accidentally pay for an incorrect item, or make a duplicate payment, please email our student accounts team via studentaccounts@qasmt.eq.edu.au, with your students' name, what the payment was for, and the order confirmation number (e.g. 1234-123-123) and we can organise a refund for you. The refund usually takes around 1-2 business days to be seen back in your account.

Please note refunds can only be processed to the payment card used at the time of purchase. Alternatively, you can ask to have the funds added as a credit to your students account and assign the payment to their school fees.

8.0 How to remove items from cart

To remove an item added to your cart in error, or to amend the item prior to payment, follow the steps below.

1. Open Qkr! and tap 'Activity'.
2. Under 'Active Carts' tap on the 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.

9.0 Completing a form

Sometimes we require additional information for your purchase, depending on what the payment is for. This might be choosing your child's sport preference, providing order information for the senior jersey, or confirming the tutorial subjects your child will attend. We require this information to help us track exactly what your payment is for, or so we can ensure your student is enrolled in their preferred sport.

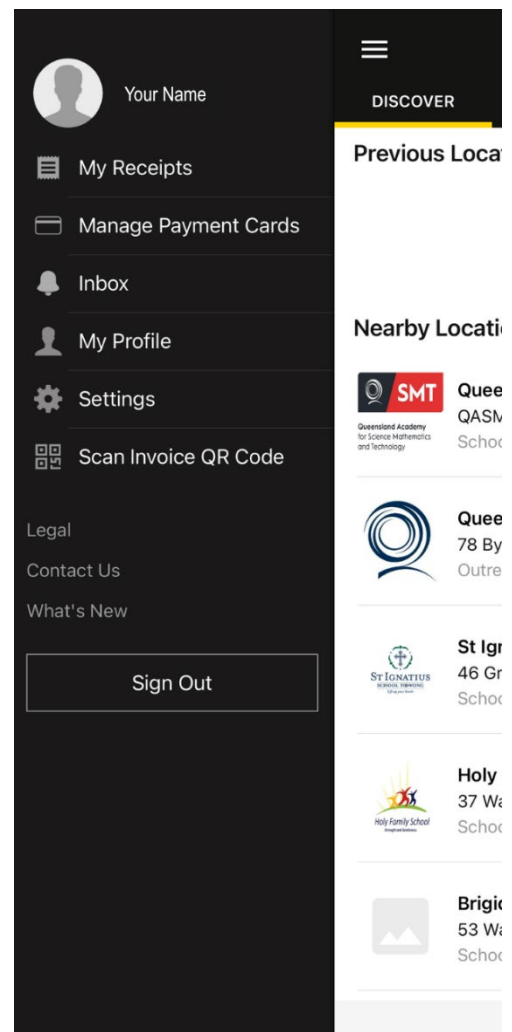
Once you have filled out the form, please ensure you click submit and then click 'Checkout' at the bottom of the screen to display the order summary, and then tap 'Confirm & Pay' to finalise the purchase.

10.0 Change password or account details

1. Tap the three-bar icon on the top left of the screen
2. Go to 'My Profile'
3. Edit your name, email and/or password as required.

11.0 Closing an account

1. Tap the three-bar icon on the top left of the screen
2. Click 'Settings' and then 'Close Account'.
3. Read the message and then tap the red 'Close Account' button at the bottom of the screen.



12.0 How to enter a student's EQ ID

A student's EQ ID is a 10-digit identification number followed by a letter, used for accessing Education Queensland services like QParents. It can be found on student ID cards (under the barcode), report cards, school invoices, or at the top of their timetable. An EQ ID is created for your student when they are enrolled with Queensland Education and follows them for the duration of their schooling. The EQ ID allows the academy to know exactly who your student is, so your payments are not incorrectly assigned to another student.

