

**Welcome Home**

Connect with those who matter.



# Why Home?

The easiest way to keep track of your Child's day. Personalised learning, videos and photos showing long term trends and daily details for a wide range of health metrics. Book your child into your Centre quickly and easily at a moment's notice.

## **LEARNING JOURNEY:**

View your child's learning, featuring all the beautiful photos and videos captured throughout the day. Chat with Educators about your Child's progress and re-discover their passions. Finally, share those special moments securely with other family members.

## **HEALTH & WELLBEING:**

Monitor your child's health at a glance with easy analytics covering: sleep, nutrition, toileting and sun protection. Receive and keep secure records about any medication or incident reports while at care or at home.

## **BOOKING INTO CHILD CARE:**

Quickly and easily book into extra child care sessions when you need it most. Send messages to your centre to let them know if you're running late or will be absent.

## **FINANCE AND CHILD CARE SUBSIDY:**

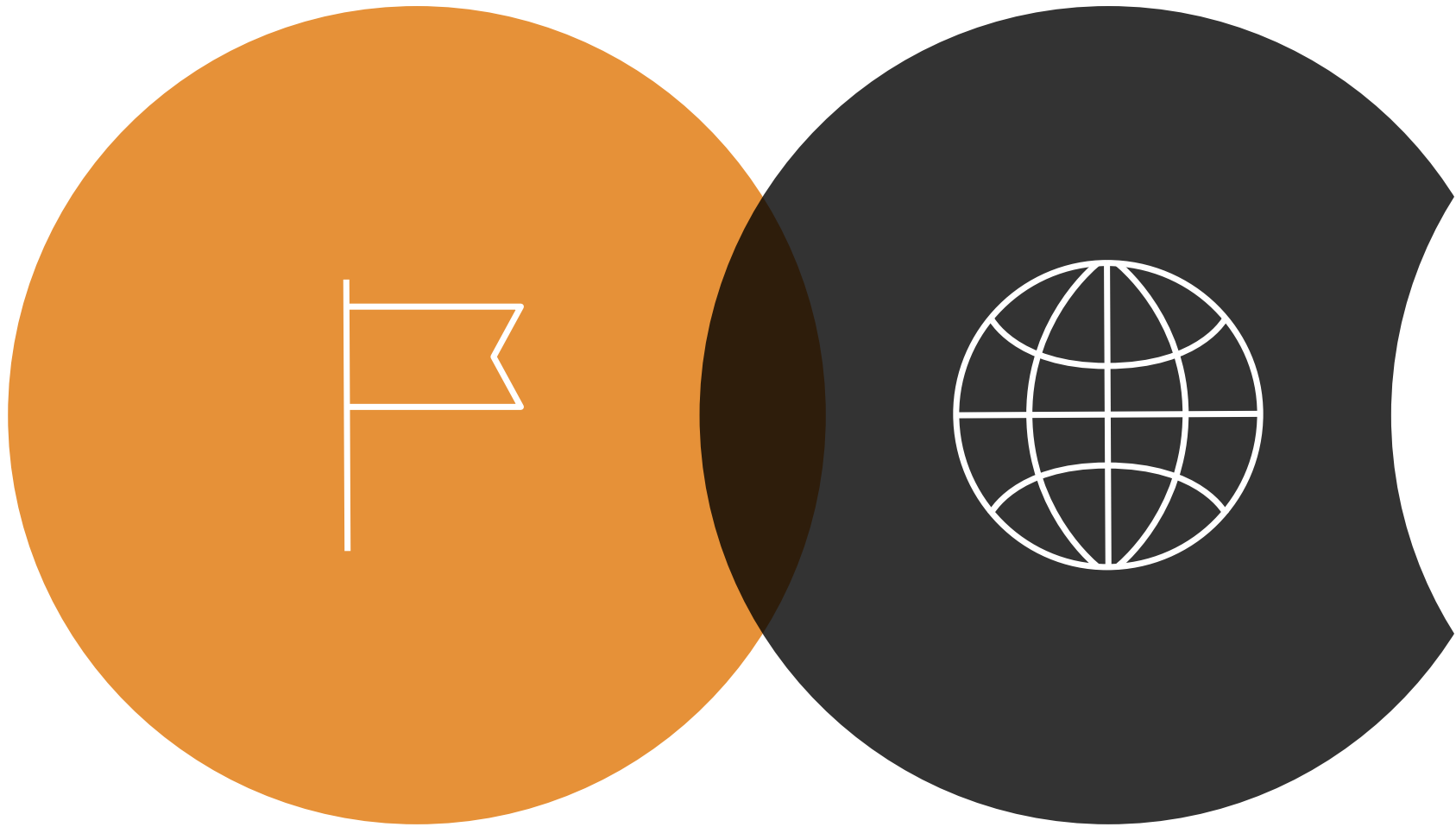
Simplify your child care financials so they're easy to manage. Quickly see how much child care subsidy you are receiving and when payments are due.

## **SECURELY INVITE OTHERS:**

Send secure invitations to other friends and family to allow them access to drop off or pick up your child at the service.



# HOME LESSON OVERVIEW

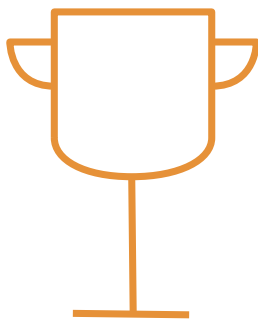


**LESSON 01**

SETTING UP YOUR  
ACCOUNT

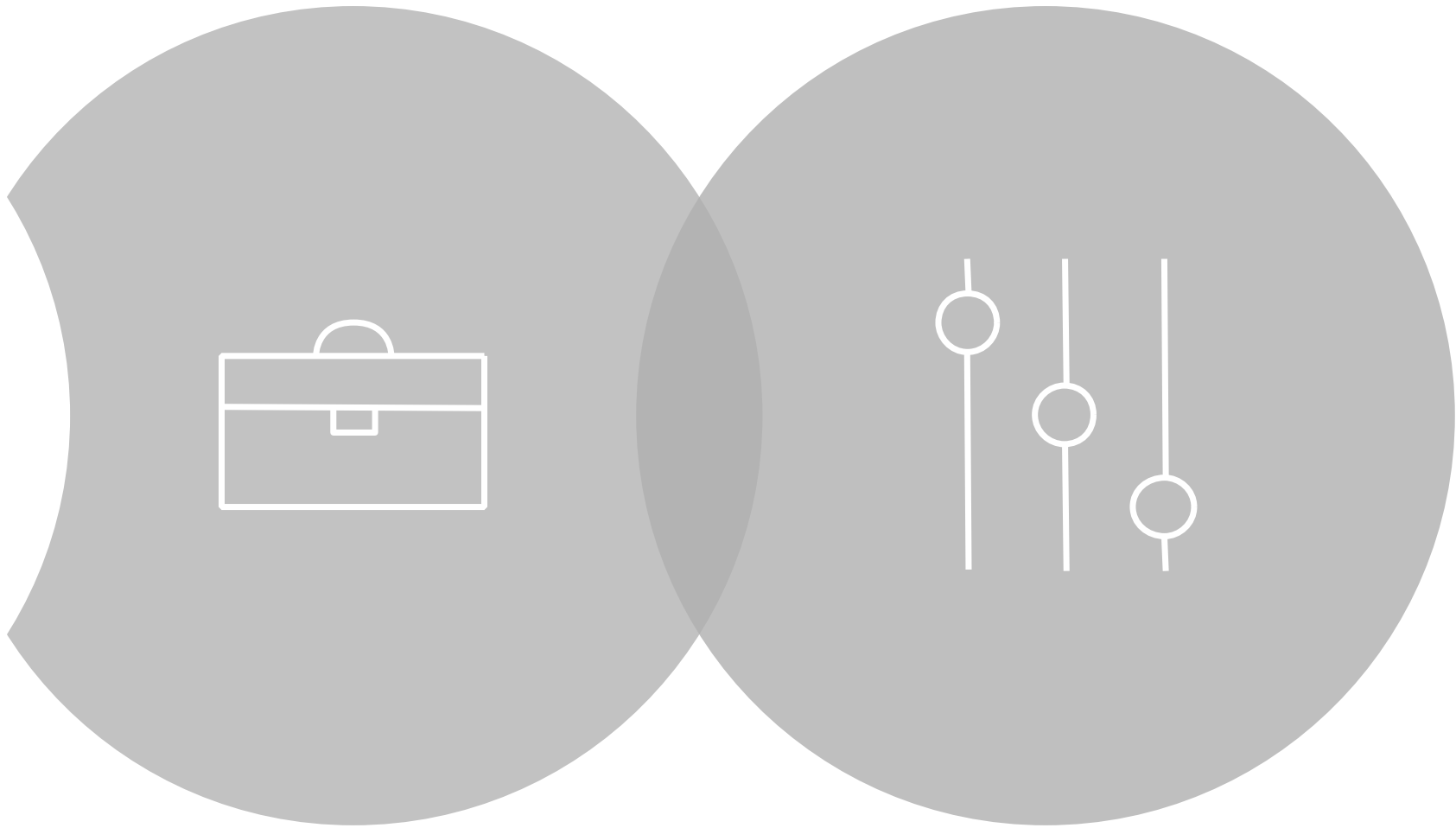
**LESSON 02**

HOME PLATFORMS



**LESSON 03**

SIGN IN AND OUT  
OPTIONS



**LESSON 04**

ADDING BANK DETAILS

**LESSON 05**

INVITING HUB GUESTS



# LESSON 01

SETTING UP YOUR ACCOUNT.



