WELCOME HOME

Connect with those who matter.

xplor

HOME OVERVIEW

Lesson 1

Home Platforms

1. Why Xplor Home?
2. Home App
3. Home Web

Lesson 2

Setting up your account

Lesson 3

Sign in and out options

1. Home App - QR Code
2. Hub - Phone number and access code
3. Hub - Email and Password

Lesson 4

Adding Bank Details

1. Direct Debit via Home App
2. Direct Debit via Home Web
3. Using Pay Now

Lesson 5

Managing Contacts

Authorise additional people to drop off and collect your child

Lesson 6

Managing your child's bookings using Xplor Home App

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1 HOME PLATFORMS

Why Xplor Home?

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 and 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 childcare 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 childcare financials so they're easy to manage. Quickly see how much childcare 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.

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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/out

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

Finance

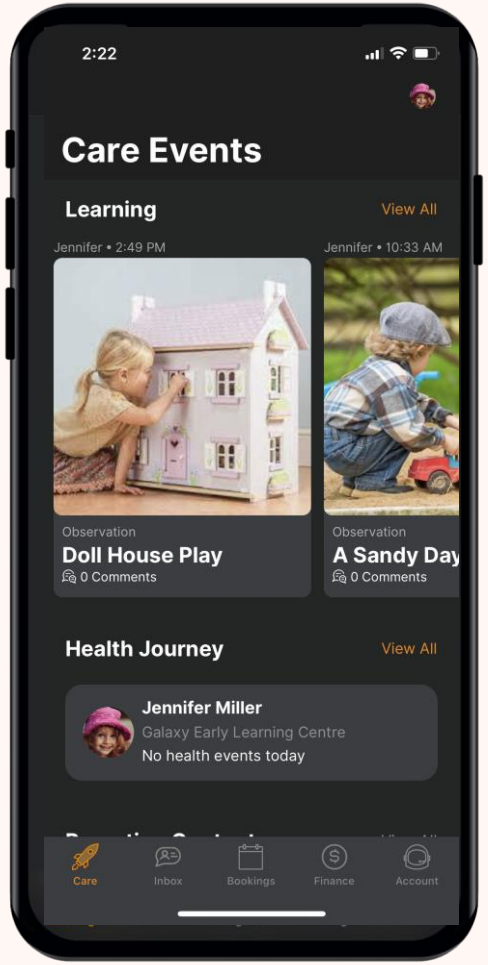
Easily manage childcare financials and subsidies.

Bookings

Book your child into care quickly and easily.

Comms Centre

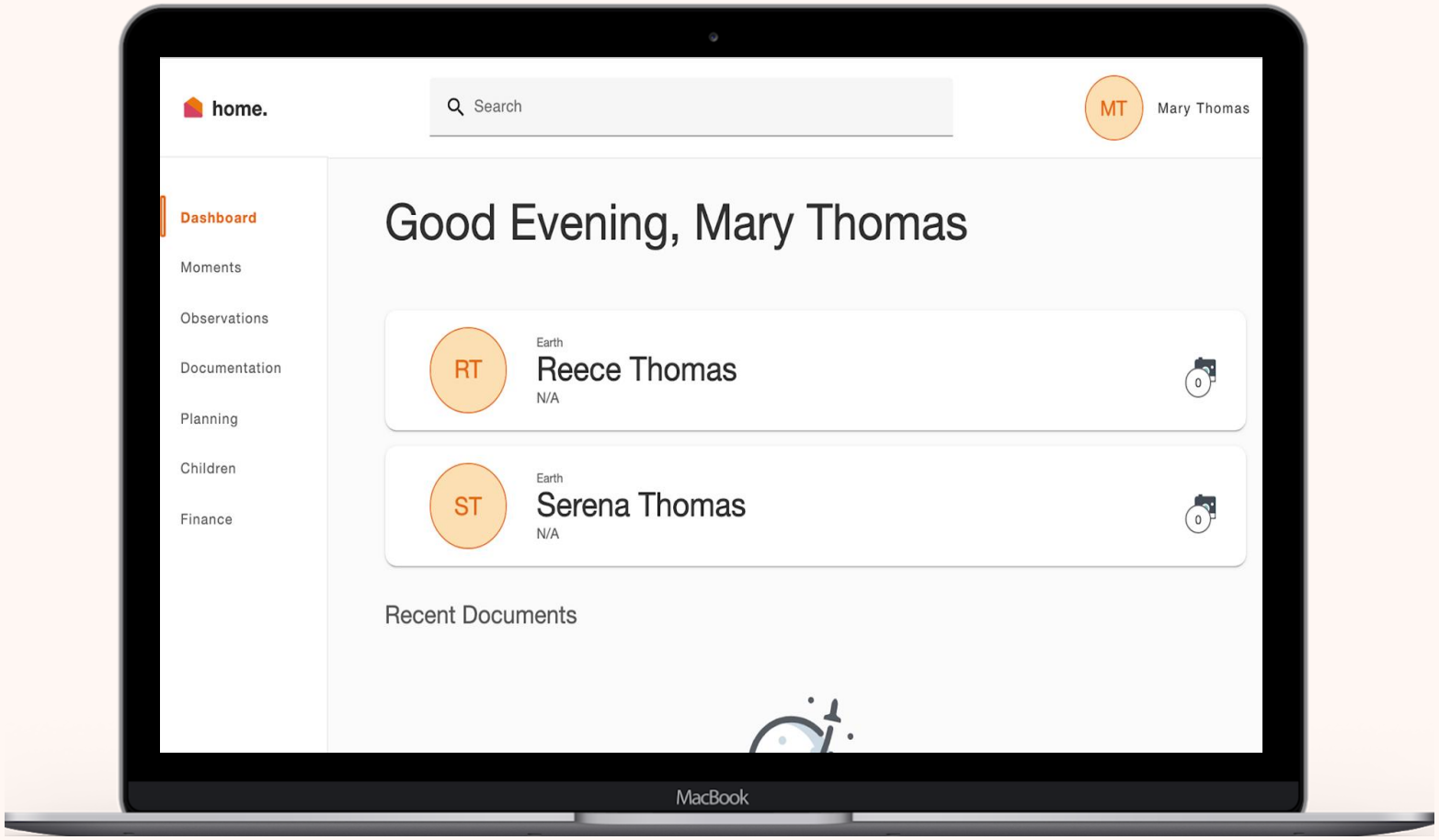
View messages from your service in the Comms Centre.



Download on the App Store

GET IT ON Google Play

HOME WEB



Access Home Web by opening a browser and entering:
https://login.myxplor.com/?app=home-web

View Comms Centre

View messages from your service in the Comms Centre.

View your child's learning

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

Access your CWA

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

Finances

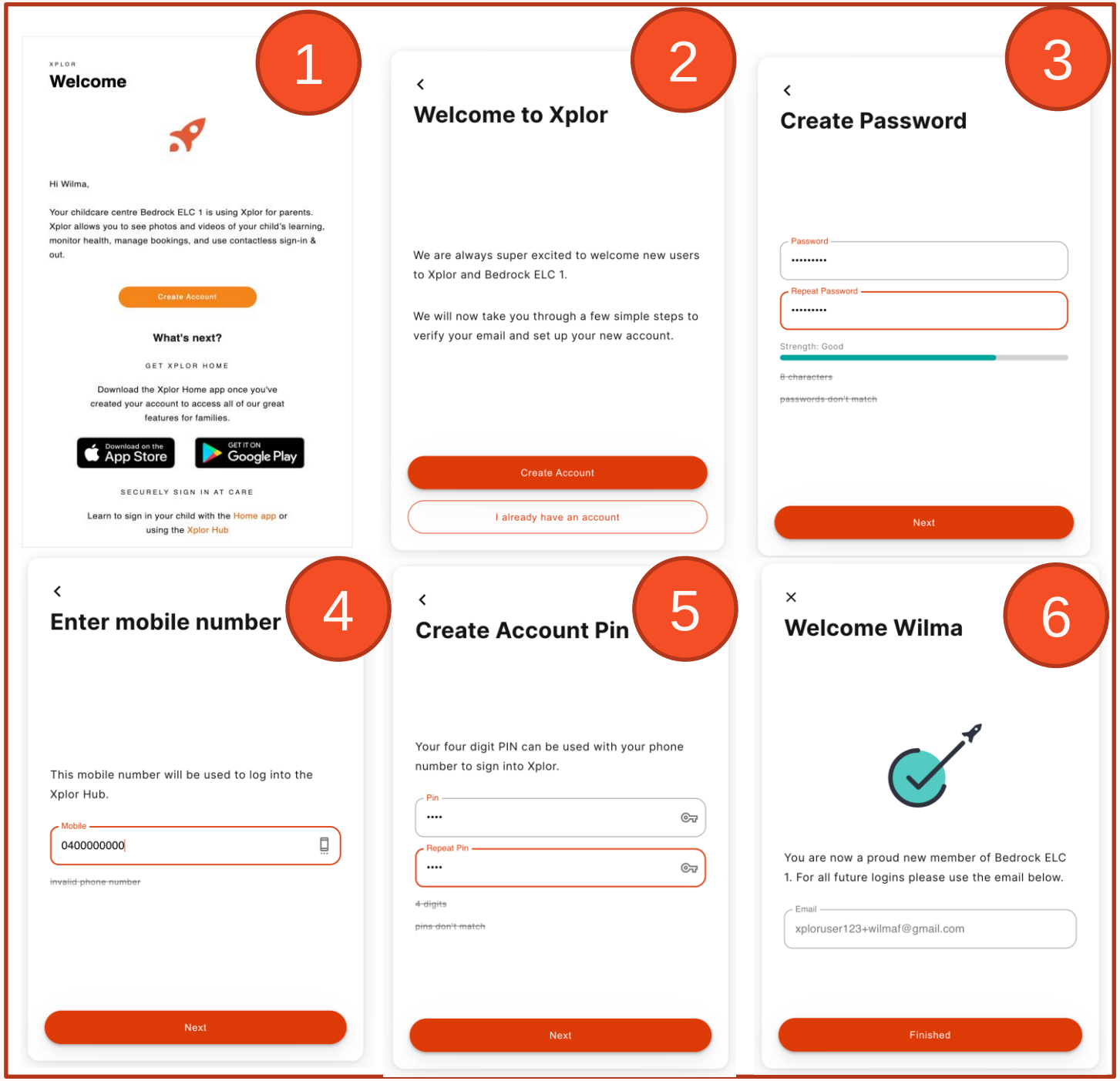
Save your payment details and view your statements at any time

