Help and support

Version 2.23 · Effective 24 October 2026 · Metarock Pty Ltd trading as DeStore Network · Byron Bay, NSW, Australia

Help with DeStore, including **DeStore – Free QR** and **DeStore Link QR** in Canva. If your question is not answered here, email **josiah@destore.network**. We aim to reply within two business days.

Make a free QR code (Free QR)

- Open DeStore - Free QR in Canva's Apps panel, paste a link and press Add to design.
- Free codes need no account and never expire. They hold the link itself, so they cannot be changed or tracked once printed.

Track and change your codes

- Press Sign in to DeStore. New accounts start with A$10 of free credit, no card needed.
- Signed in, every new code is tracked: you see each scan and can change where the code goes after it is printed.
- File each code in a collection so you always know which code is on which flyer, product or billboard. All your codes are in one place at app.destore.network.

Make a screen for your code

- On Free QR's Screen tab, pick what the page is for (an event, a menu, guest Wi-Fi or a product), fill in its details and describe anything else. DeStore fills one of its templates for it. What you give it, and the words on your design if you leave that ticked, are sent to DeStore and xAI (Grok) to write the screen. An event's address is suggested by Google as you type.
- Building a screen is free and needs no sign-in. When you are happy with it, press Get my QR code: you sign in (or make a free account), the screen goes live and its QR code goes on your design.
- Selling tickets? Build the screen the same way, then set up ticket types and Square or Stripe in DeStore.
- To change the page later, open it in Link Studio at app.destore.network.

Make a page from your design (DeStore Link QR)

- Design your event in Canva, open DeStore Link QR and press Make the page. It reads the event's name, date, time, place and prices from your design, builds the page and puts its QR on the design. The design's words are sent to DeStore and xAI (Grok) to do this.

- Change the design and press Update the page: the QR on your design stays the same.
- Until you press Make it live, the page is a preview and its QR works for 7 days.

Style your code

Choose colours and shapes under QR style. Keep a dark code on a light background so phones can read it; the app warns you when a style may be hard to scan.

Common problems

- **The code was not added to my design.** Press Add to design again. If Canva refuses the upload, the app shows Canva's reason; send it to us.
- **Sign-in did not finish.** Allow pop-ups for Canva, then try again.
- **"Not enough credit".** Top up at app.destore.network under Usage & Credits. Pages already live stay live.
- **A code will not scan.** Make it larger (at least 2 cm across for print), keep a plain margin around it, and use a dark colour on a light background.

Disconnect DeStore from Canva

Press Sign out in the app. To remove its access completely, open app.destore.network, go to API Keys in the sidebar and revoke the key named "Canva · Free QR". Your codes and pages stay in your DeStore account.

Report a page or code

If a DeStore page or code looks like a scam, phishing or anything harmful, press "Report this page" at the foot of the page, say what is wrong and how to reach you, and send it. You can also email josiah@destore.network with its address (or a photo of the code) and what is wrong. We look at reports of phishing first.

Report a security problem

Email josiah@destore.network with the details. Please give us a reasonable time to fix it before telling anyone else, and do not access other people's data.

Your account and privacy

- Terms of use: destore.network/terms
- Privacy policy: destore.network/privacy
- To see, export or delete your information, or close your account, email josiah@destore.network.