# Setting up your email and password.

Click [here](#) for a video demonstration to set up your account!

## Creating a Password

You should have received an email from Xplor with a link to create your password. (See screenshot on the right.)

## Didn't receive a welcome email?

If you have not received your welcome email, please contact your service administrator and they can resend it to you. Only service administrators can set up your account on Xplor.

## Forgotten your password?

Click here to reset your password: [Reset Password](#)

**Email Example.**

**Note:** Be sure to check your junk email.

XPLOR  
**Welcome**



Create Password

Hey Glenda,

Your center is using Xplor for parents, it's awesome to have you onboard.

To get started create a password for your parent profile.

## What's next?

GET XPLOR HOME

See your photos and videos of your child's learning, monitor health and make bookings.



# Xplor ID and Access Code. (Mobile and Pin sign in)

Click [here](#) for a video demonstration to set up your account!

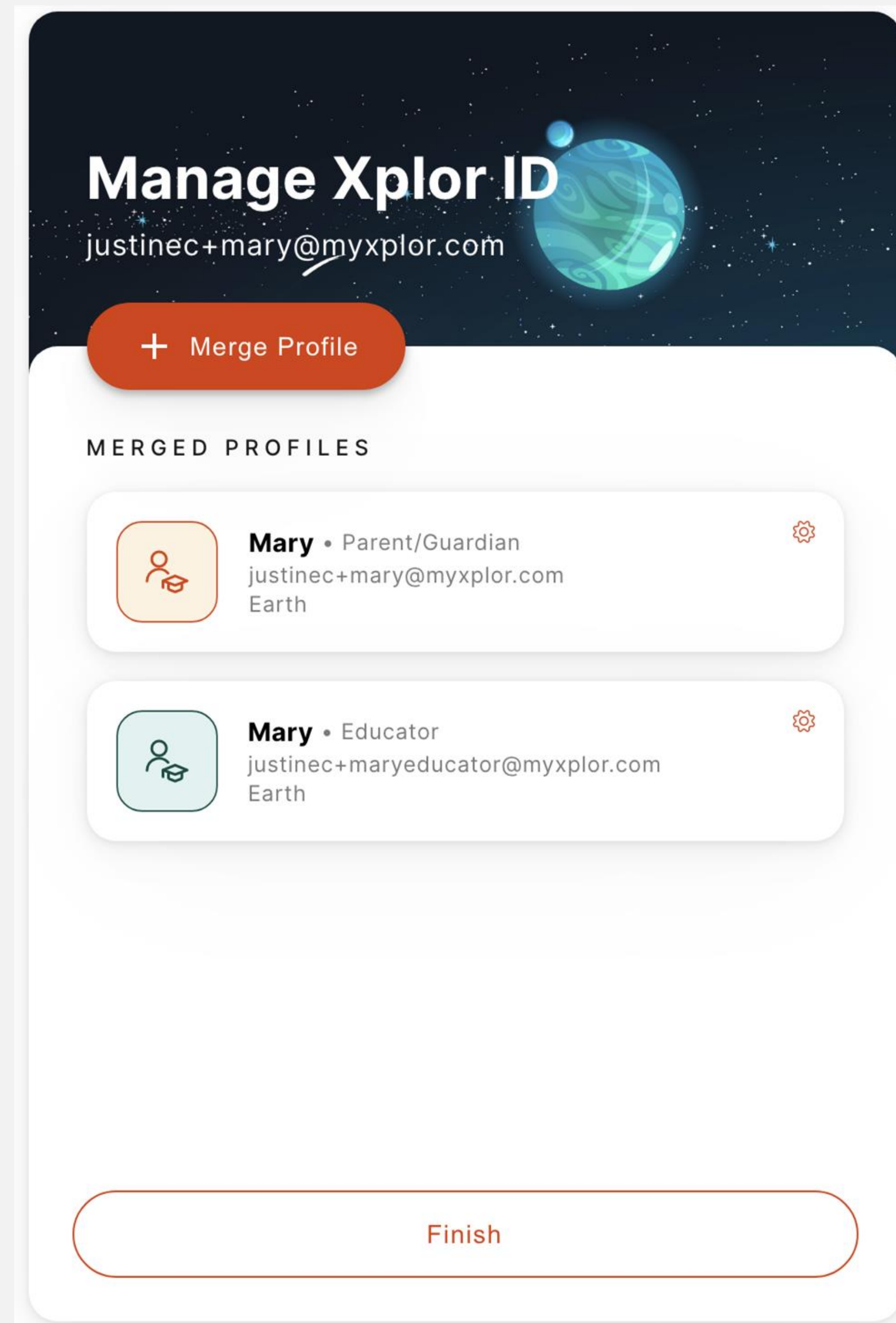
**Xplor ID** allows you to merge multiple Xplor profiles and use our products with a *single set of credentials*.

Follow the steps in the link below to set your mobile number up as your **Xplor ID** and create a 4 digit access code.

Start by logging in here: <https://login.myxplor.com>

## Only have one account?

Create an Xplor ID anyway to use an Xplor ID and 4 digit pin to login to the Home App and Hub.

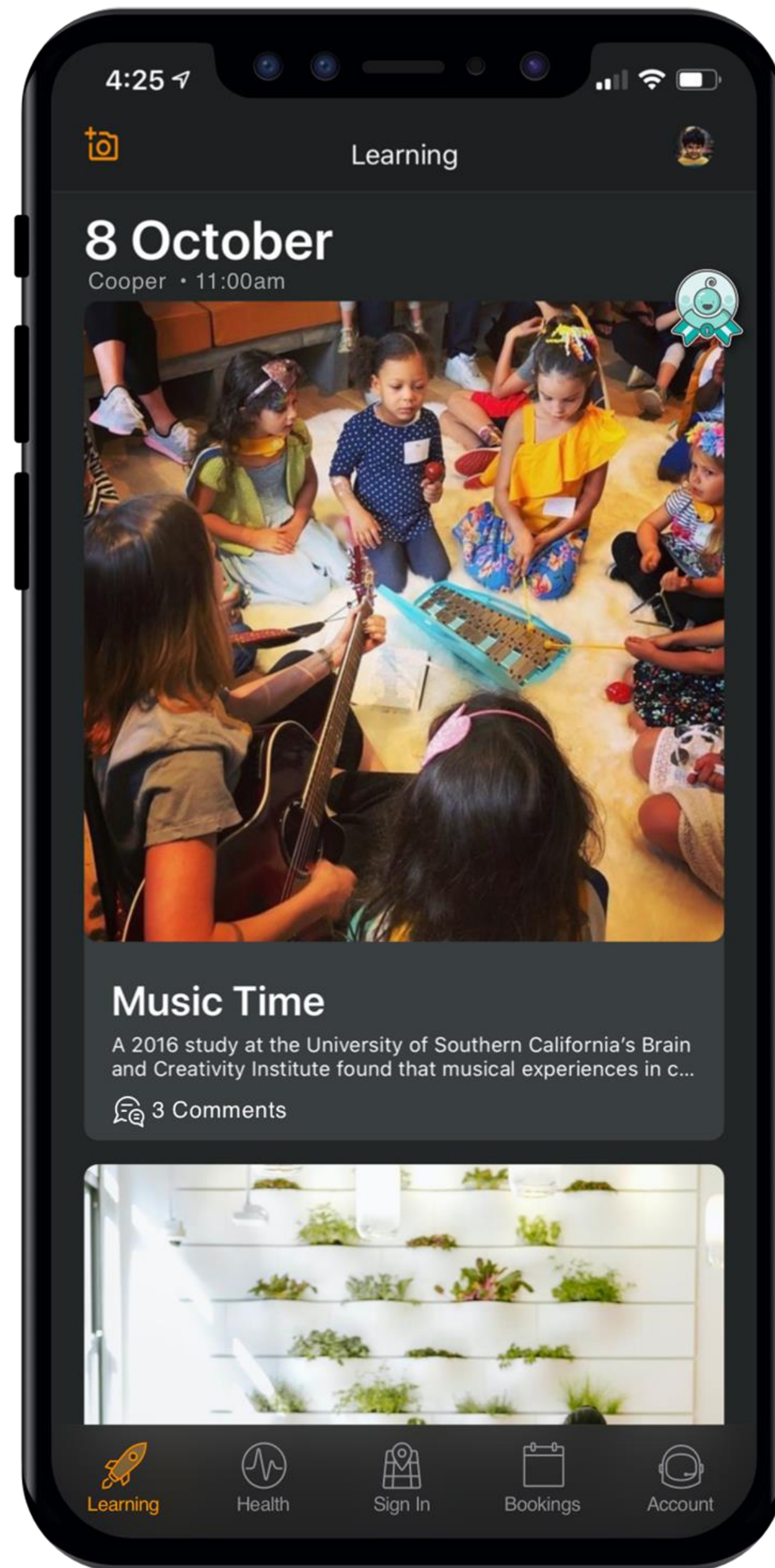


# LESSON 02

HOME PLATFORMS.