2 SETTING UP YOUR ACCOUNT

Set up your Xplor Home Account!

Setting up your Xplor Account for the first time

1. Check for an invitation email in your Inbox and select **Create Account**
2. Click **Create Account**
3. Tap **Password**
4. Enter **Mobile Number**
5. Enter **Account Pin**
6. **All Done!**



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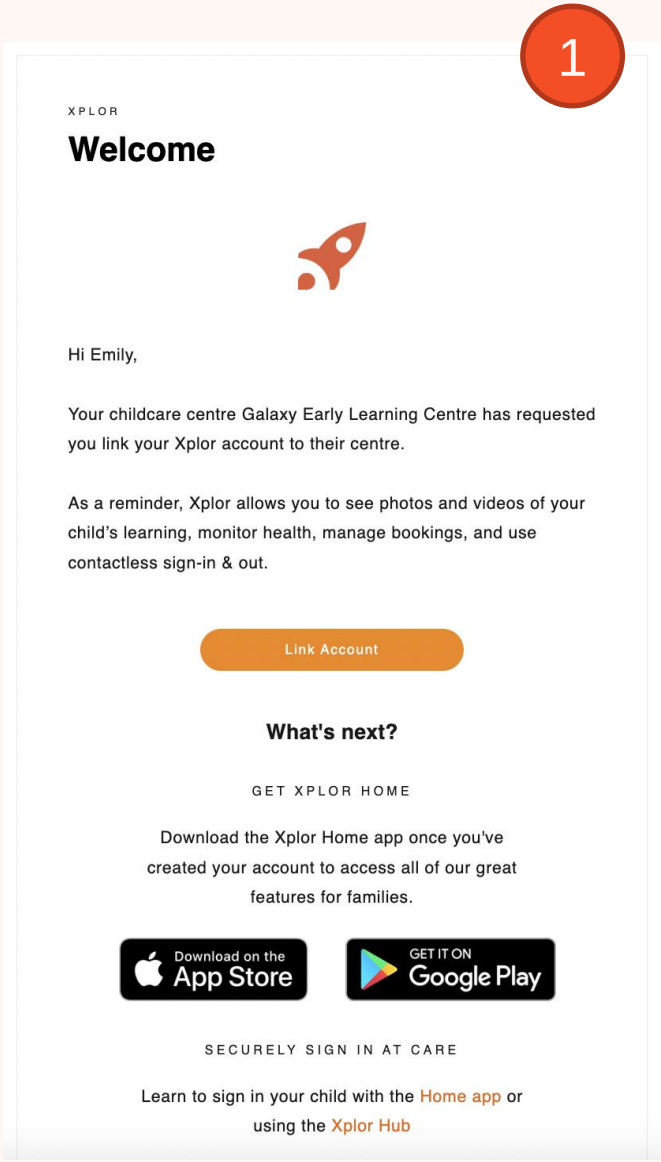
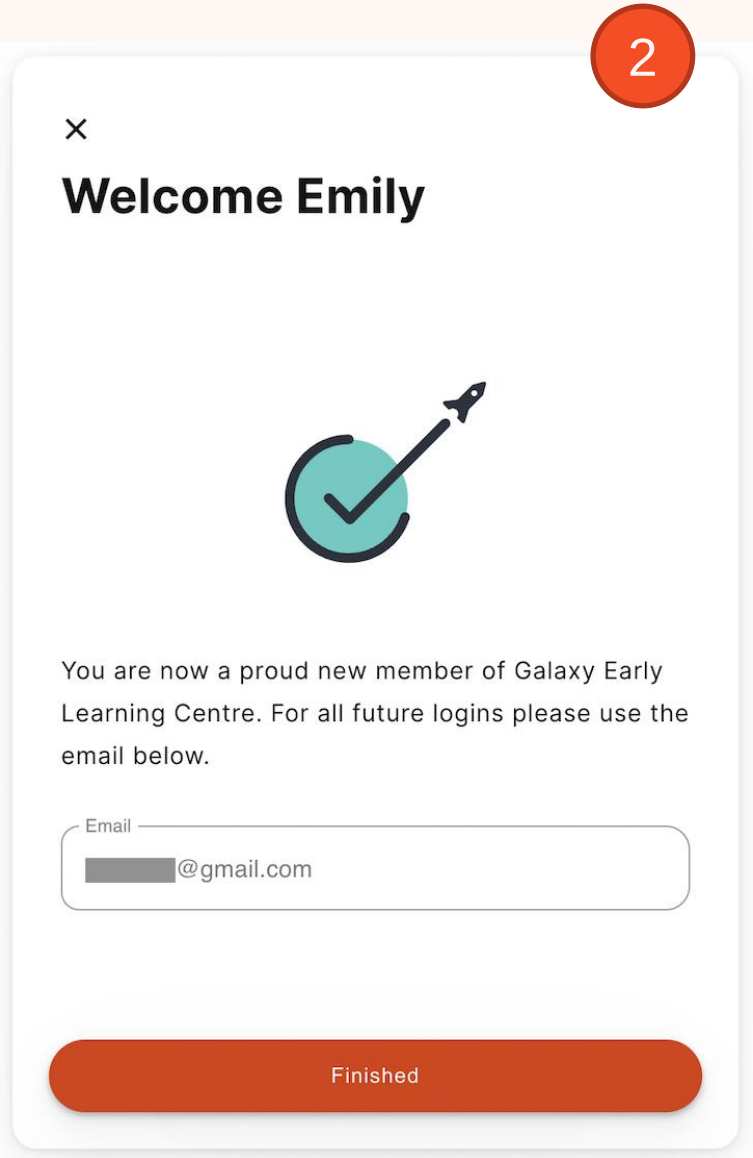
Already have an Xplor account?

1. Check for an invitation email in your Inbox and select **Link Account**

2. **All Done!**
The system will automatically detect if your email address is currently registered with Xplor and will automatically merge your accounts together!





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LOGGING IN

Now that you have set up your account with Xplor and your service, you are now ready to log in to either the Home App and Home Web!

