

WELCOME HOME

Connect with those who matter.



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

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.

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

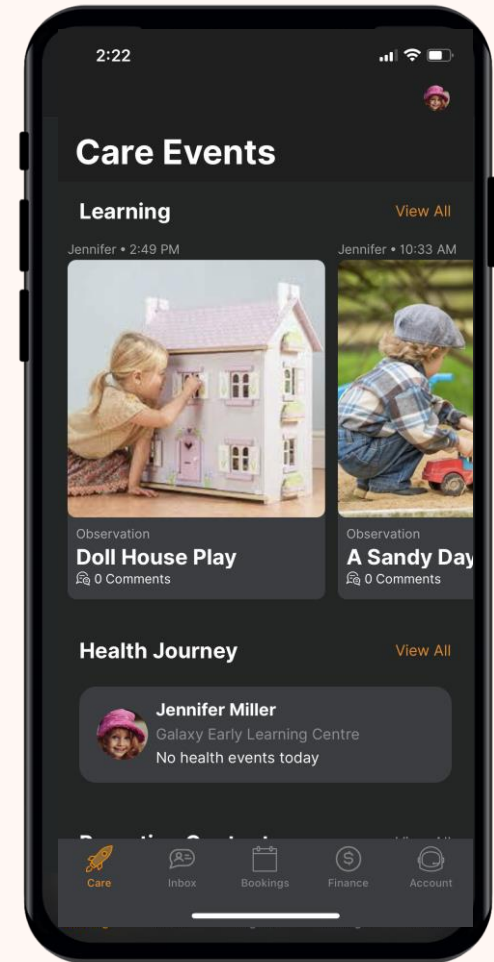
Easily manage childcare financials and subsidies.

Bookings

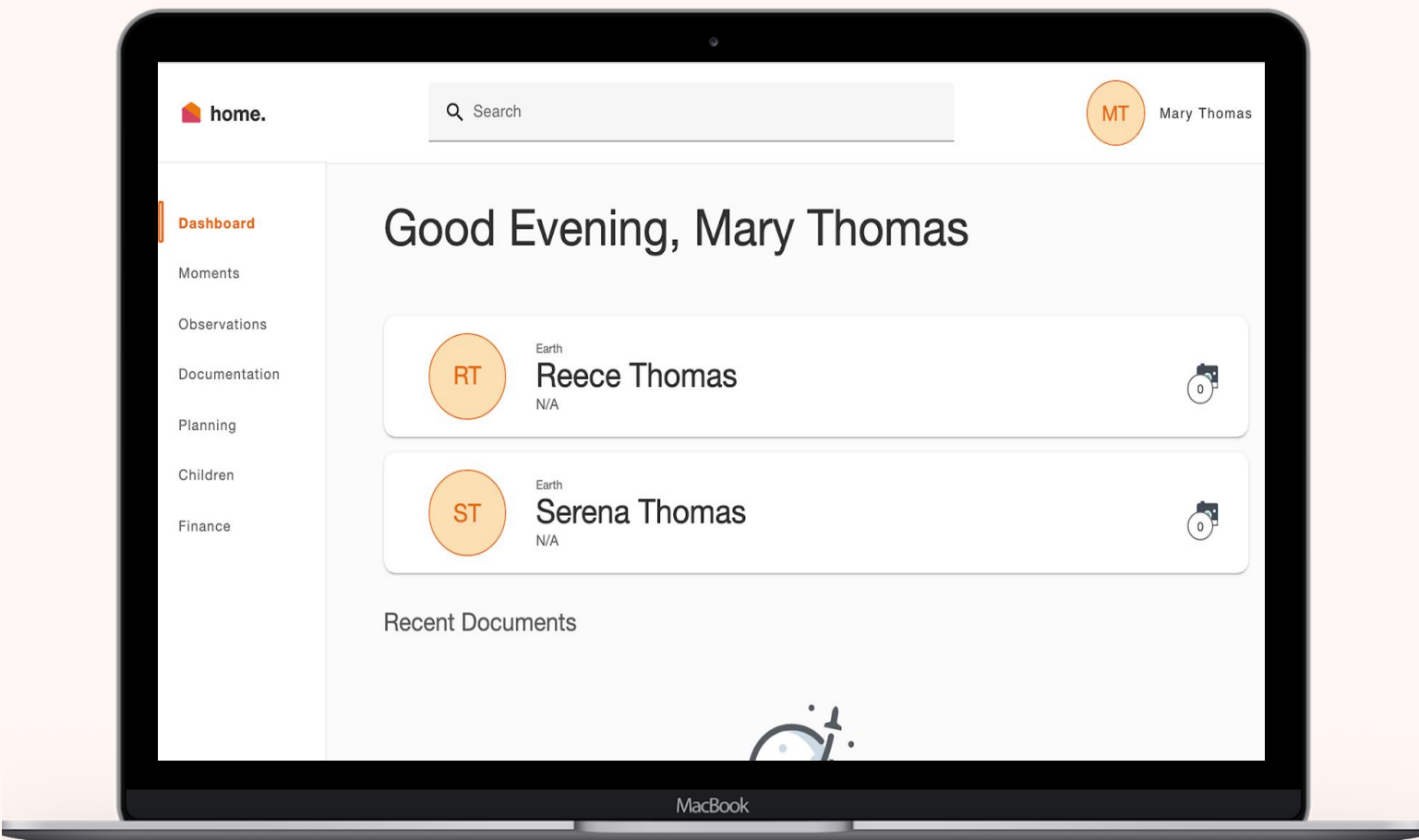
Book your child into care quickly and easily.

Comms Centre

View messages from your service in the Comms Centre.