# Home App.



## Learning Timeline

View observations from your service and record at home learning “moments”.



## Health

Receive regular updates and keep track of your child’s health at a glance.



## Sign In

Use the Home app to quickly sign your child in and out.



## Bookings

Book your child into care quickly and easily.



## Finance

Easily manage child care financials and subsidies.

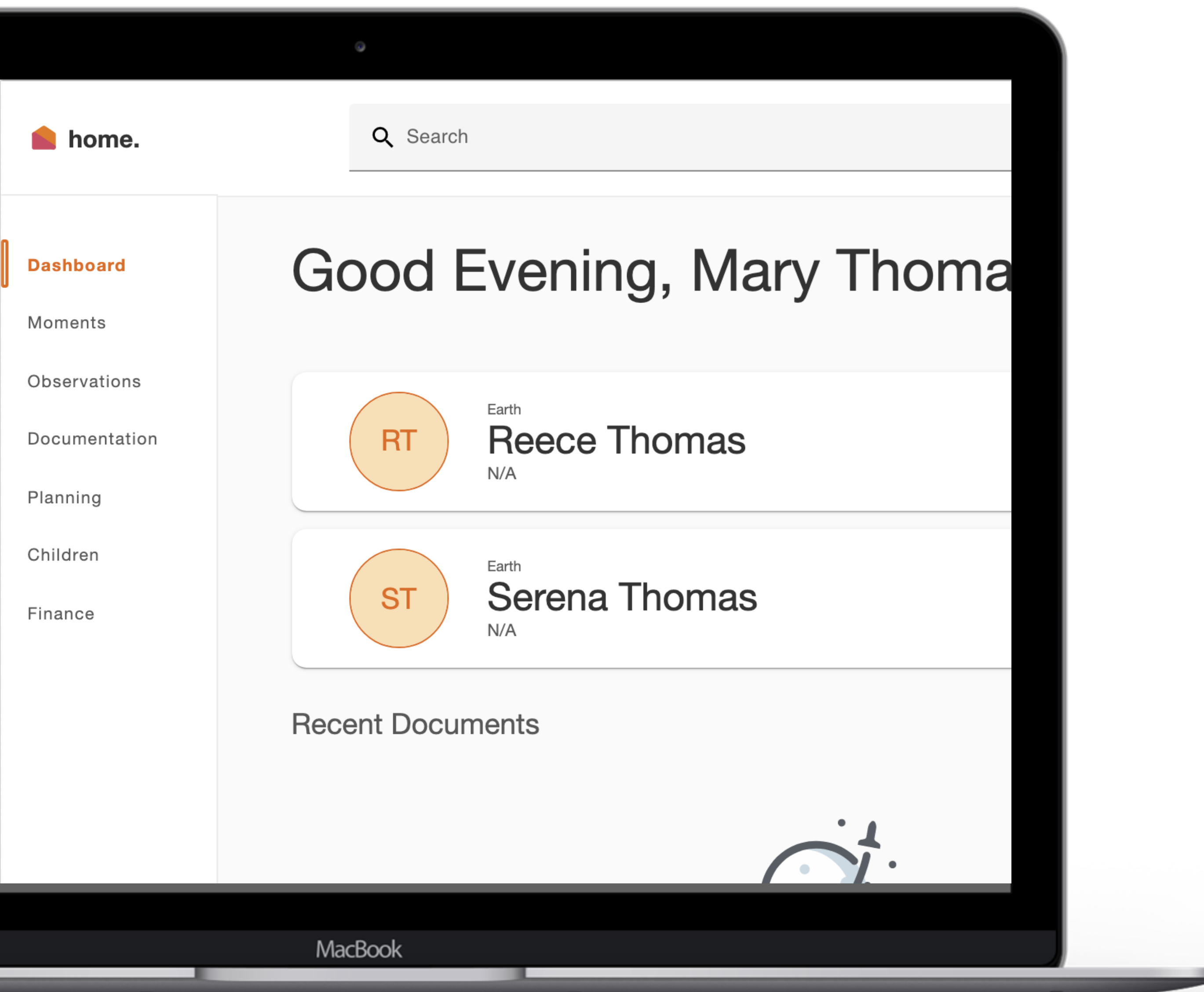


## CWA

Sign your CWA as your first step to complete your CCS enrolment







# Home Web.

home.myxplor.com

01

## View your child's learning

View observations, documents, plans created by educators for your child

02

## Access your CWA

Sign your CWA as your first step to complete your CCS enrolment

03

## Finances

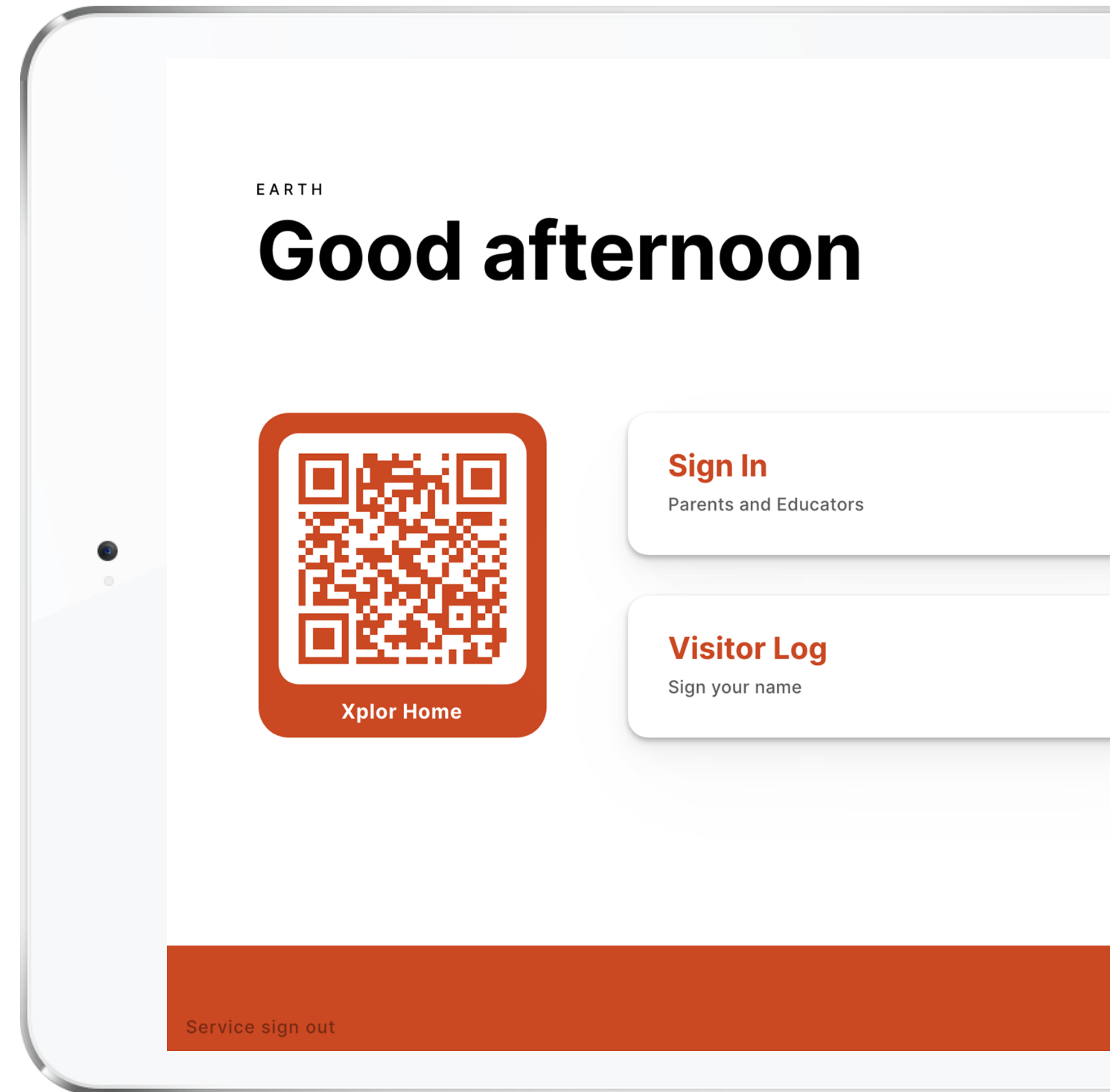
Save your payment details and view your statements at any time



# LESSON 03

SIGNING YOUR CHILD IN OR OUT OF THE SERVICE.