1. Download the **Home App** via the Google Play Store or Apple Store.

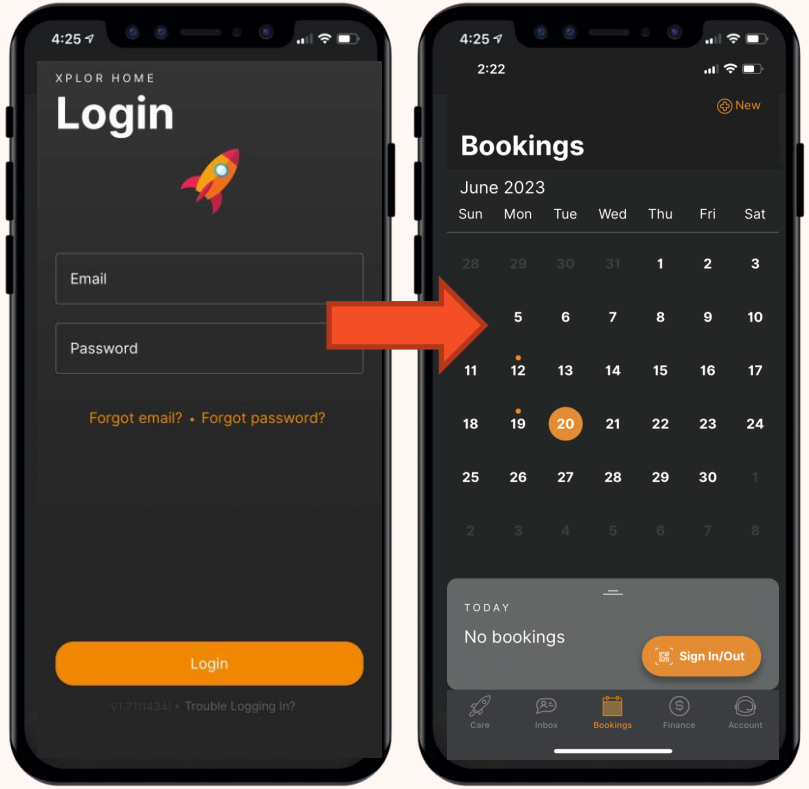
Download on the App Store GET IT ON Google Play

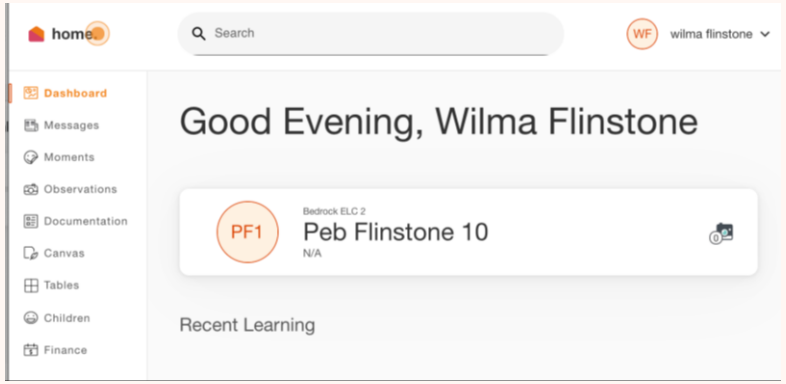
2. Login using your **Email** & **Password.**

3. **All Done!**

4. You can also log in any time on the Parent Home Web platform by going to **home.myxplor.com**

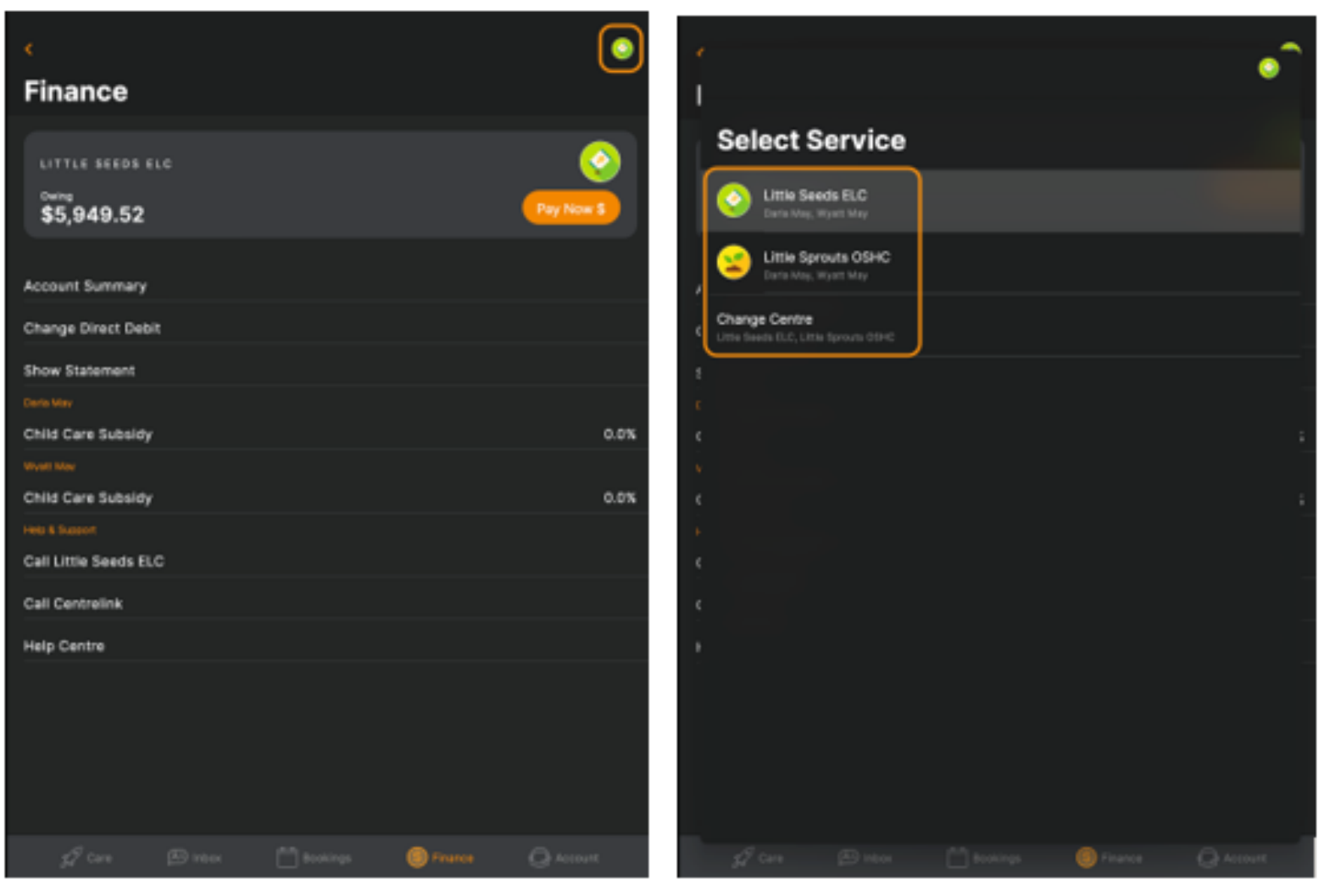
5. **See here for [Home App FAQs]**





How to Toggle between centres through the Home App

1. Open the Xplor Home App
2. Navigate to the Finance screen
3. Click on the Centre logo
4. Select the new centre from the list
5. Click on Sign In & Out to return to the sign in/out screen

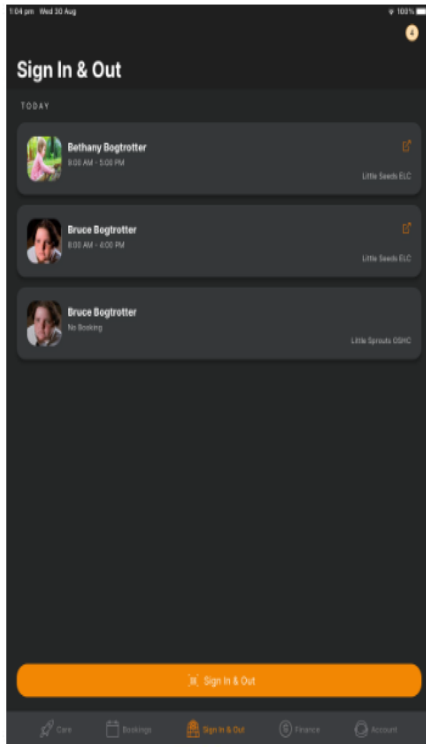


3 SIGNING YOUR CHILD IN OR OUT

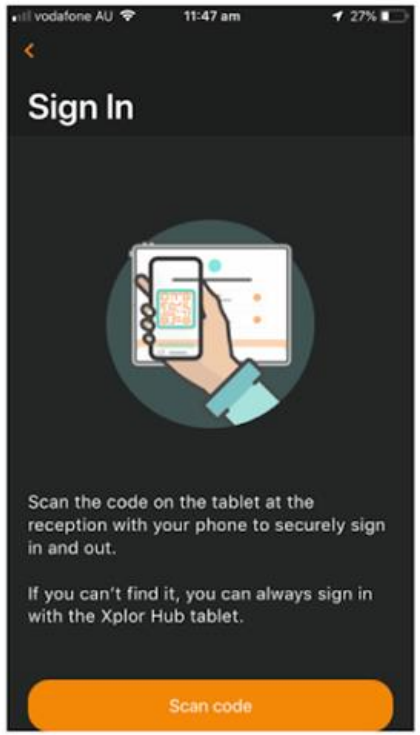
With Xplor there are 3 different ways you can sign your child in and out of care.