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

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



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!**

The sequence of screenshots for setting up an Xplor account:

- Welcome**: Shows a welcome message to Wilma, a "Create Account" button, and instructions to download the Xplor Home app. It also mentions "SECURELY SIGN IN AT CARE" and provides a link to learn how to sign in using the Home app or Xplor Hub.
- Welcome to Xplor**: Welcomes new users and explains that the user will now take a few simple steps to verify their email and set up their new account. It features a "Create Account" button and a link for users who "already have an account".
- Create Password**: Prompts the user to enter a password and repeat it. It shows a password strength indicator (Good) and a character count (8 characters). A "Next" button is at the bottom.
- Enter mobile number**: Explains that the mobile number will be used to log into the Xplor Hub. It features a "Mobile" input field with the number "0400000000" and a "Next" button. A note indicates "invalid-phone-number".
- Create Account Pin**: Explains that the four-digit PIN can be used with the phone number to sign into Xplor. It features a "Pin" input field with "...." and a "Repeat Pin" input field with "....". A "Next" button is at the bottom. Notes indicate "4-digits" and "pins-don't-match".
- Welcome Wilma**: Celebrates the user as a new member of Bedrock ELC 1. It shows the email "xploruser123+wilmaf@gmail.com" and a "Finished" button.



Already have an Xplor account?

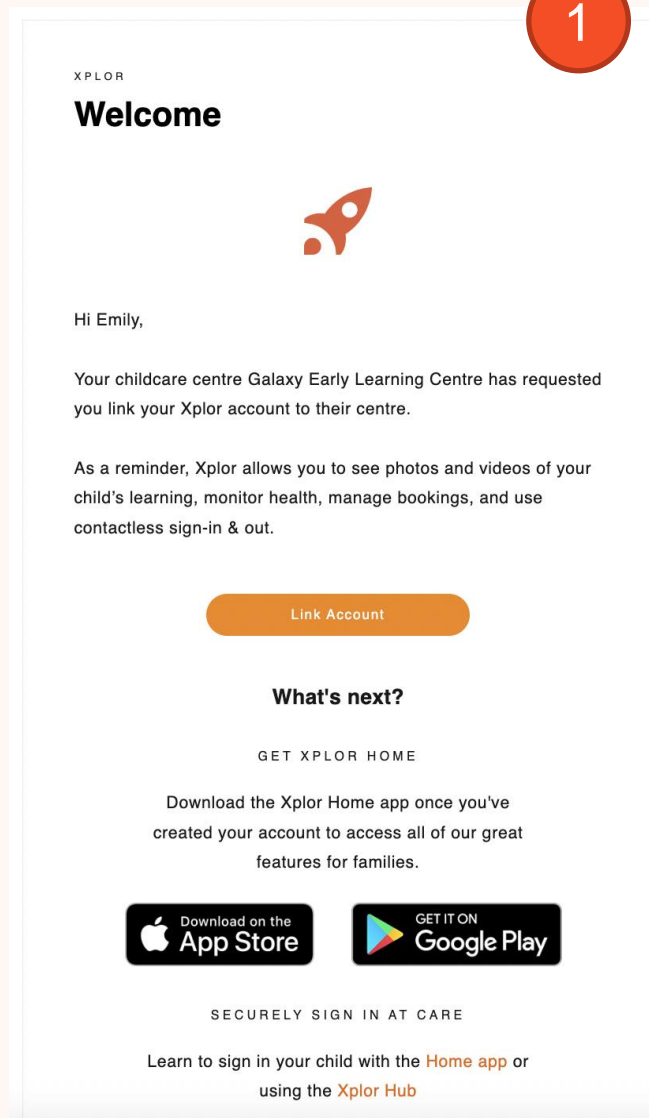
1

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!



1

2



×

Welcome Emily



You are now a proud new member of Galaxy Early Learning Centre. For all future logins please use the email below.

Email

██████████@gmail.com

Finished

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.



2

Login using your **Email & Password**.

3

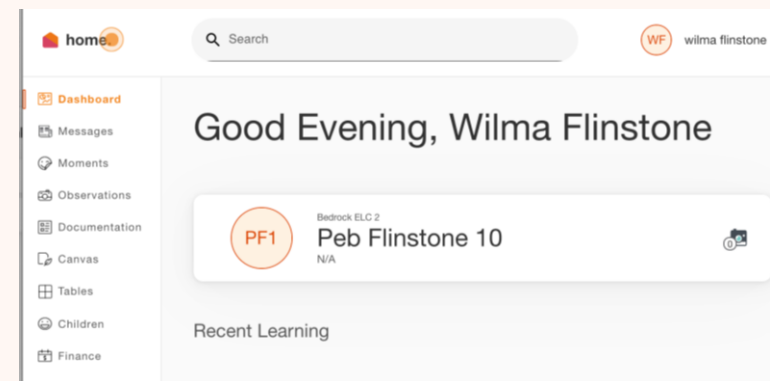
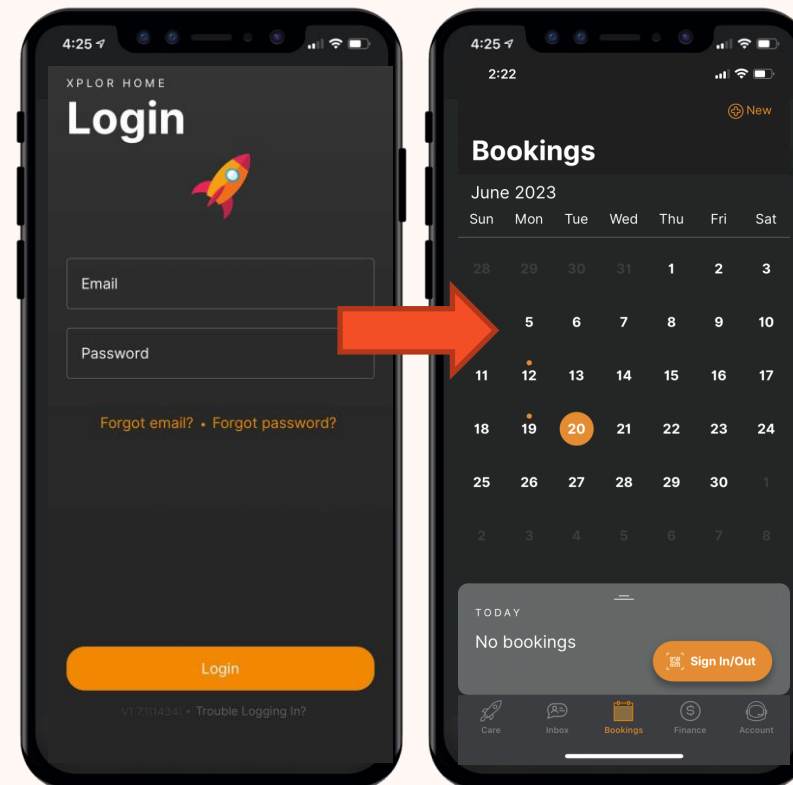
All Done!