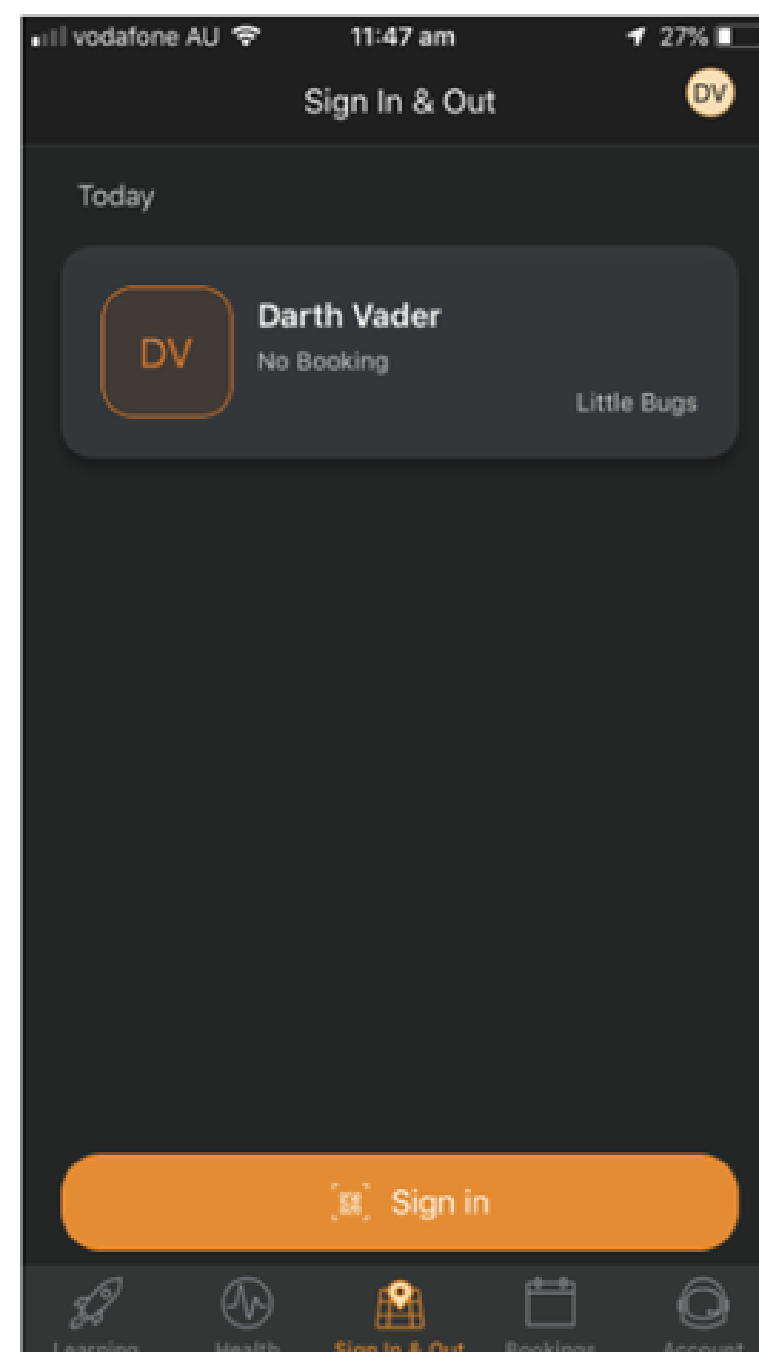
You have 3 different options to sign your child in and out!



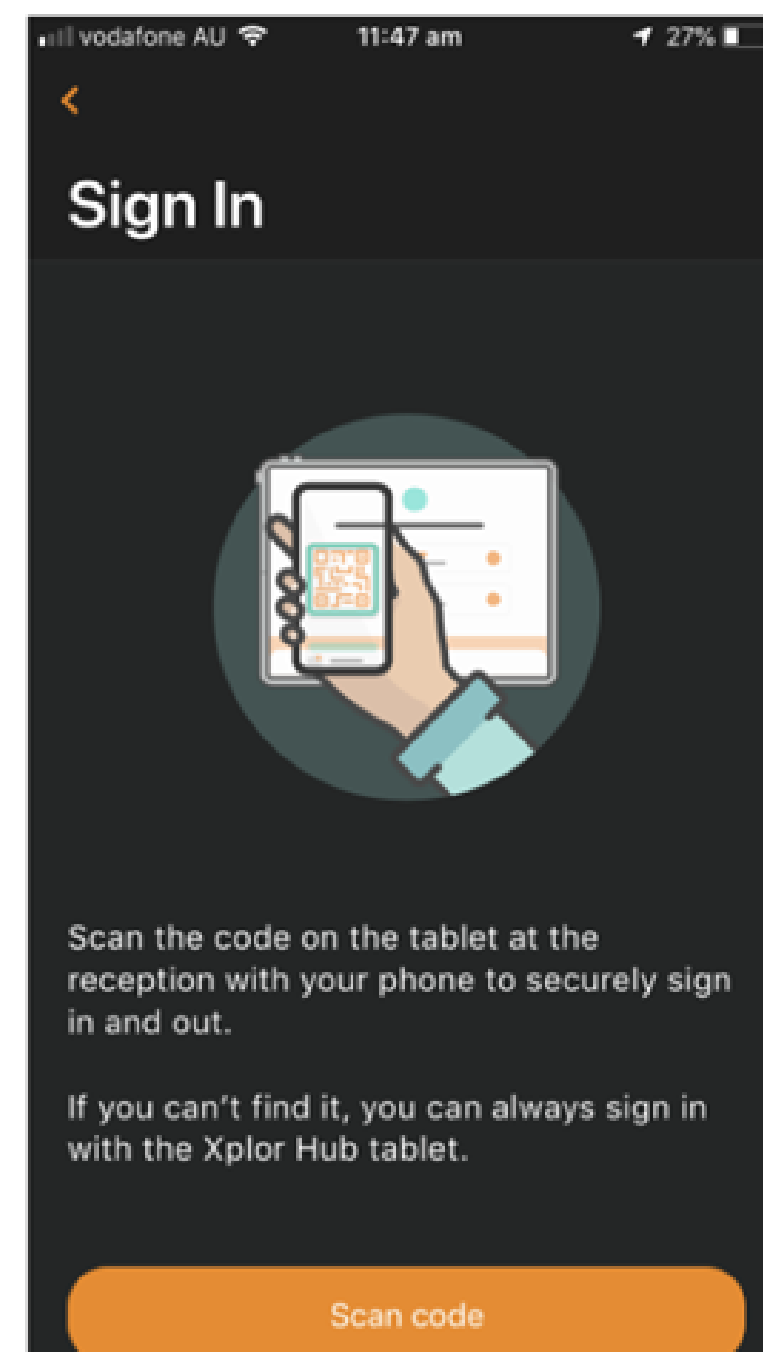
# OPTION 1: QR CODE.

THE QUICKEST AND MOST HYGIENIC WAY TO SIGN YOUR CHILD IN AND OUT

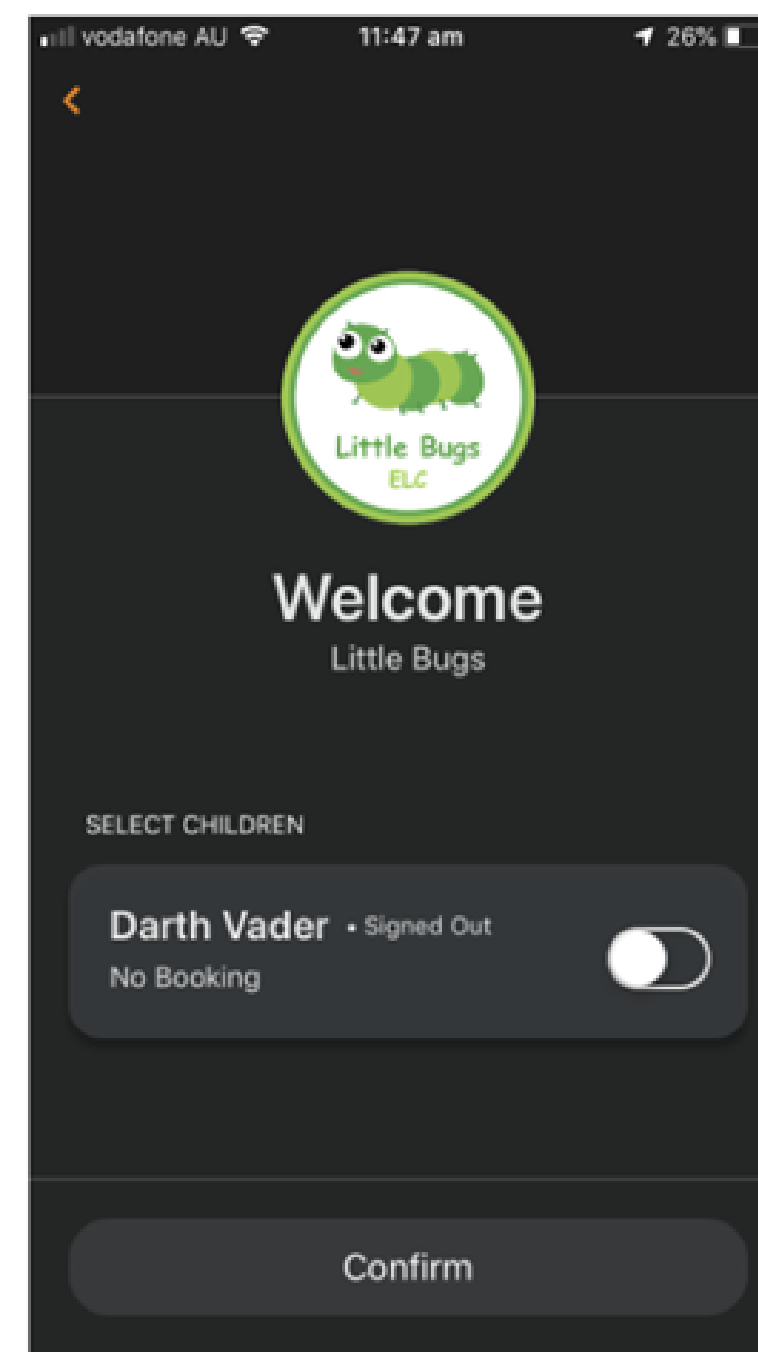
You can sign your child in/out of care through the Home App by using the QR code located on the HUB