OPTION 1: QR Code

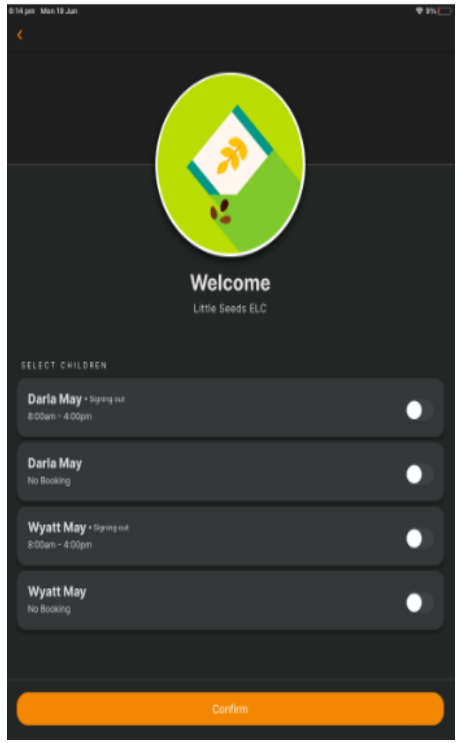
You can sign your child in/out of care through the Home App by using the QR code located on the HUB



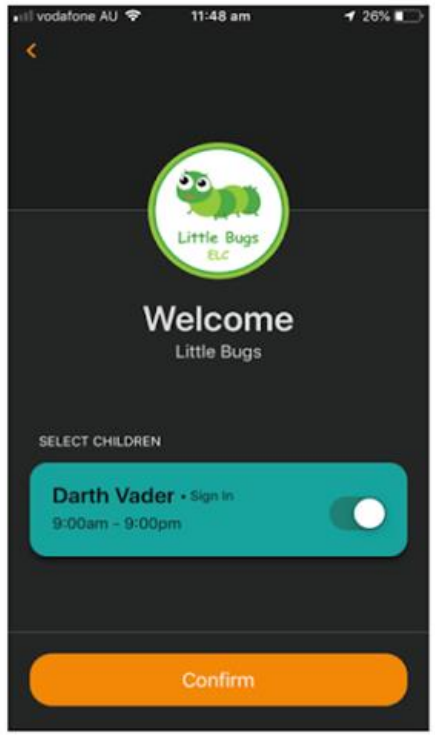
1. Tap the 'Sign in & Out' Tab



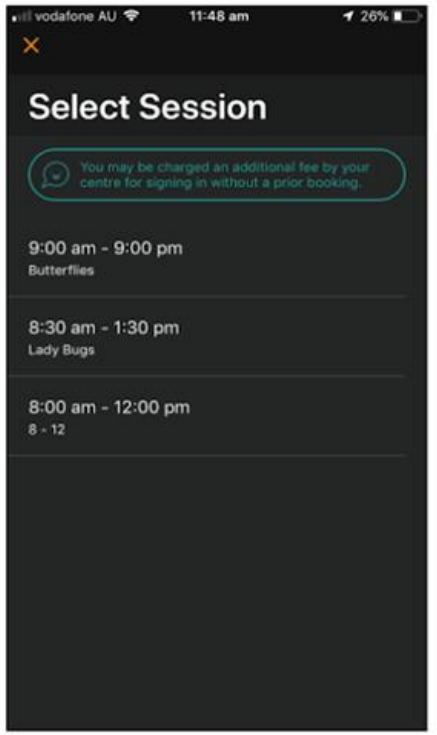
2. Tap scan code and scan the code on the HUB tablet



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

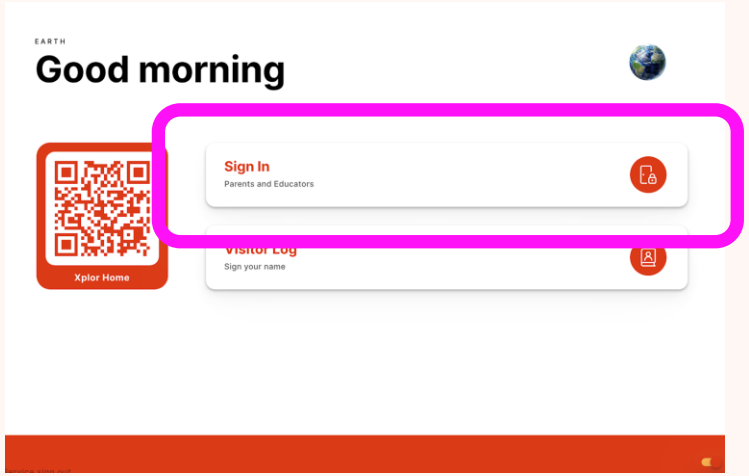


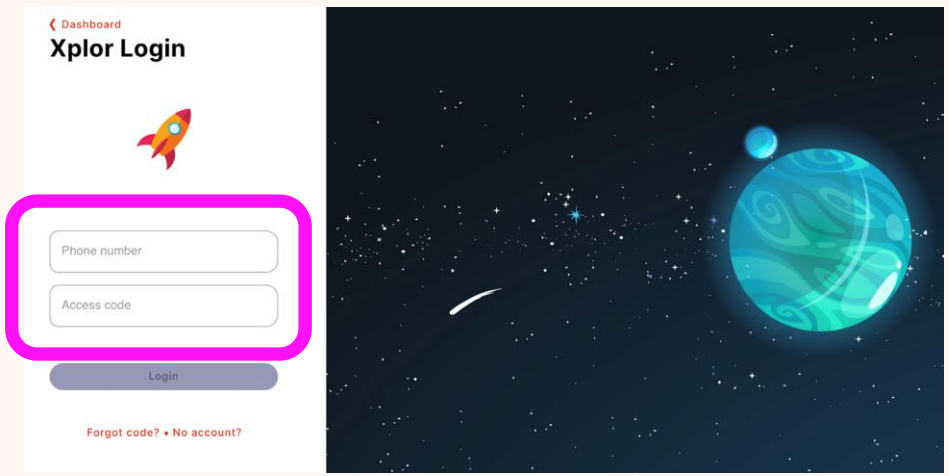
4. Confirm

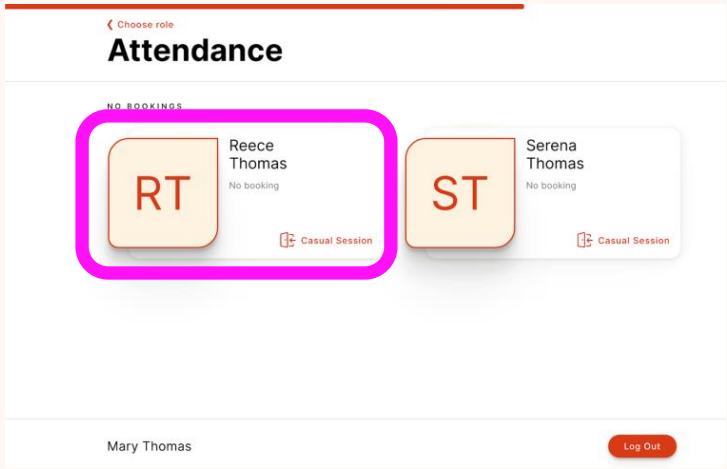


5. Select the session

OPTION 2: Mobile Number and PIN







1

Tap **Sign In**

2

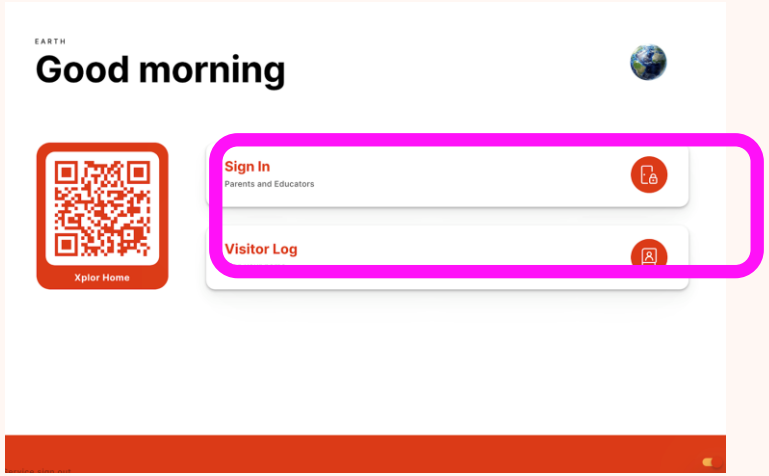
Enter **Mobile Number** and **PIN**

3

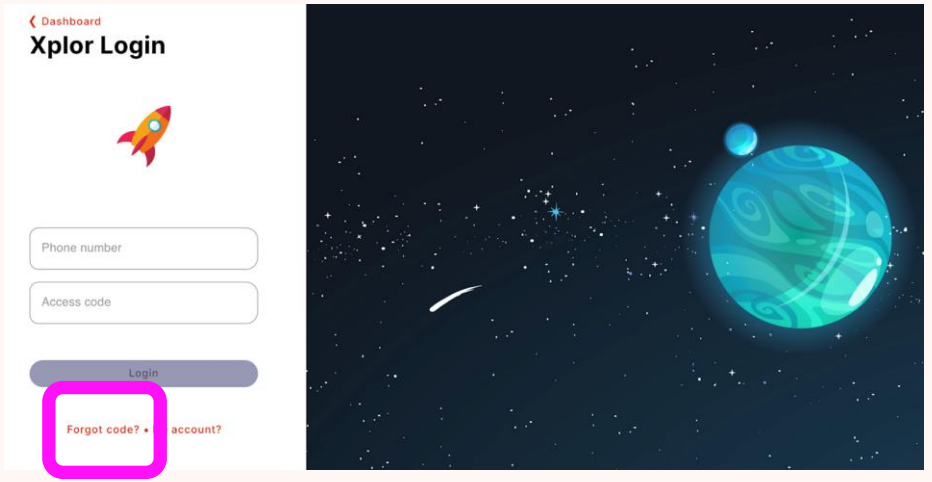
Tap your child's name to sign in or out!