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

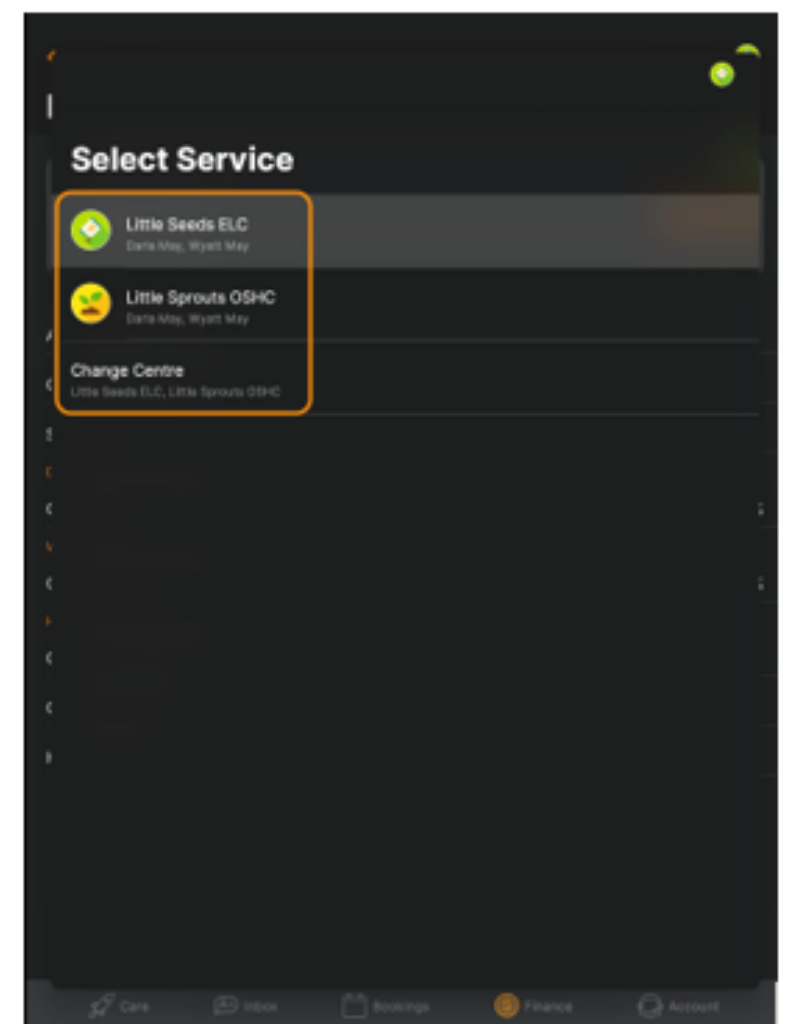
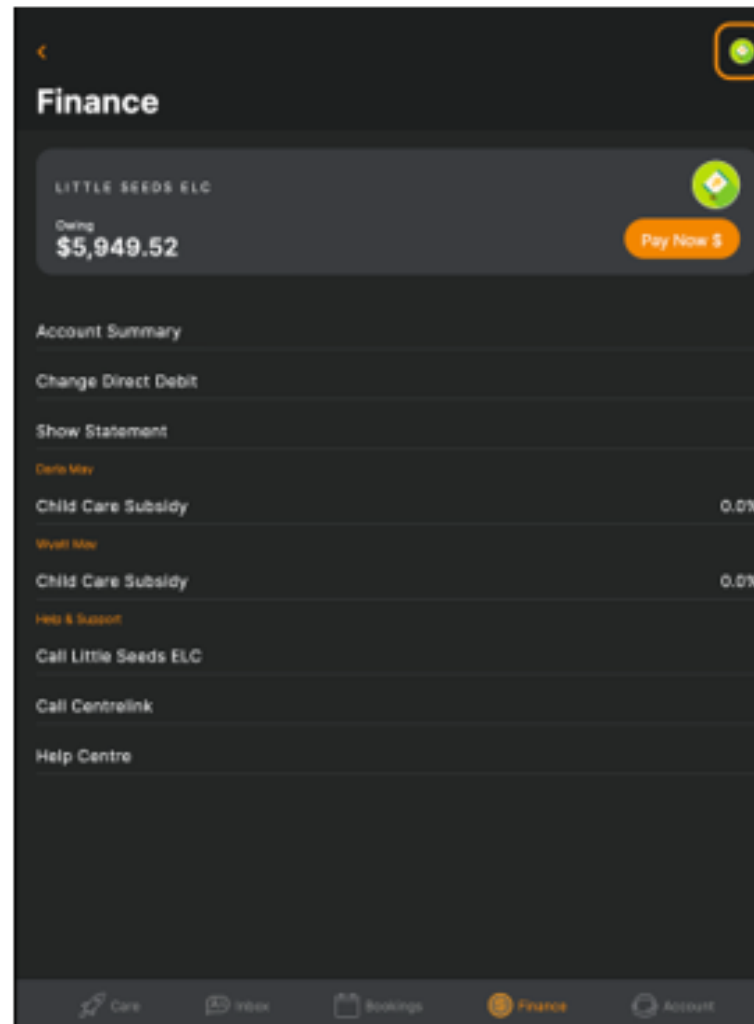
Click on the Centre logo