Webpage:

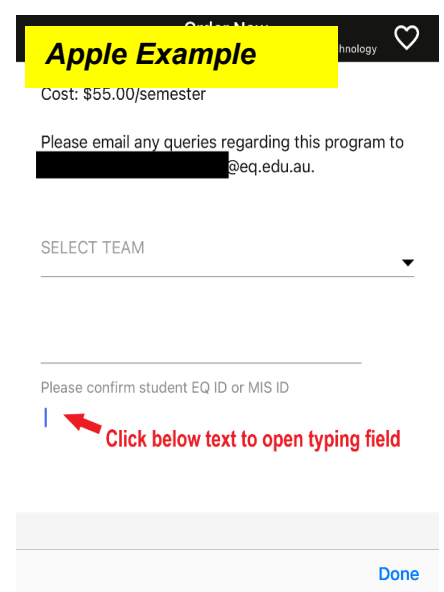
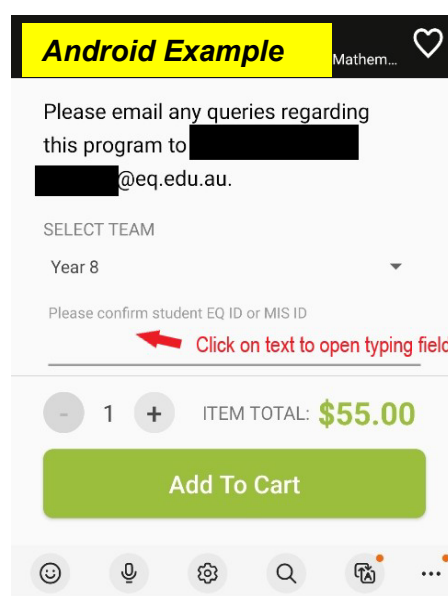
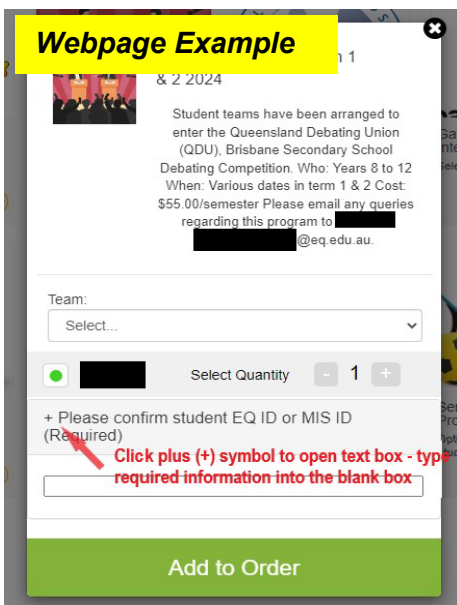
1. After selecting the item for payment, click the + symbol which should appear next to the text asking for more information
2. Type the EQ ID into the blank textbook and then click add to order to continue.

Android:

1. After selecting the item for payment, click on the text asking for more information and your keyboard should appear.
2. Type the EQ ID into the blank space and then click add to order to continue.

Apple:

1. After selecting the item for payment, click the space below the text asking for more information and your keyboard should appear.
2. Type the EQ ID into the blank space and then click done to continue.





13.0 Contact

13.1 Qkr! Team

If you have any technical issues with the Qkr! app please email the Qkr! parent help team and ensure to include parent name, child's name, school name, and as much information as possible about the error e.g. screenshots.

- Email: gkr_au@mastercard.com

13.2 QASMT Student Accounts

If you require additional support please contact the QASMT Student Accounts team via:

- 📧 Email: StudentAccounts@gasmt.eq.edu.au
- 📞 Phone: (07) 3377 9333

Please be advised the accounts team is only available between 8am and 4pm, Monday to Friday during the school term. We are unable to respond to you outside of these times and ask for your patience during school holidays and public holidays.

END



SMT

Queensland Academy
for Science Mathematics
and Technology

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

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



@QAsciencemathstechnology



@queenslandacademysmt



/QASMTofficial



Queensland Academy for Science
Mathematics and Technology (SMT)