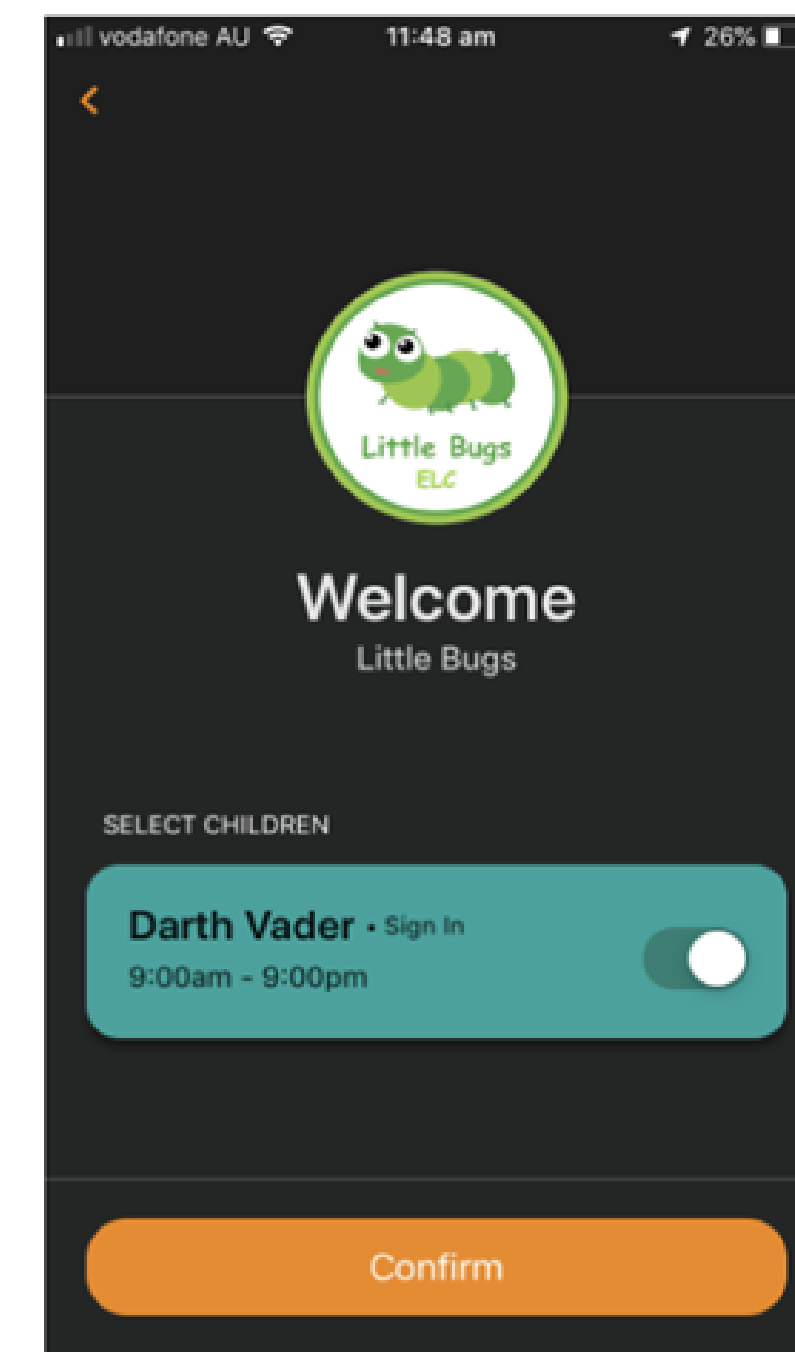
1. Tap the 'Sign in & Out' Tab



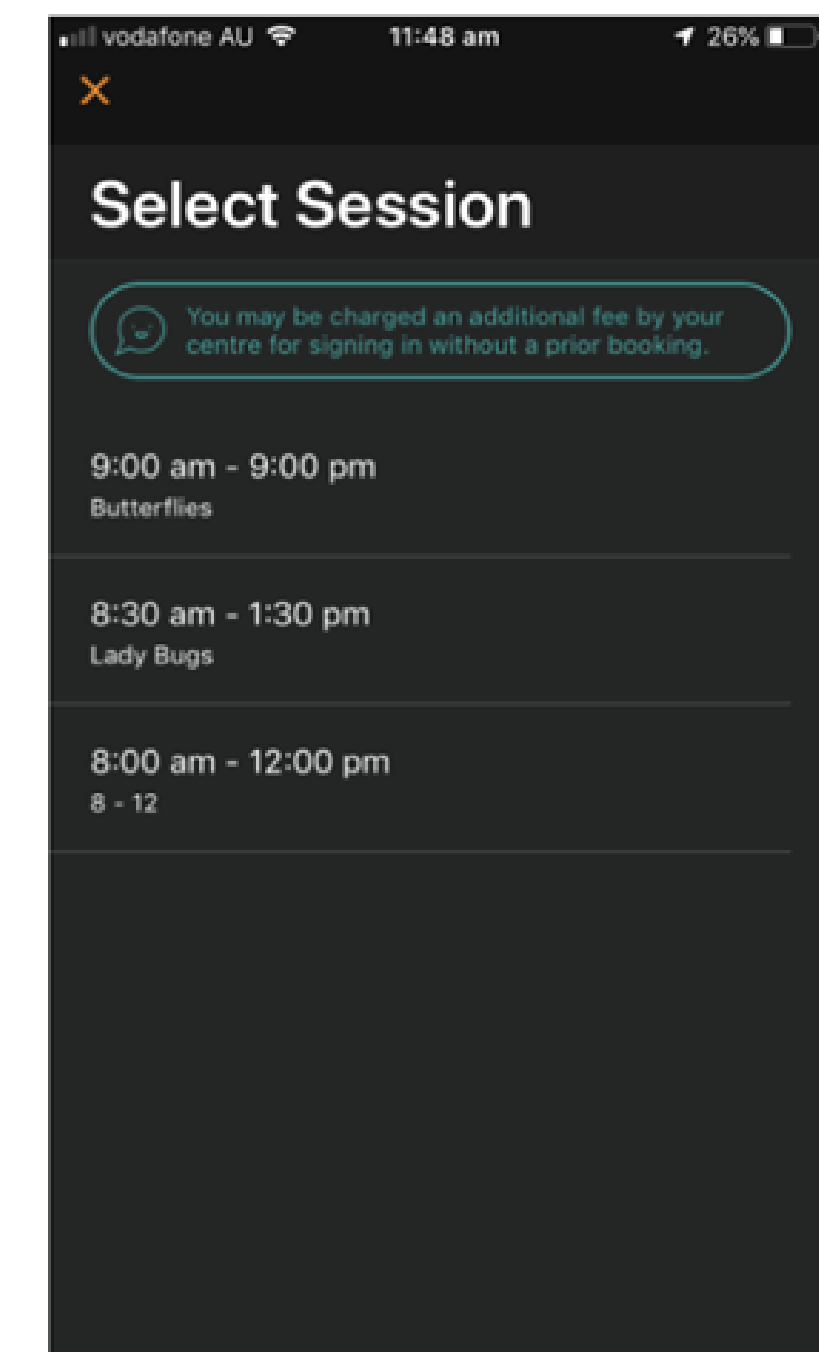
2. Tap scan code and scan the code on the HUB tablet