4

Select the new centre from the list

5

Click on Sign In & Out to return to the sign in/out screen



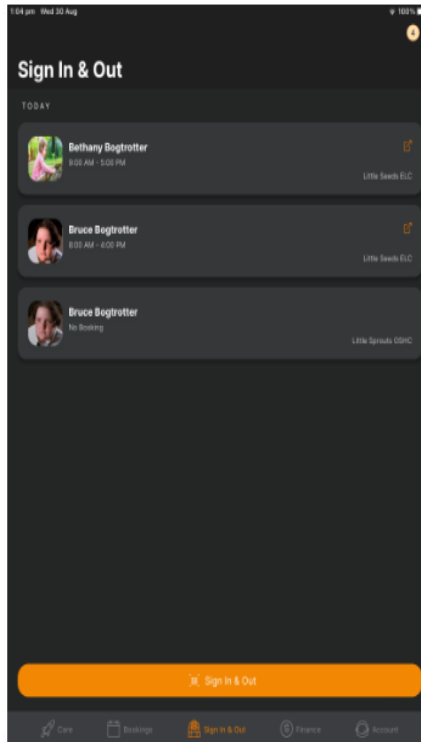
3 SIGNING YOUR CHILD IN OR OUT

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

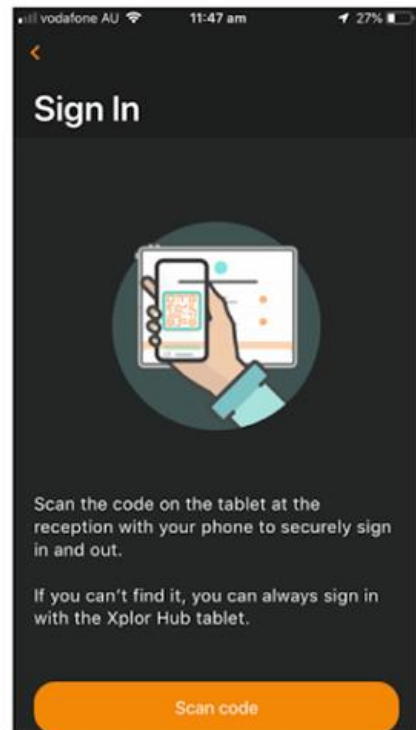
OPTION 1: QR Code



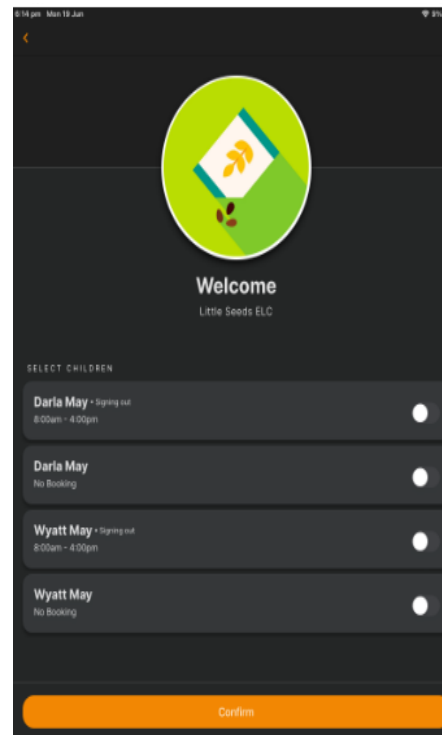
You can sign your child in/out of care through the Home App by using the QR code located on the HUB



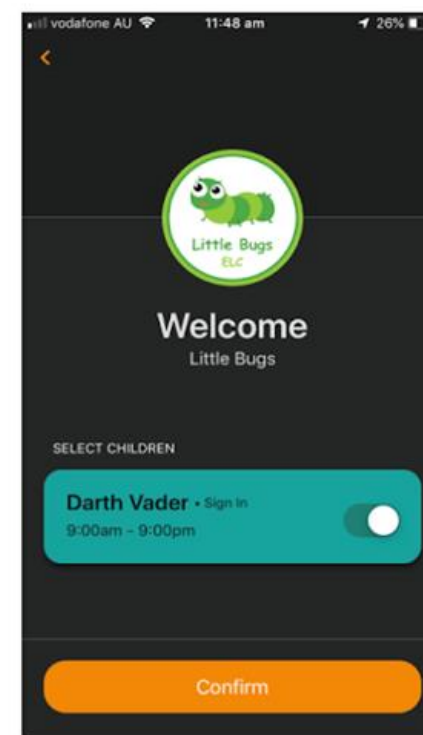
1. Tap the 'Sign in & Out' Tab



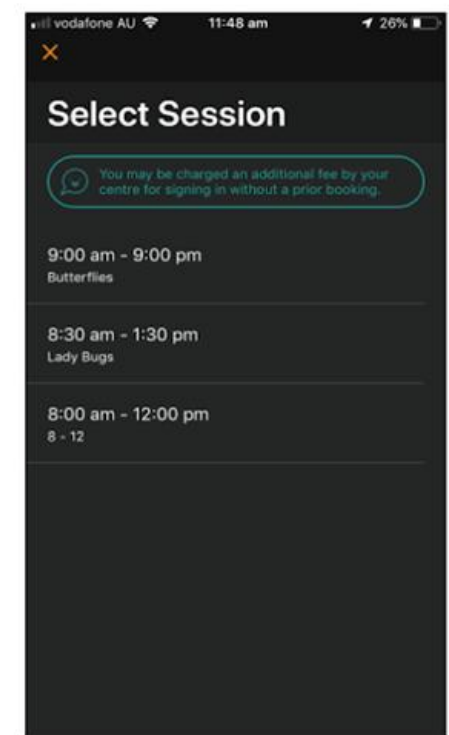
2. Tap scan code and scan the code on the HUB tablet