OPTION 3: Email and Password

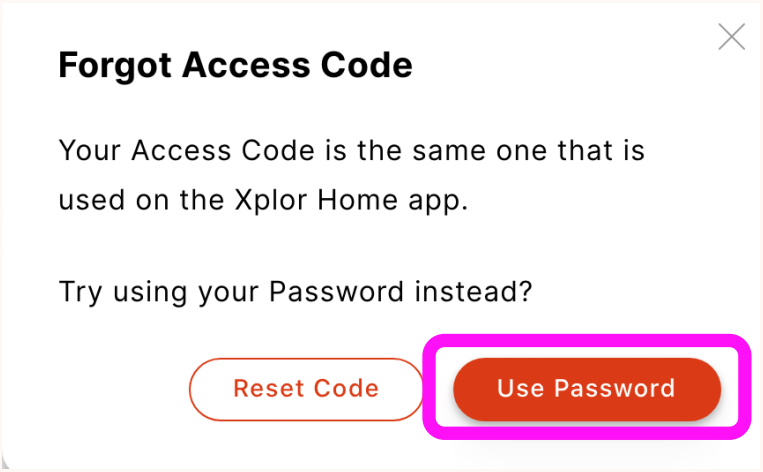
1 Tap **Sign In**



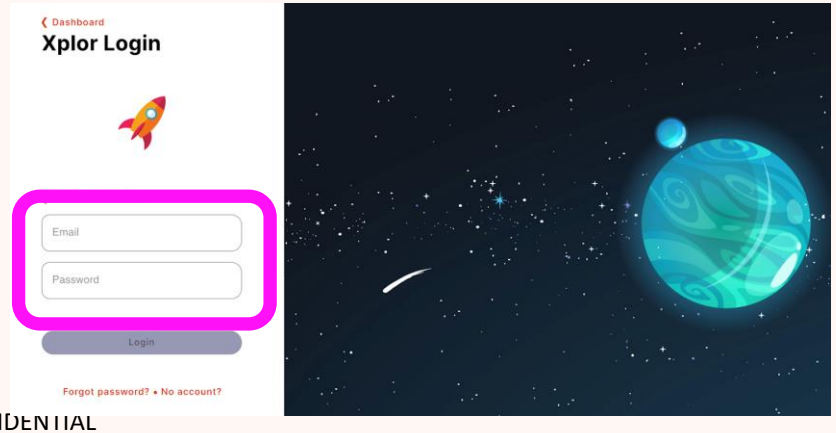
2 Tap **Forgot Code?**



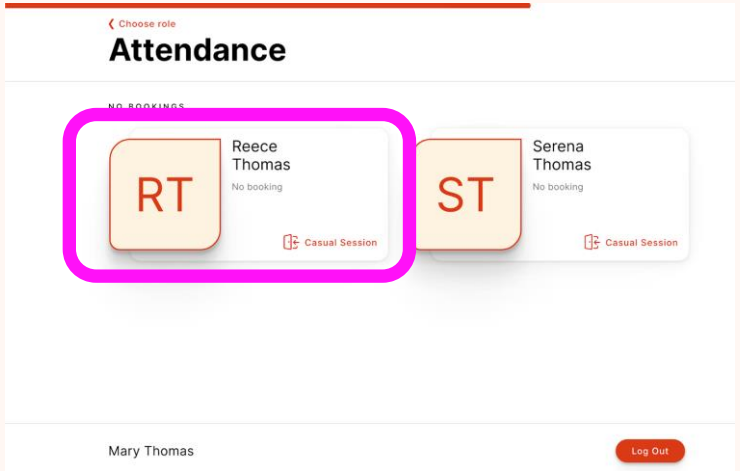
3 Tap **Use Password**



4 Enter **Email and Password**



5 Tap your child's name to sign in or out!

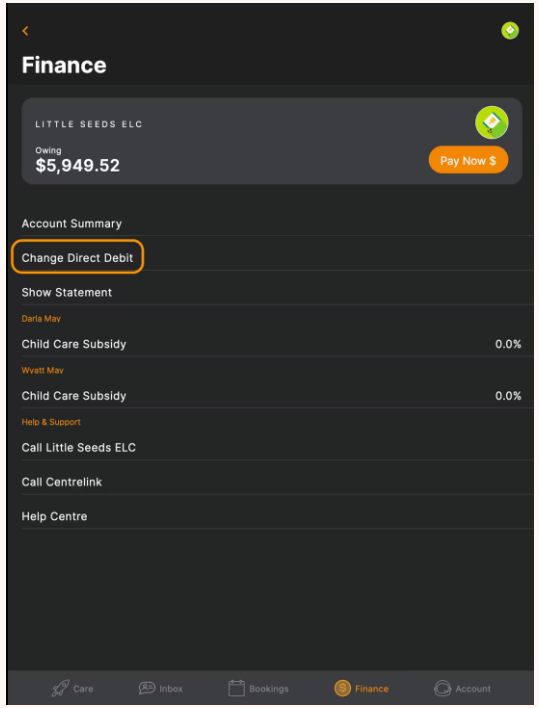


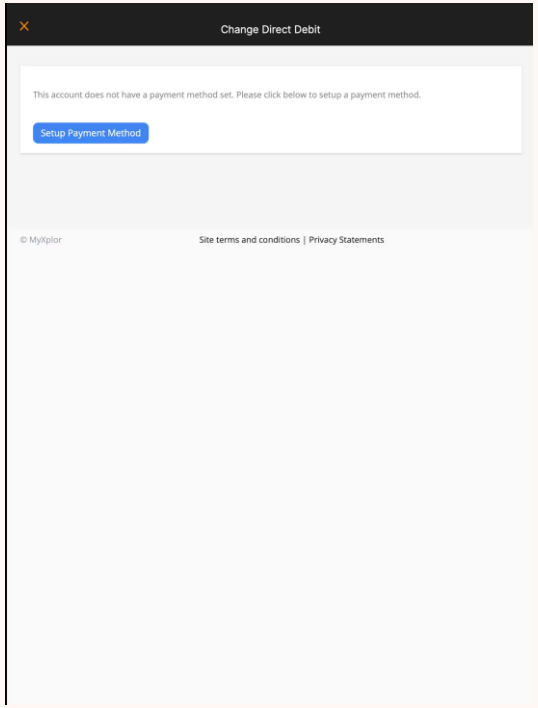
4 Adding/checking PAYMENT DETAILS

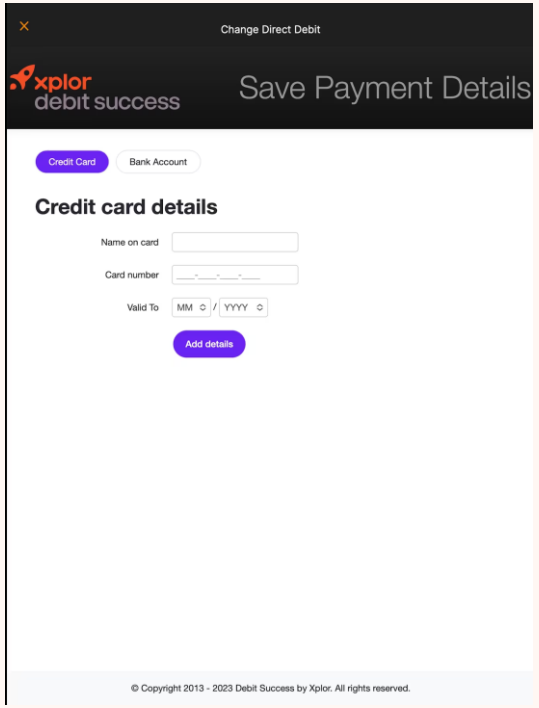
1. **Saving Direct Debit details via Home App**
2. **Saving Direct Debit details via Home Web**

Please note: only the primary carer of the child will be able to save payment details.