3. Toggle on the child you'd like to sign in or out



4. Confirm



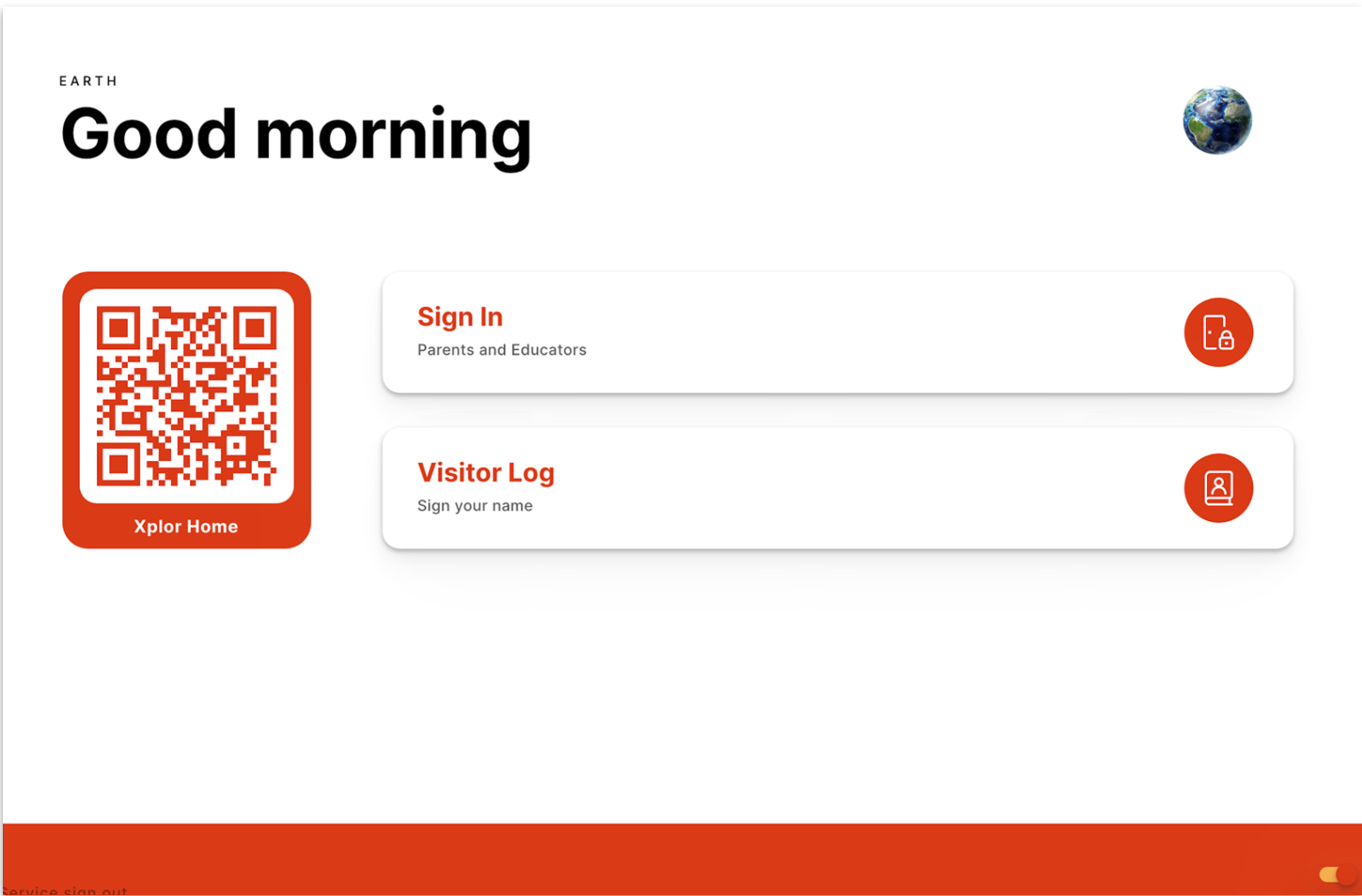
5. Select the session





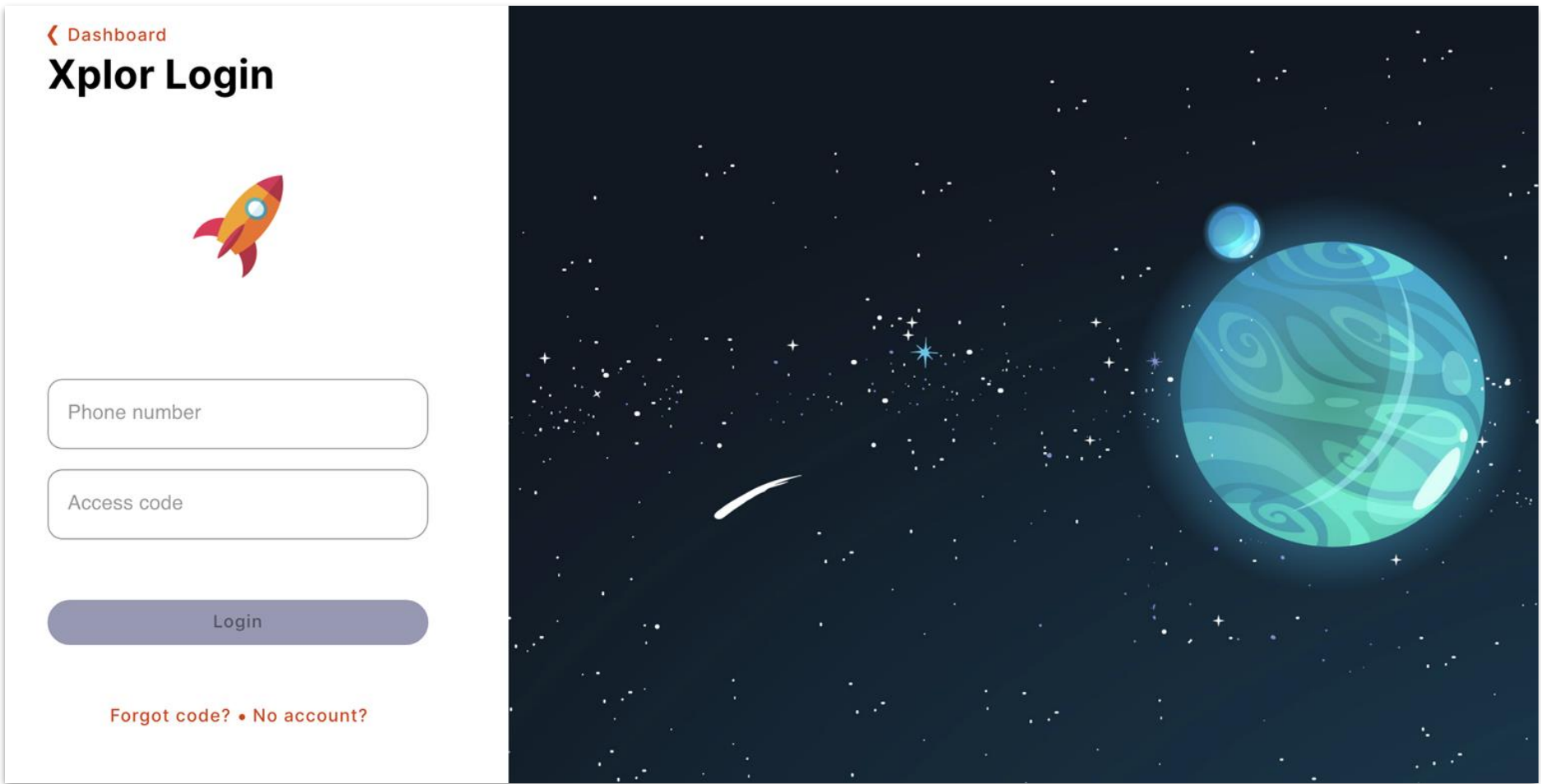
# OPTION 2: Xplor ID and Access Code

FORGET YOUR MOBILE? IF YOU HAVE SET UP YOUR XPLOR ID, USE YOUR XPLOR ID AND 4 DIGIT ACCESS CODE TO SIGN IN OR OUT!



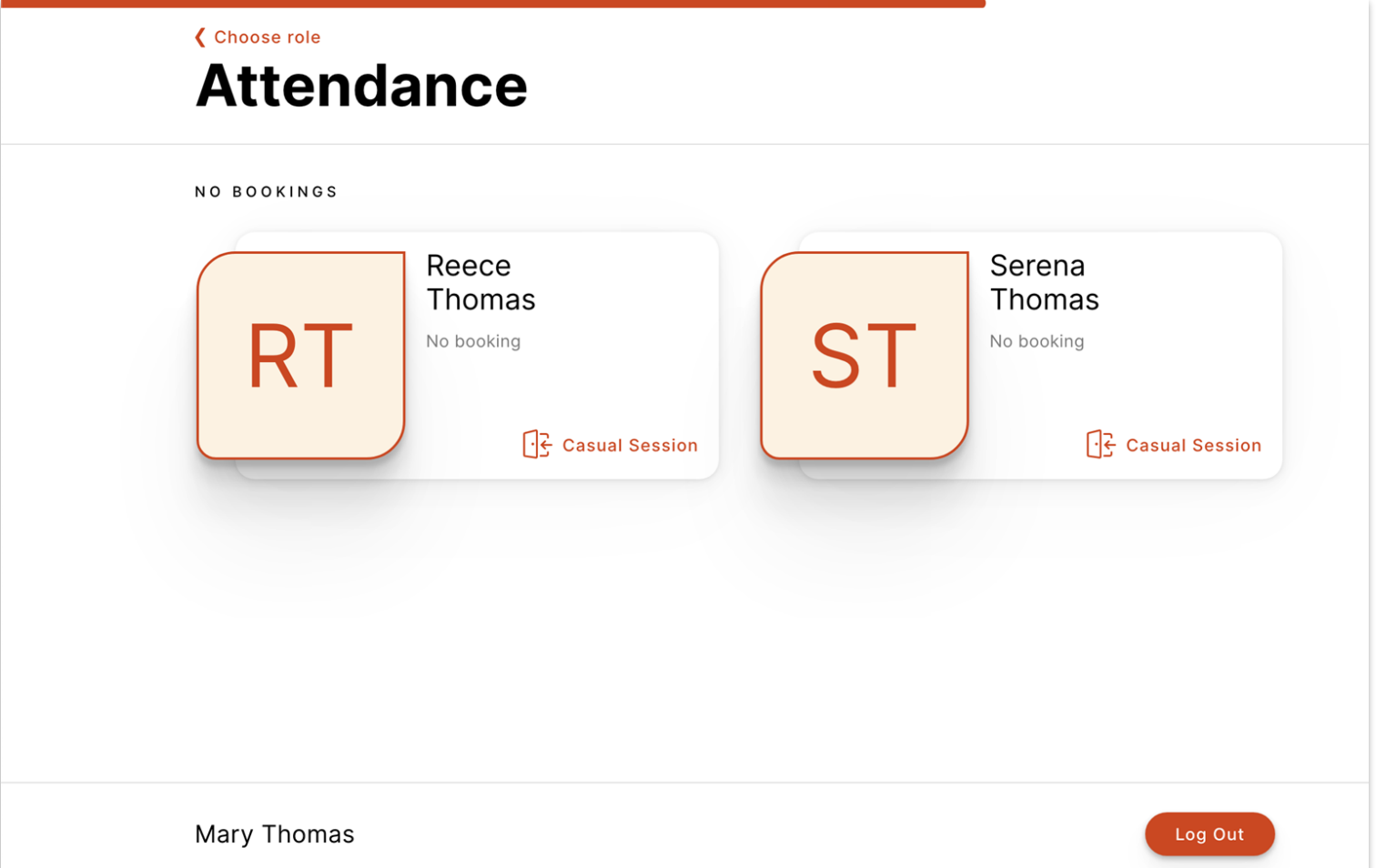
Step 1:

Click “Sign In”



Step 2:

Enter Phone number and access code.



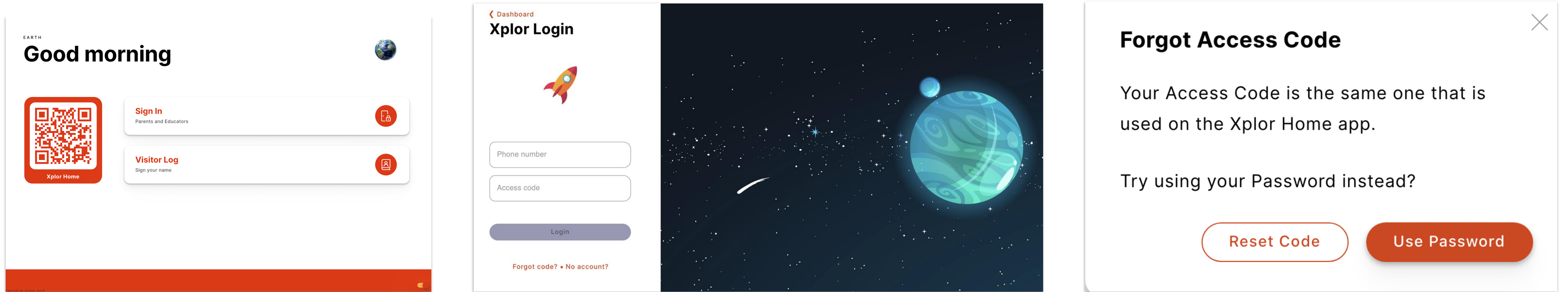
Step 3:

Select child



## OPTION 3: Xplor ID and Access Code

FORGET YOUR MOBILE PHONE AND HAVEN'T SET UP YOUR XPLOR ID? USE YOUR EMAIL AND PASSWORD TO SIGN IN!



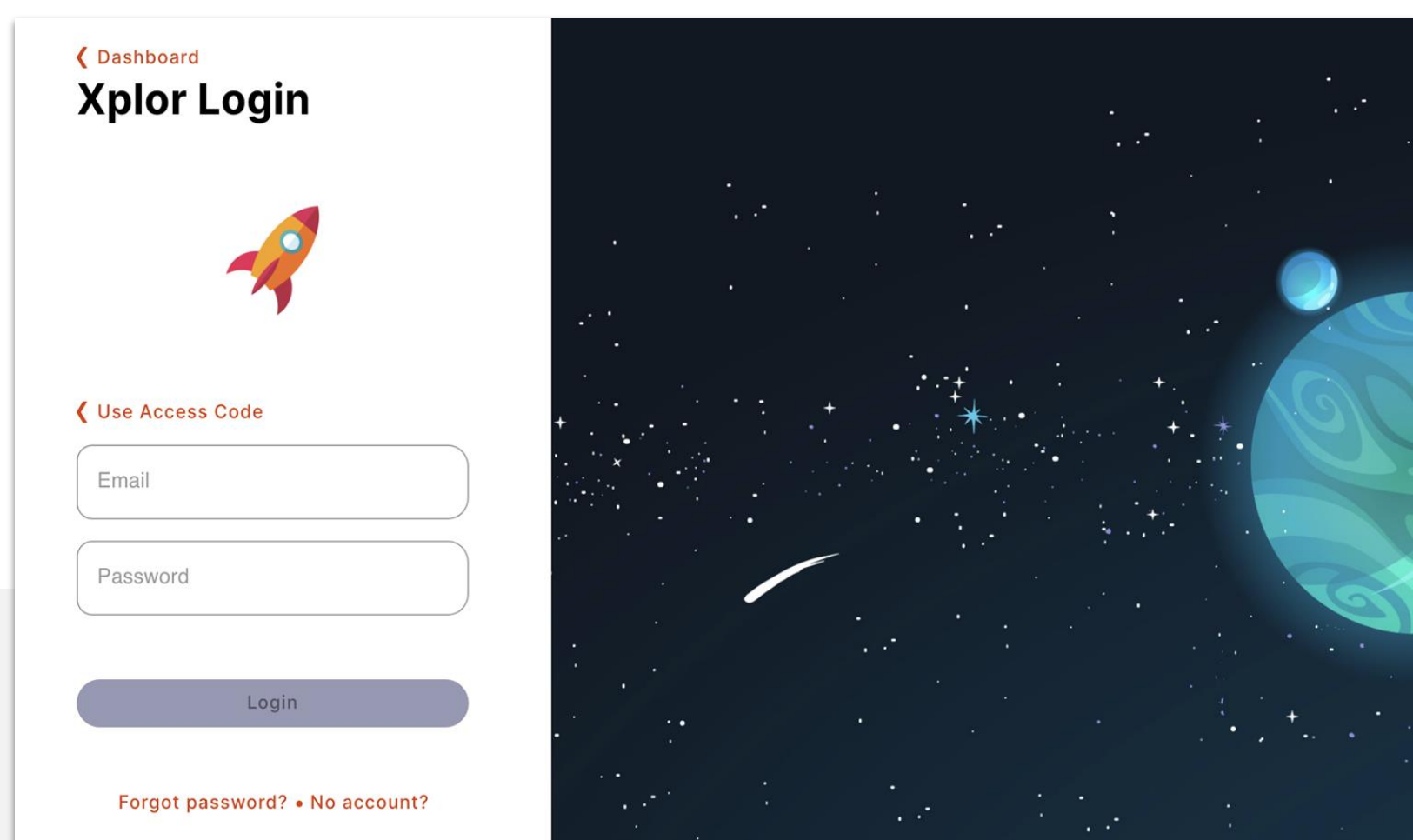
## Step 1:

### Click “Sign In”

## Step 2: Click “Forgot Code”

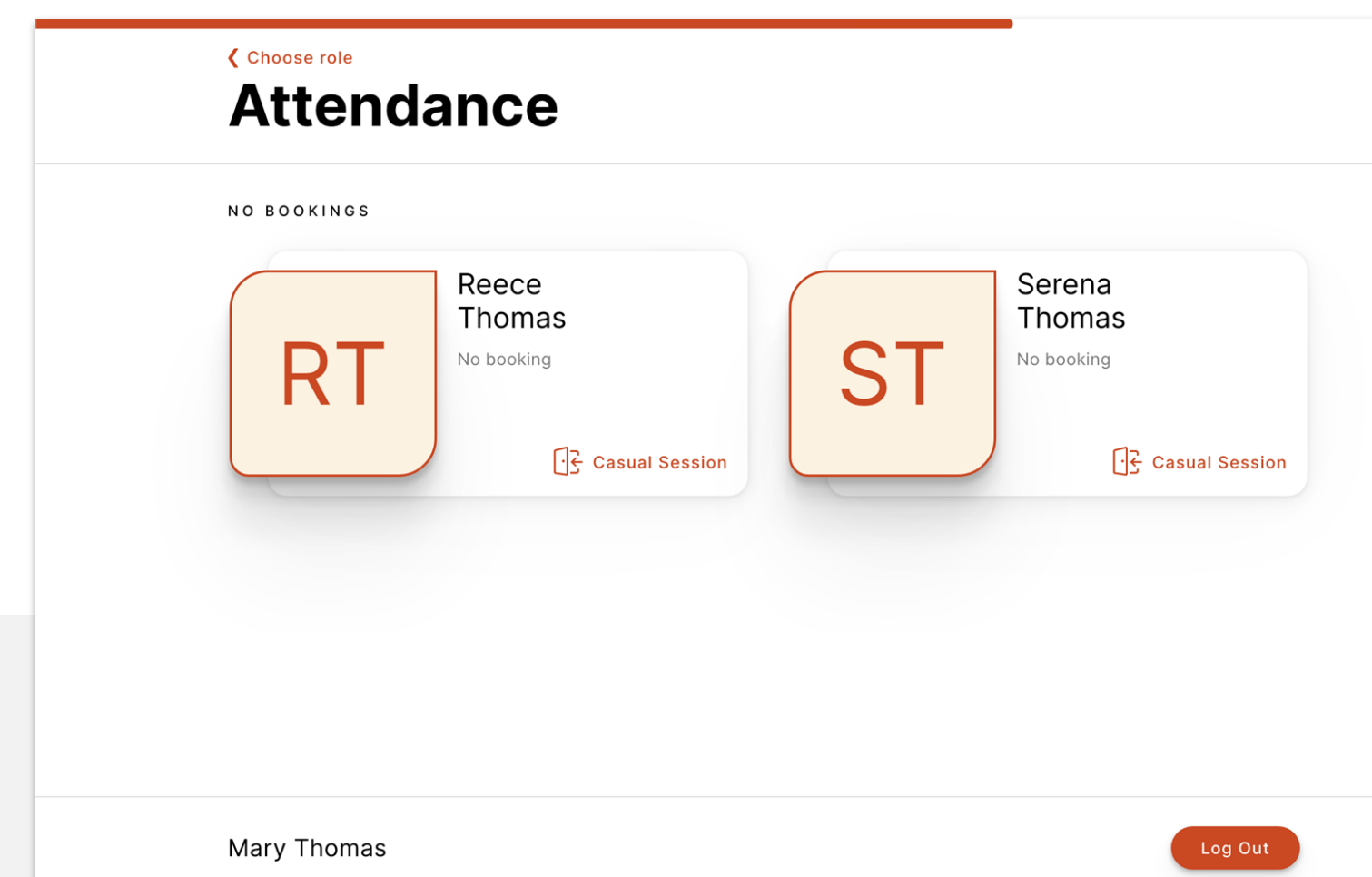
### Step 3:

Click **“Use Password”**



## Step 4:

### Enter email and password



## Step 5: Select child



# LESSON 04

## ADDING PAYMENT DETAILS.

*Note: this step might not be relevant to all parent/guardians depending on whether your service is using a direct debit system. Please check with your service administrator if you are unsure.*

*Note: only the primary carer of the child will be able to save payment details.*





# Adding your payment details.

home.

Search

Dashboard

Moments

Observations

Documentation

Planning

Children

Finance

Finance

Statement

Statement

Start

17/04/2020

End

1

Opening Balance

Closing Balance

History

Step 1:

Login to **home.myxplor.com** then click “Finance”

home.

Search

Dashboard

Moments

Observations

Documentation

Planning

Children

Finance

Finance

Statement

Auto Debit Setup

Earth

XPay Create Account

First Name

Mary

Middle Name

Last Name

Thomas

Email

justinec+mary@myxplor.com

Phone

Address 1

Address 2

Country

Country

State

State

Suburb

Postcode

You warrant, declare and acknowledge that:

1. The information given by you in entering this agreement is correct and will be relied upon by us.

2. You have read this agreement (including the XPay Request and the XPay Terms and Conditions) before accepting them.

3. This agreement (including the Direct Debit Request and the XPay Terms and Conditions) will become binding upon all parties who agree to the terms and conditions" box below and the "Submit Form" button has been clicked."

Step 2:

Click “Auto Debit Setup” tab



# Adding your payment details.

Search

MT

Mary

Statement

Auto Debit Setup

Create Account

me

c+mary@myxplor.co

2

rrant, declare and ac

information given by yo

XPay Terms and Conditions

DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation Form.

INITIAL TERMS

I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) APCA User ID 518466 to make periodic debits on behalf of the "Business" as indicated on DDR Authorisation Form (herein referred to as the Business).

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the DDR Authorisation Form, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the DDR as instructed by the Business.

RELATIONSHIP

I/We acknowledge that Debitsuccess is acting as an agent of the Business and that Debitsuccess does not provide any goods or services, and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of

Step 3:

Read through T&C's then “Agree”

Finance

Statement

Auto Debit Setup

ds

debitSUCCESS

Save Payment Details

Credit Card

Bank Account

Credit card details

Name on card

Card number

Valid To

MM

/

YYYY

☐

DIRECT DEBIT

I confirm that I have authority over this credit card, and that it can be operated severally.

Add details

Step 4:

Enter payment details then “Add Details”

A red circular button with a white house icon inside, representing a home or navigation button.

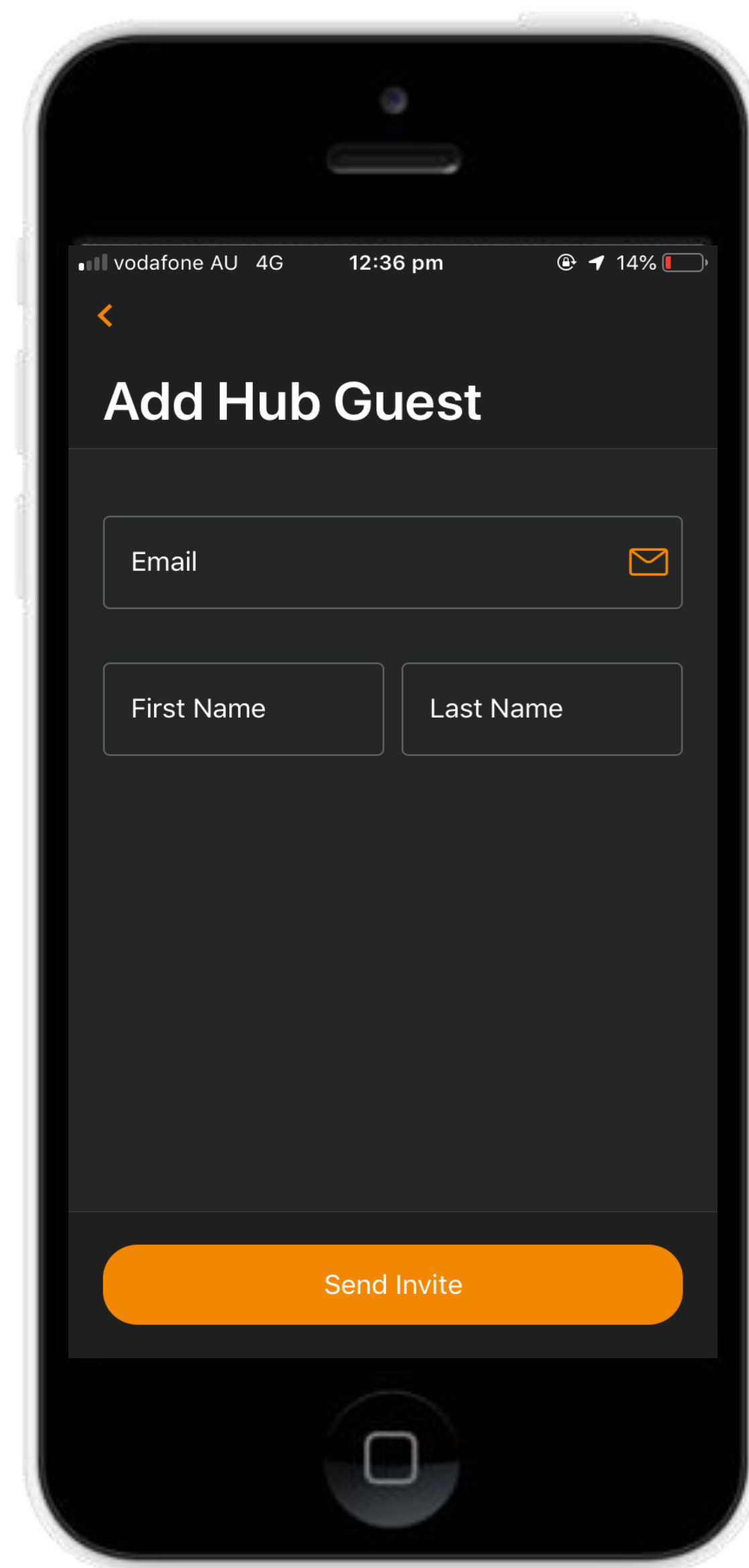
# LESSON 05

## INVITING HUB GUESTS.

Another family member/friend else dropping off or picking up your child? Invite them as a Hub Guest!







# Inviting Hub Guests

Invite family and/or friends to pick up and drop off your child.

## How to invite a Hub Guest via the Home App

1. Open up the **Home App**
2. Click “**Account**”
3. Click the “**Hub Guests**” menu item.
4. Click the ‘+’ icon in the top right corner of the page.
5. Enter Hub Guest **name** and **em** and click ‘Sent Invite’

## Hub Guest Steps

1. Hub Guest will receive an email to **create password**.
2. Hub Guest will need to create an **Xplor ID** by logging in to <https://login.myxplor.com/>
3. Hub Guest **must** select “**Merge Profiles**”. Follow the clear prompts!

## Hub Guest sign in options:

**Option 1: Use Xplor ID**

**Option 2: Email and password**



# FOR MORE RESOURCES, CHECK OUT OUR ONLINE KNOWLEDGE BASE HERE