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

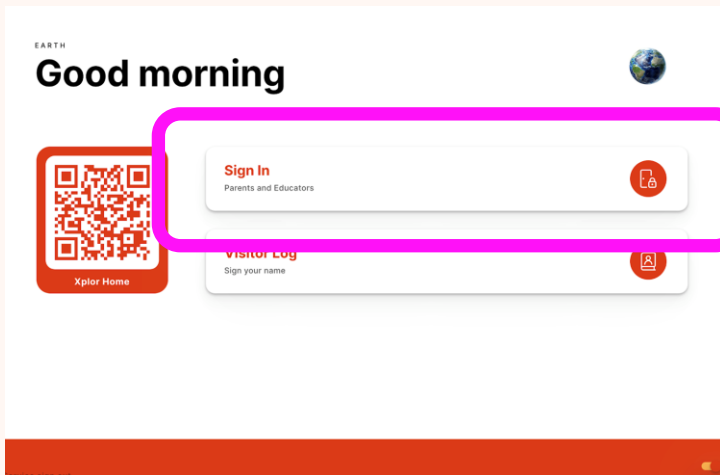


4. Confirm



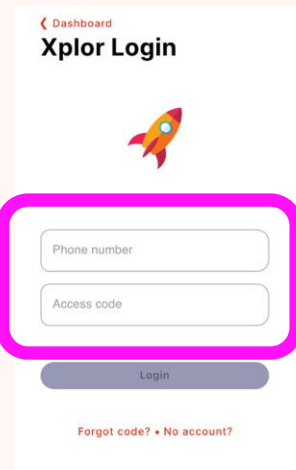
5. Select the session

OPTION 2: Mobile Number and PIN



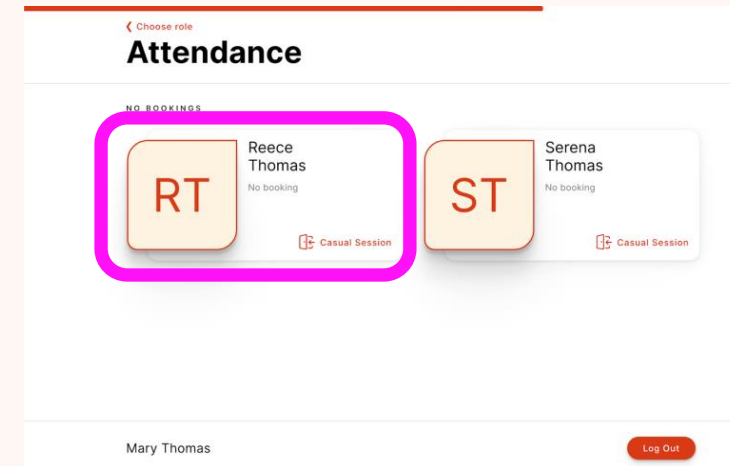
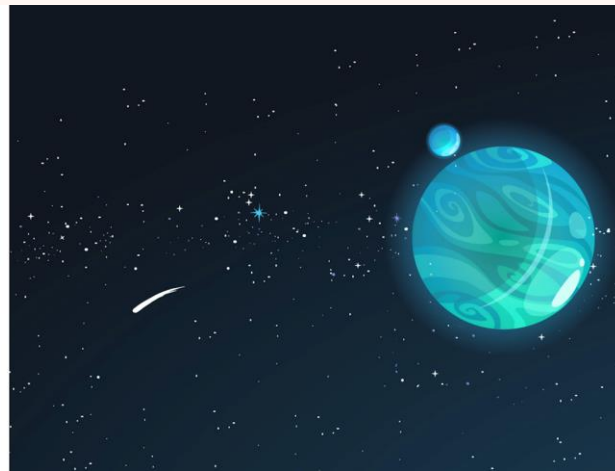
1