Adding/checking your payment details via Home App





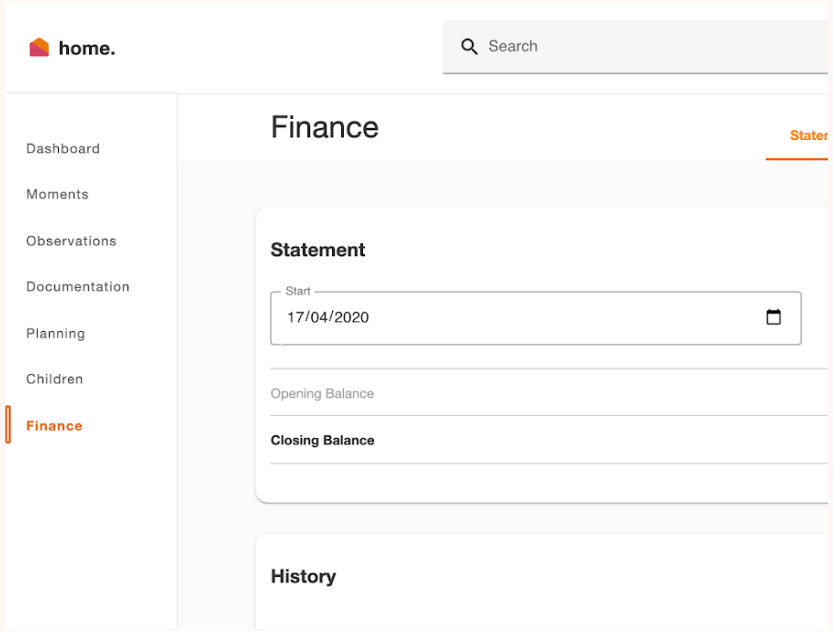


1. In the Home App, navigate to **Finance > select the centre**

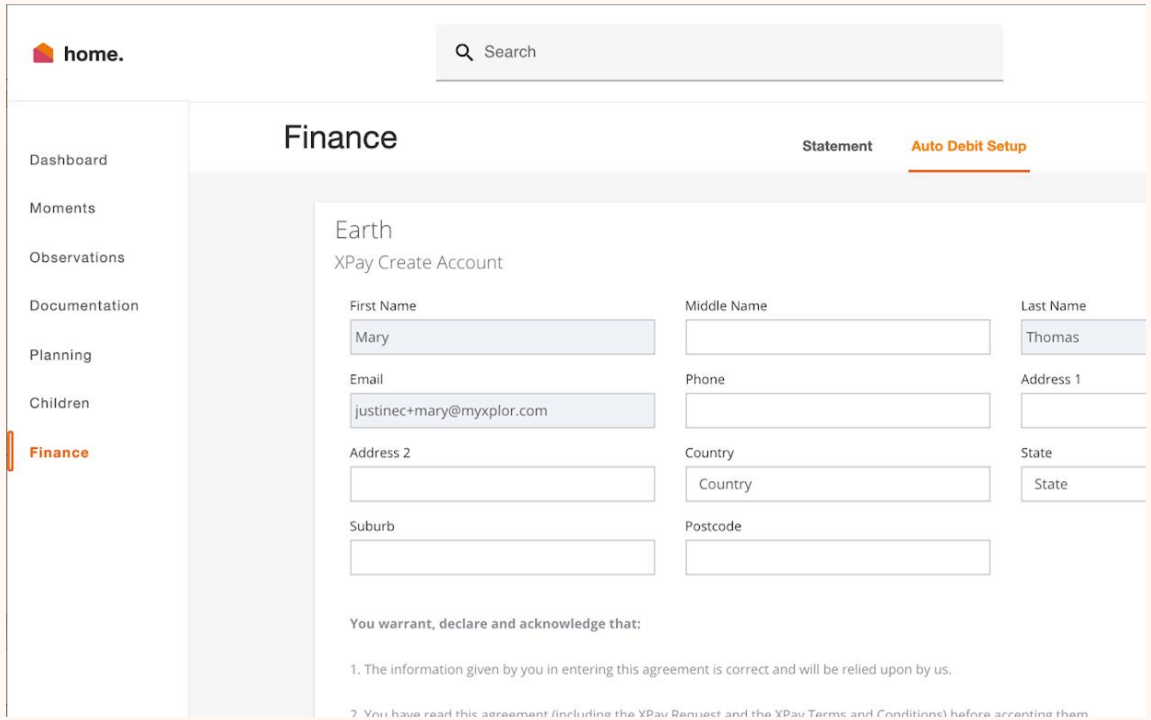
2. Click **“Setup Direct Debit”** and follow the prompts

3. Enter details and select "Add Details"

Adding/checking your payment details via Home Web



1 Login to home.myxplor.com then click "Finance"

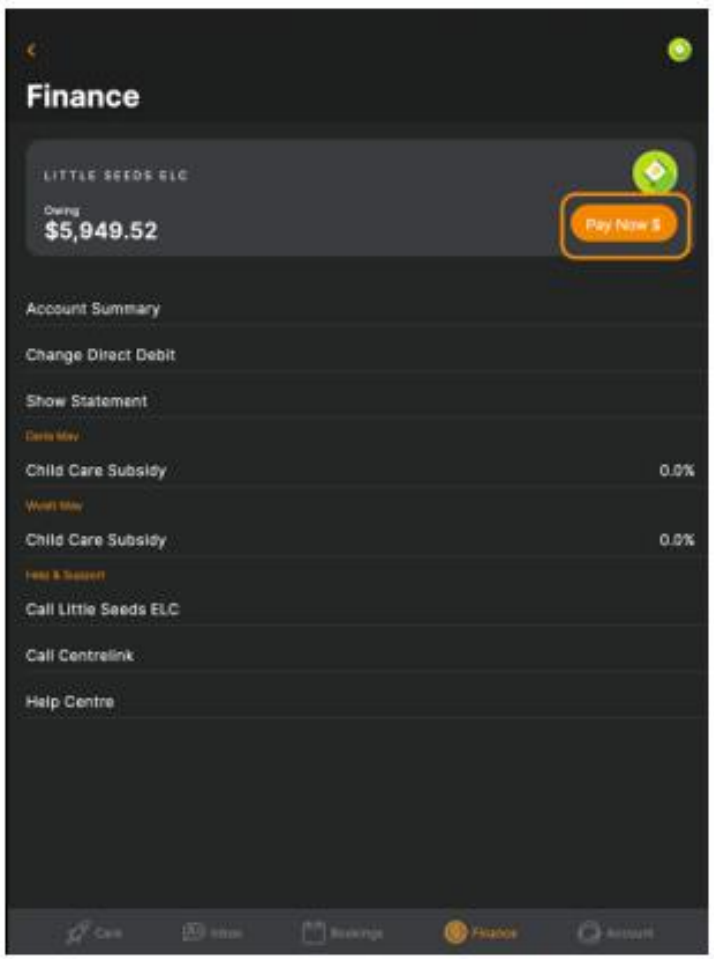


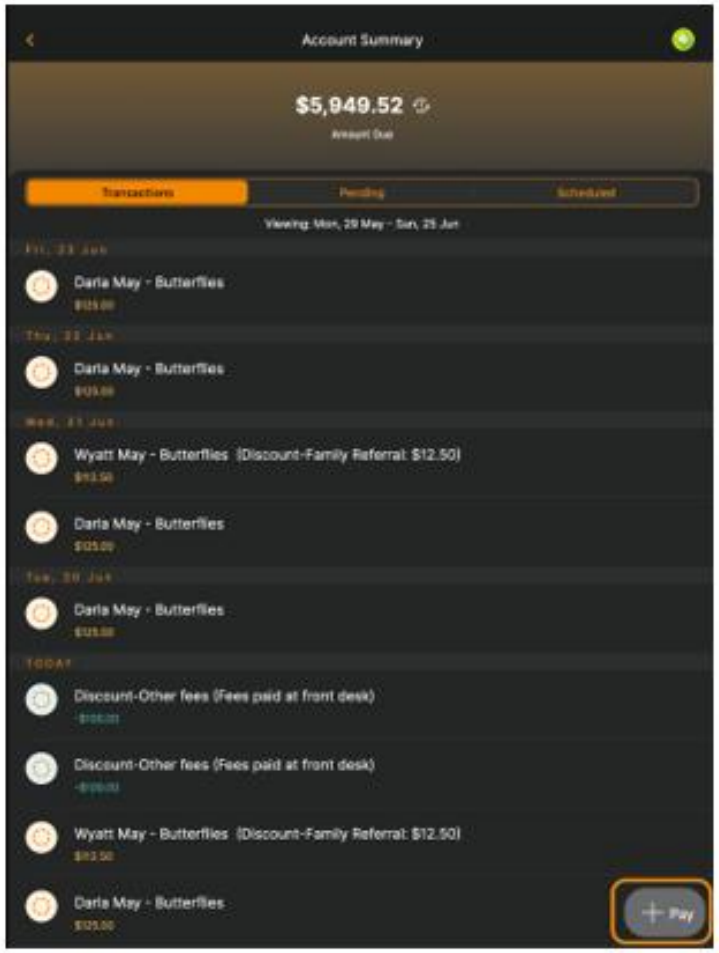
2 Click "Auto Debit Setup" and follow the prompts

