

What to do if I have lost my QkR password.

If you cannot remember your password, there are two options. If you did not actively log out of QkR last time you purchased a lunch order, then simply click on the three horizontal lines icon in the top left of the screen, select Settings, and then select the top option which is Reset Password.

The second option is for people that see the "Sign In" and "Register" buttons on the home screen. Simply select Sign In and then on the next screen there is a link saying "What's My Password?" Clicking this link will result in an email being sent to you to enable a new password to be selected.

For security reasons, 10 incorrect password attempts will result in your QkR account being locked. They can be unlocked by the QkR team at MasterCard, but this process takes some time.

You can always create an entirely new account on QkR when you forget your password, but then you will lose old receipts and will have to reregister all of your cards and the details of your children, so much better if you follow one of the two options above.