Tap **Sign In**



2

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



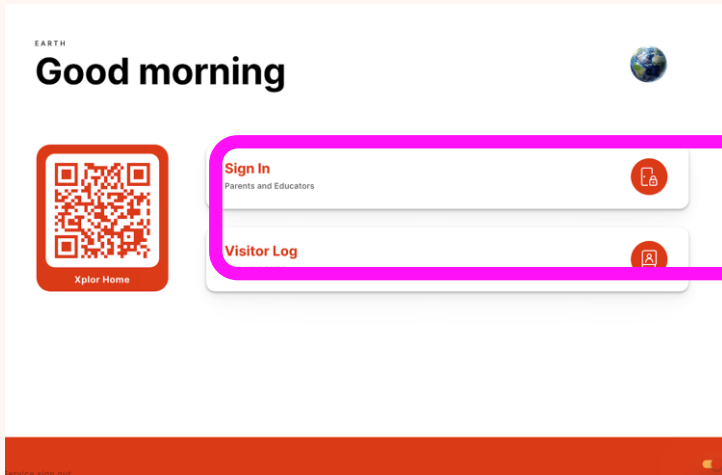
3

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

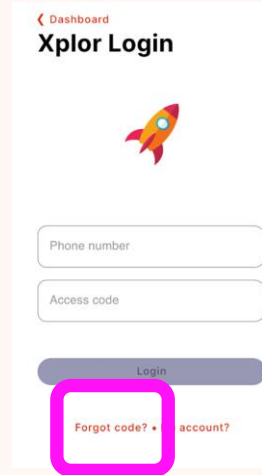
OPTION 3: Email and Password



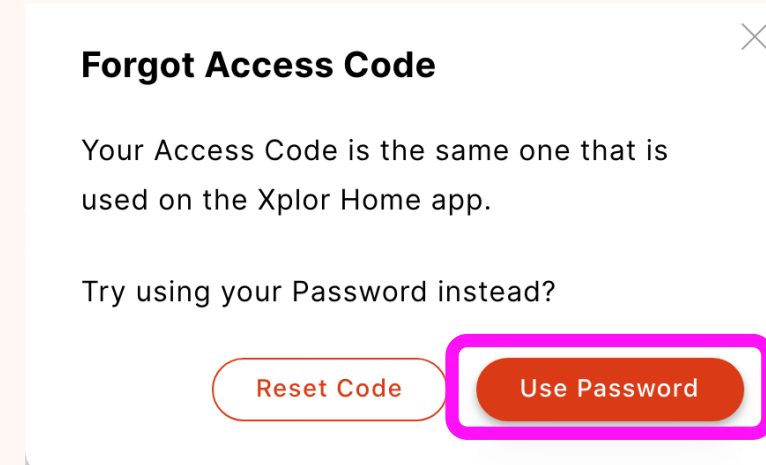
1 Tap **Sign In**



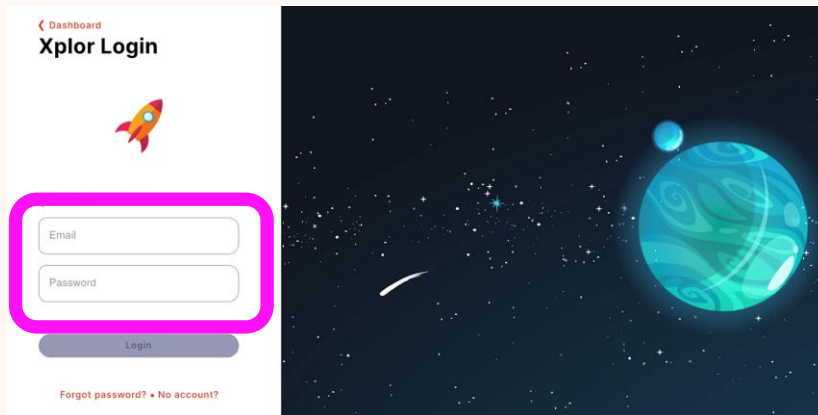
2 Tap **Forgot Code?**



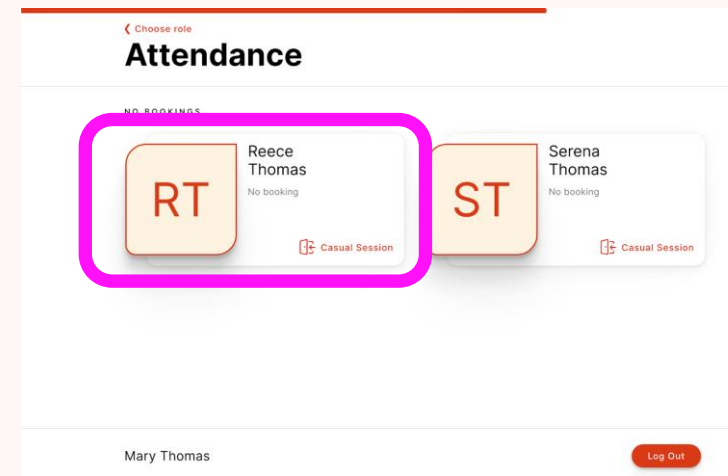
3 Tap **Use Password**



4 Enter **Email and Password**



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



4 Adding/checking PAYMENT DETAILS

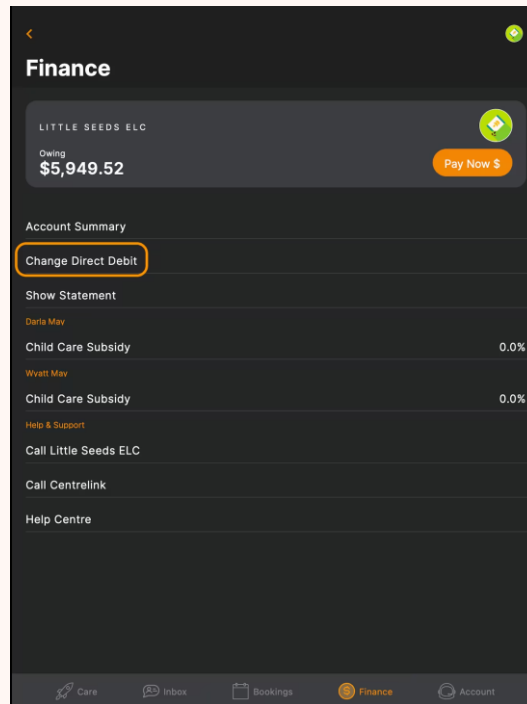
1. Saving Direct Debit details via Home App
2. Saving Direct Debit details via Home Web

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

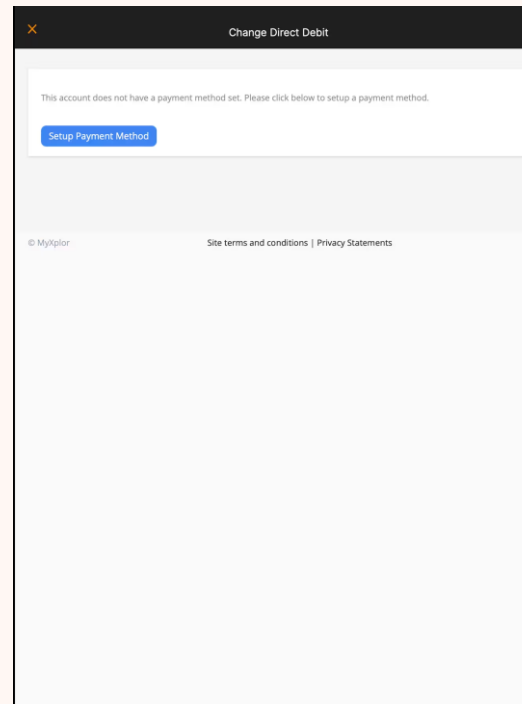
HOME APP



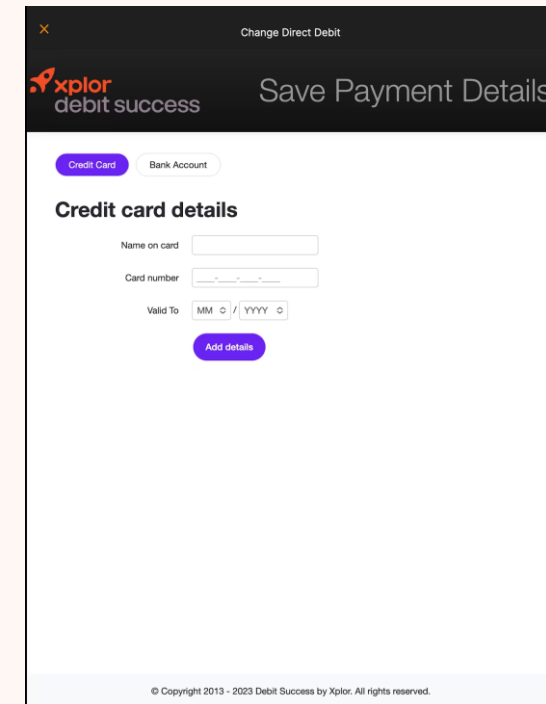
Adding/checking your payment details via Home App



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"

HOME WEB



Adding/checking your payment details via Home Web

The screenshot shows the Home Web interface. The top navigation bar includes the 'home.' logo and a search bar. A left sidebar lists various sections: Dashboard, Moments, Observations, Documentation, Planning, Children, and Finance (which is highlighted with an orange bar). The main content area is titled 'Finance' and has a sub-tab 'Statement' selected. Under the 'Statement' section, there is a 'Start' date field set to '17/04/2020'. Below this are fields for 'Opening Balance' and 'Closing Balance'. A 'History' section is visible at the bottom of the main content area.