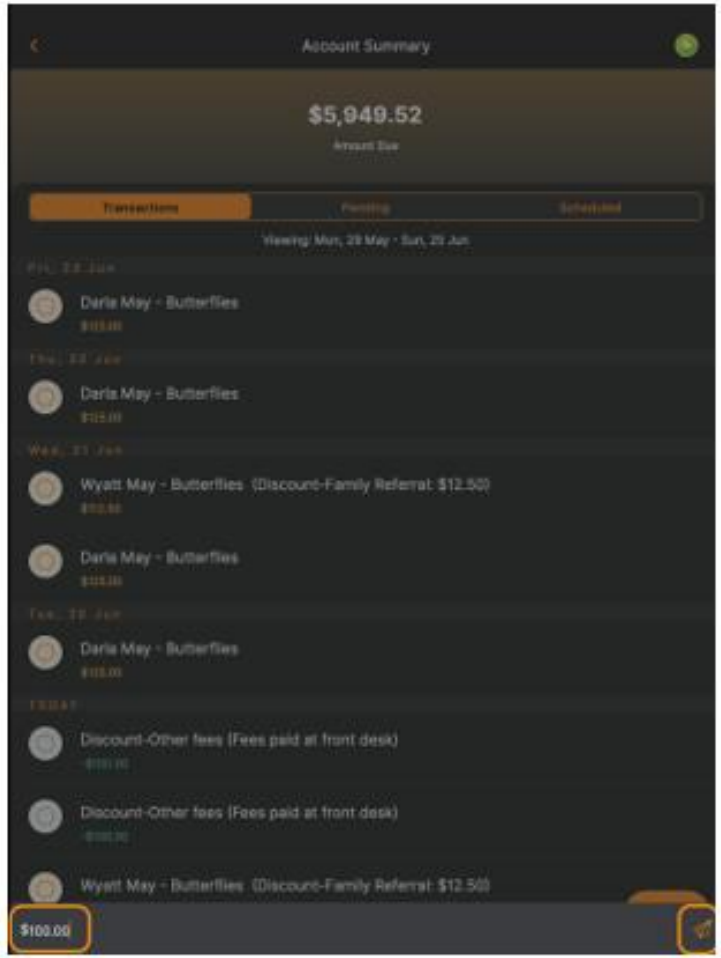
USING PAY NOW

Please note: only the primary carer of the child will be able to see financial statements and make payments.

Making a payment via Home App





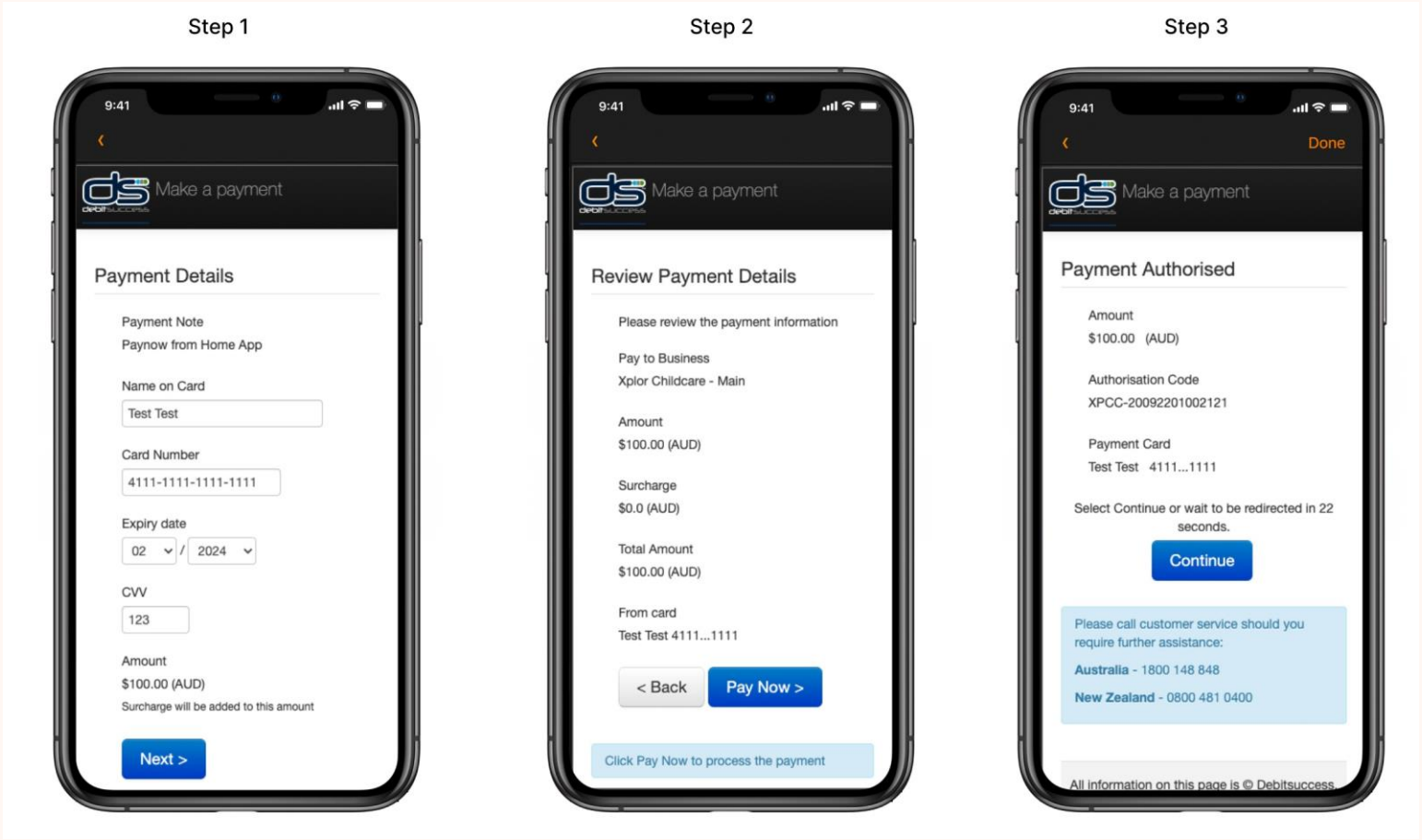


1. In the Home App, navigate to **Finance >Pay Now**

2. Tap **Pay** in the bottom righthand corner

3. Choose an amount to pay and press the send button.

Making a payment via Home App continued...



4 Enter your **card payment details** into the secure form and confirm the amount is correct.

5 **Review** your payment details.

6 **Submit** your payment. All done!

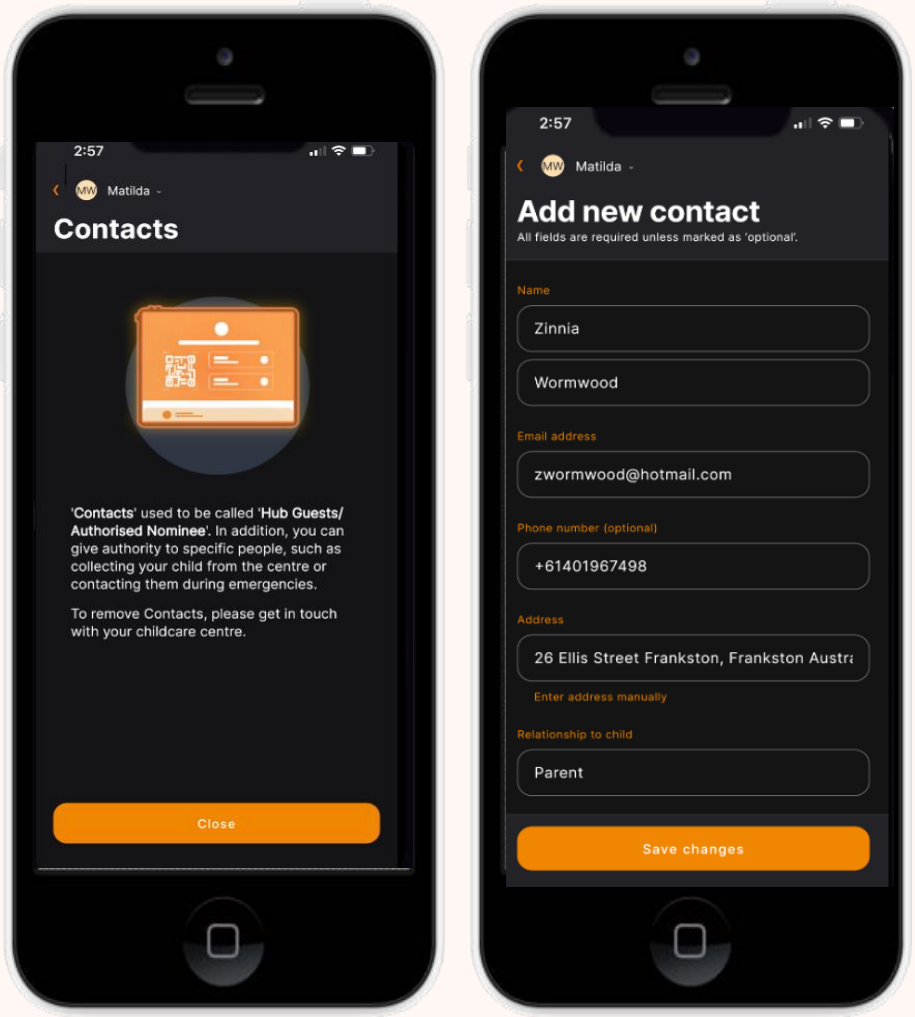
5 MANAGING CONTACTS

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

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

How to invite a Contact via the Home App for Collection

1. As the Primary Carer, log into your **Xplor Home App**
2. Navigate to **Account**
3. Select **Contact**
4. Select the **Child** you are wanting to add a contact to
5. Press the **+ADD** on the top right of the screen
6. Select either **Add Existing Contact** or **Add New Contact**
7. Fill out the Contact **details**.
8. Once completed, select **Send Invite**



Contact Account Creation Steps

1. Contact will receive a Welcome email to **create password** once you have sent an invite.
2. The Contact is to press 'Accept Invite' and follow the steps to create their account.