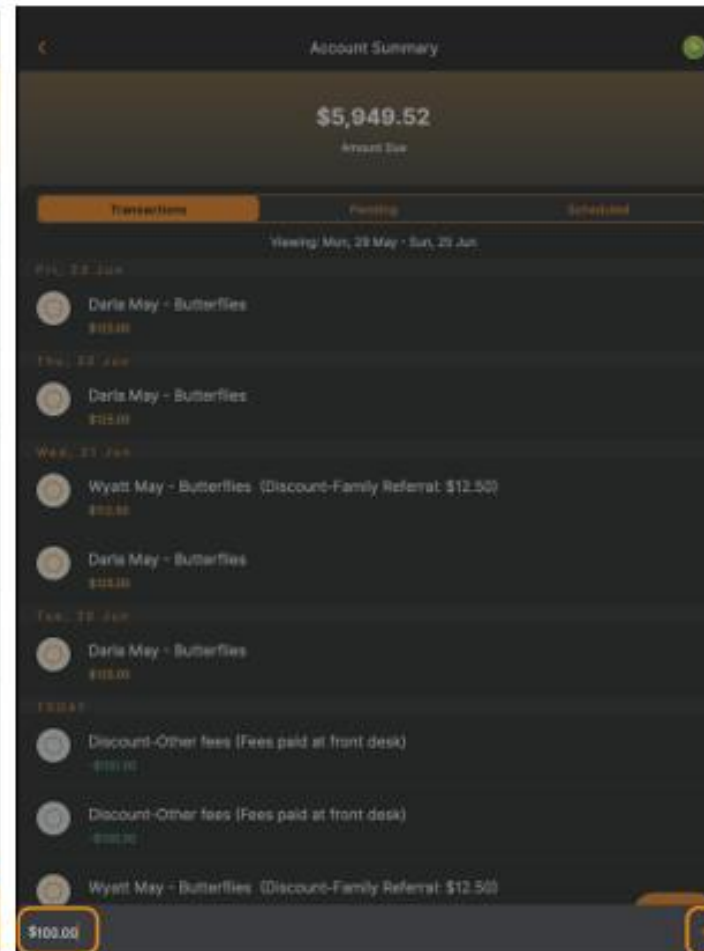
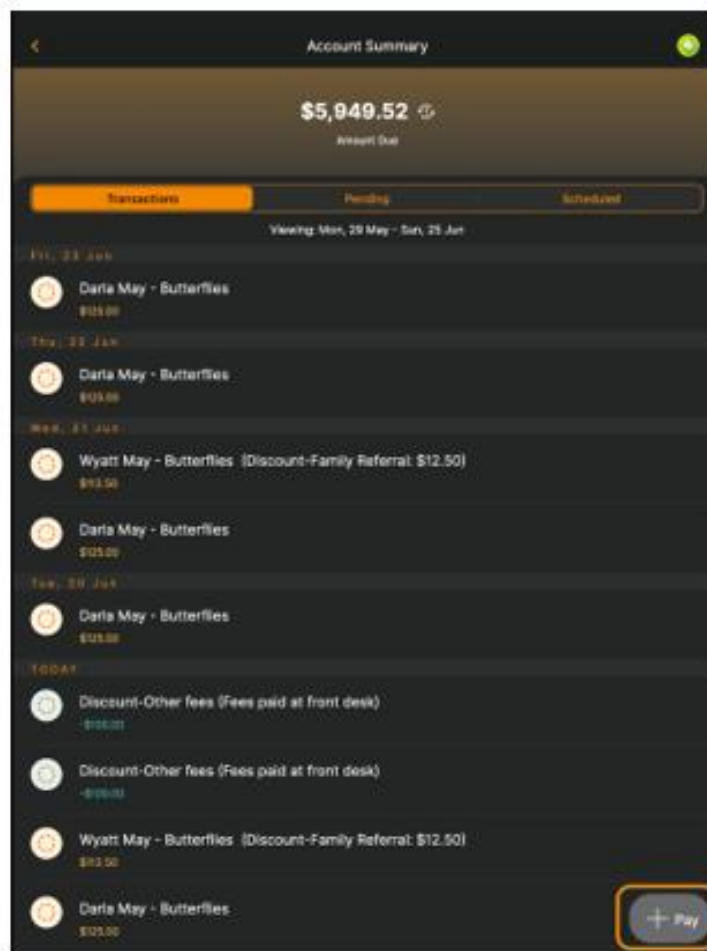
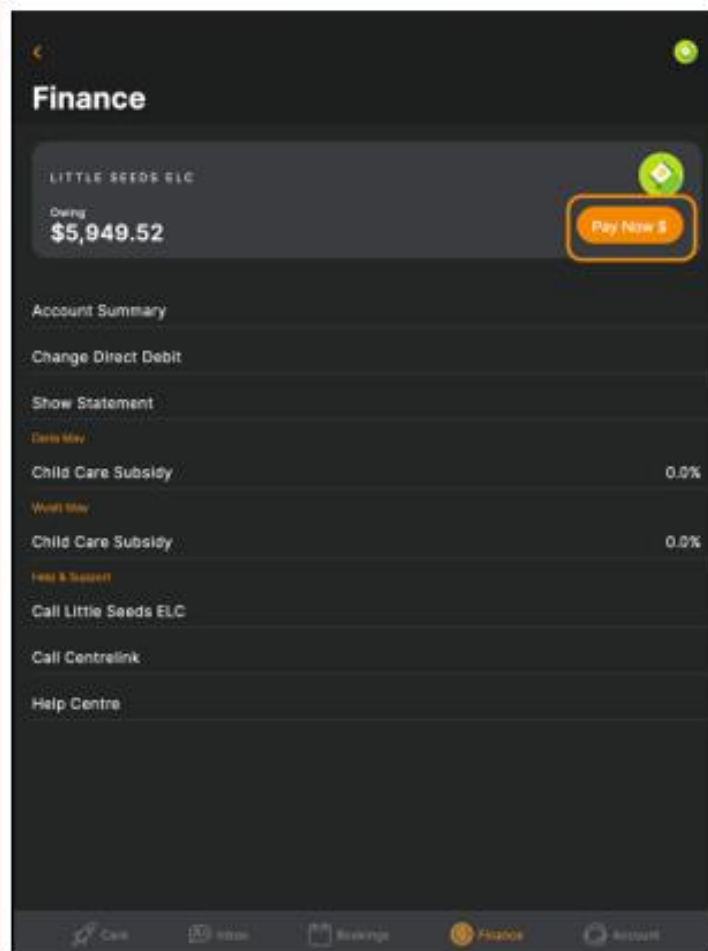
The screenshot shows the Home Web interface with the 'Finance' section selected in the sidebar. The main content area is titled 'Finance' and has two sub-tabs: 'Statement' and 'Auto Debit Setup' (which is selected and highlighted with an orange bar). The 'Auto Debit Setup' section is for 'Earth' and 'XPay Create Account'. It contains several form fields: First Name (Mary), Middle Name, Last Name (Thomas), Email (justinec+mary@myxplor.com), Phone, Address 1, Address 2, Country (Country), State (State), Suburb, and Postcode. Below the form fields, there is a section for 'You warrant, declare and acknowledge that:' with two numbered points: 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.