Contact sign in options

Contacts can sign your child in using the two options below.

Option 1: Mobile Number and PIN

Option 2: Email and password

Note: Contacts do not have access to the Home App.

6 MANAGING YOUR CHILD'S BOOKINGS

View and manage your child's future bookings using Xplor Home App

Managing your child's bookings on the Home App

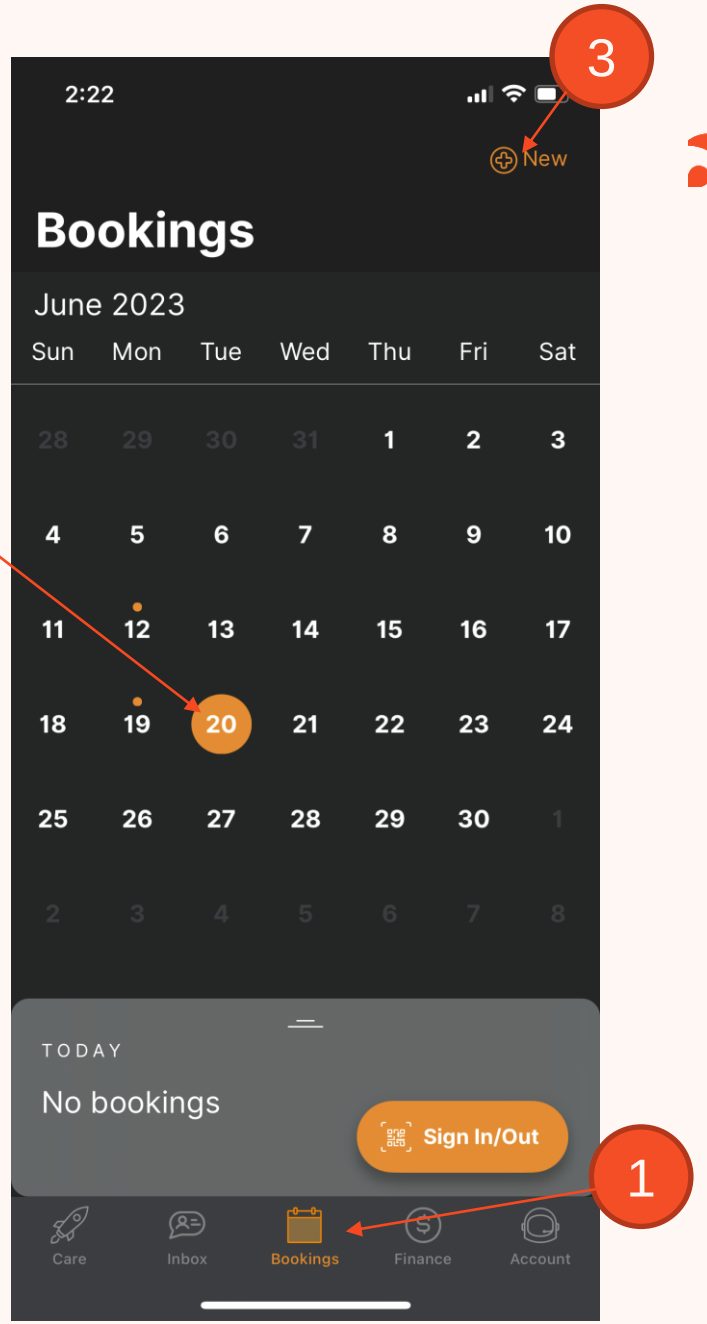
1. Select the **Bookings** option in your **Home App.**

2. Any future bookings will be indicated by an **orange circle** in the calendar. You can tap on those dates to view more details about the booking.

3. Tap the **+ New** icon on the top right corner to request for additional bookings/absences.

   You will receive a push notification once the service admin has rejected/accepted the booking request.

Note: You may not see future bookings until after your services Go Live date.



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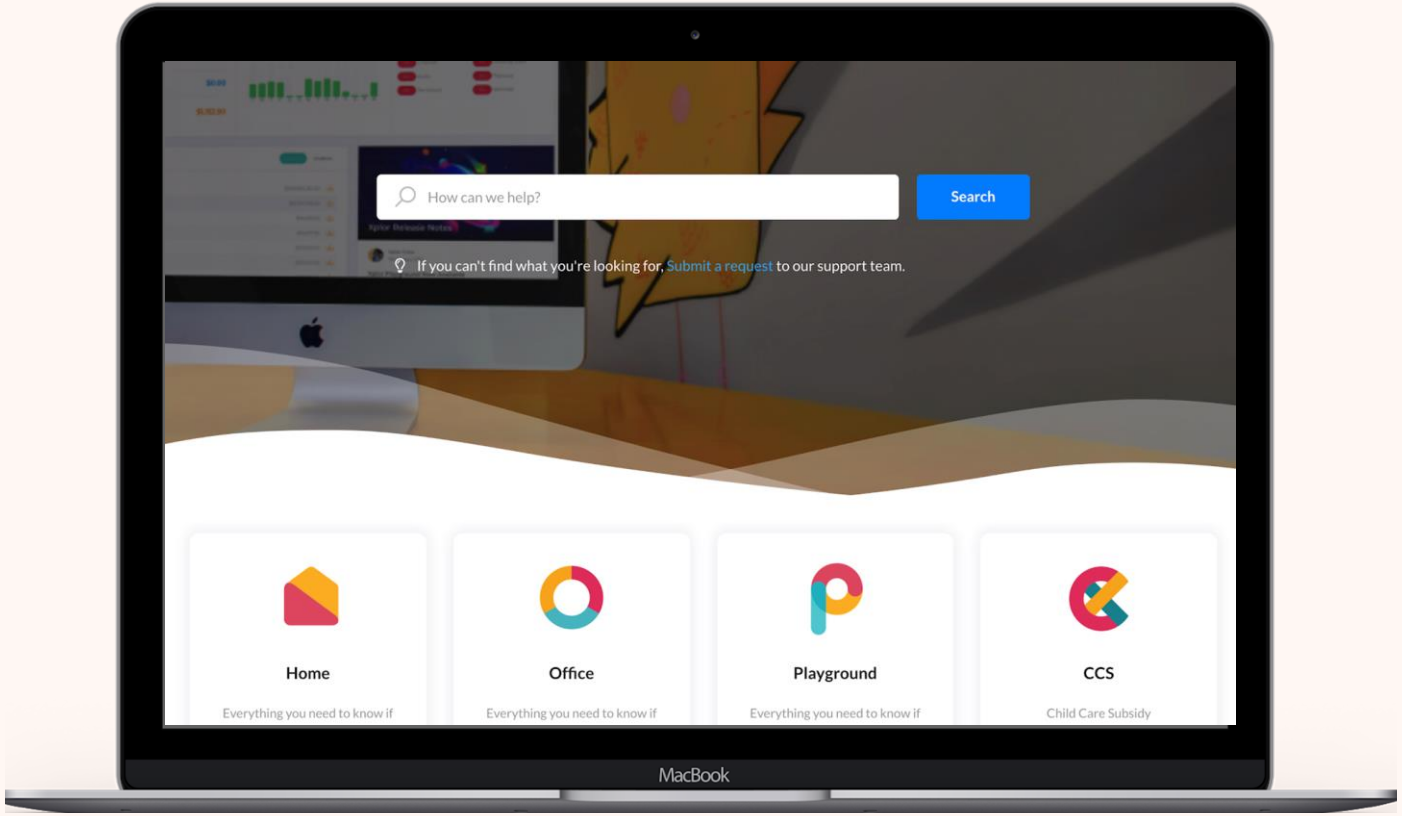
XPLOR SUPPORT

For more resources,
Visit our online knowledge base
https://support.myxplor.com/s/



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