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.



1

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

2

Tap **Pay** in the bottom righthand corner

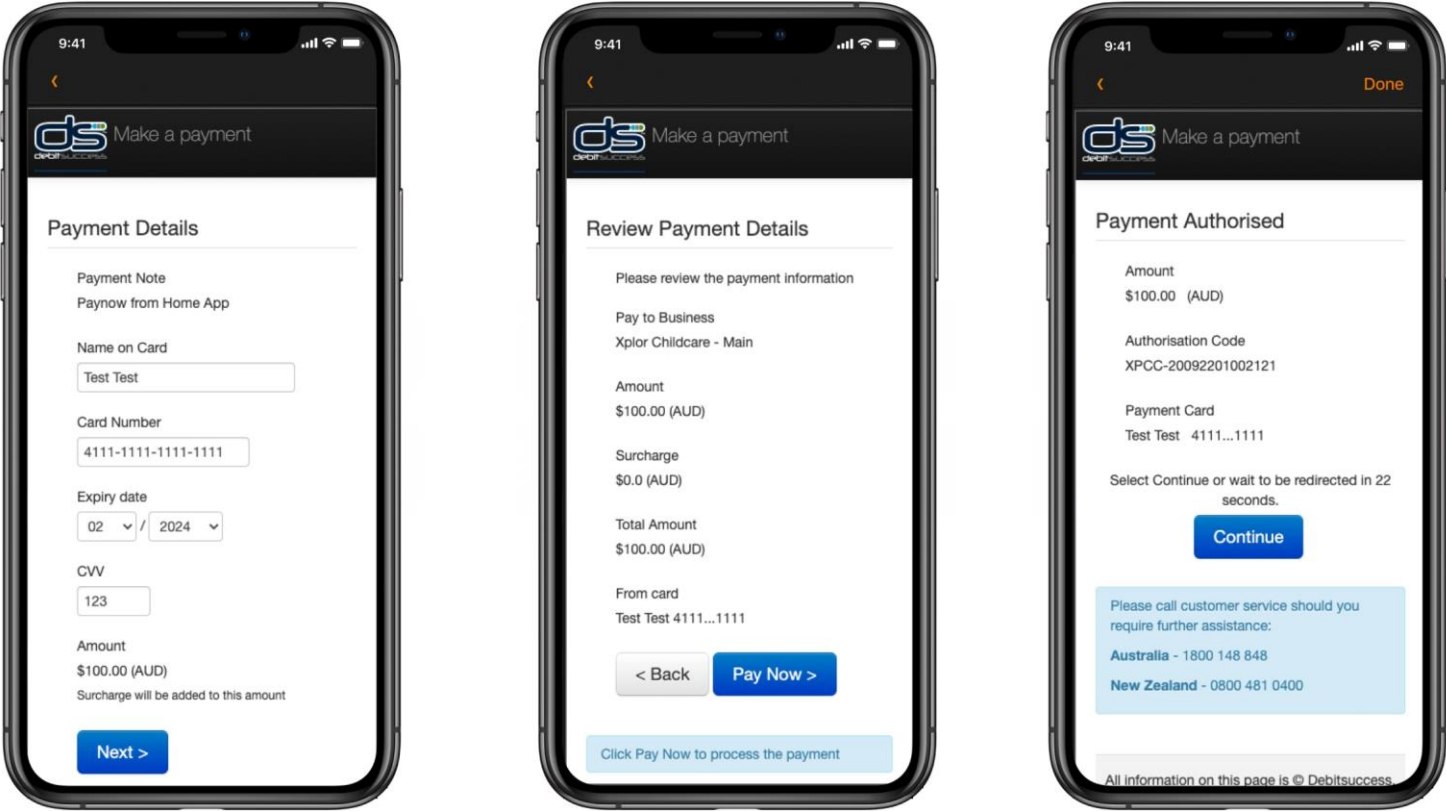
3

Choose an amount to pay and press the send button.

Step 1

Step 2

Step 3



Payment Details

Payment Note
Paynow from Home App

Name on Card
Test Test

Card Number
4111-1111-1111-1111

Expiry date
02 / 2024

CVV
123

Amount
\$100.00 (AUD)
Surcharge will be added to this amount

Next >

Review Payment Details

Please review the payment information

Pay to Business
Xplor Childcare - Main

Amount
\$100.00 (AUD)

Surcharge
\$0.0 (AUD)

Total Amount
\$100.00 (AUD)

From card
Test Test 4111...1111

< Back Pay Now >

Click Pay Now to process the payment

Payment Authorised

Amount
\$100.00 (AUD)

Authorisation Code
XPCG-20092201002121

Payment Card
Test Test 4111...1111

Select Continue or wait to be redirected in 22 seconds.

Continue

Please call customer service should you require further assistance:
Australia - 1800 148 848
New Zealand - 0800 481 0400

All information on this page is © Debitsuccess

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.

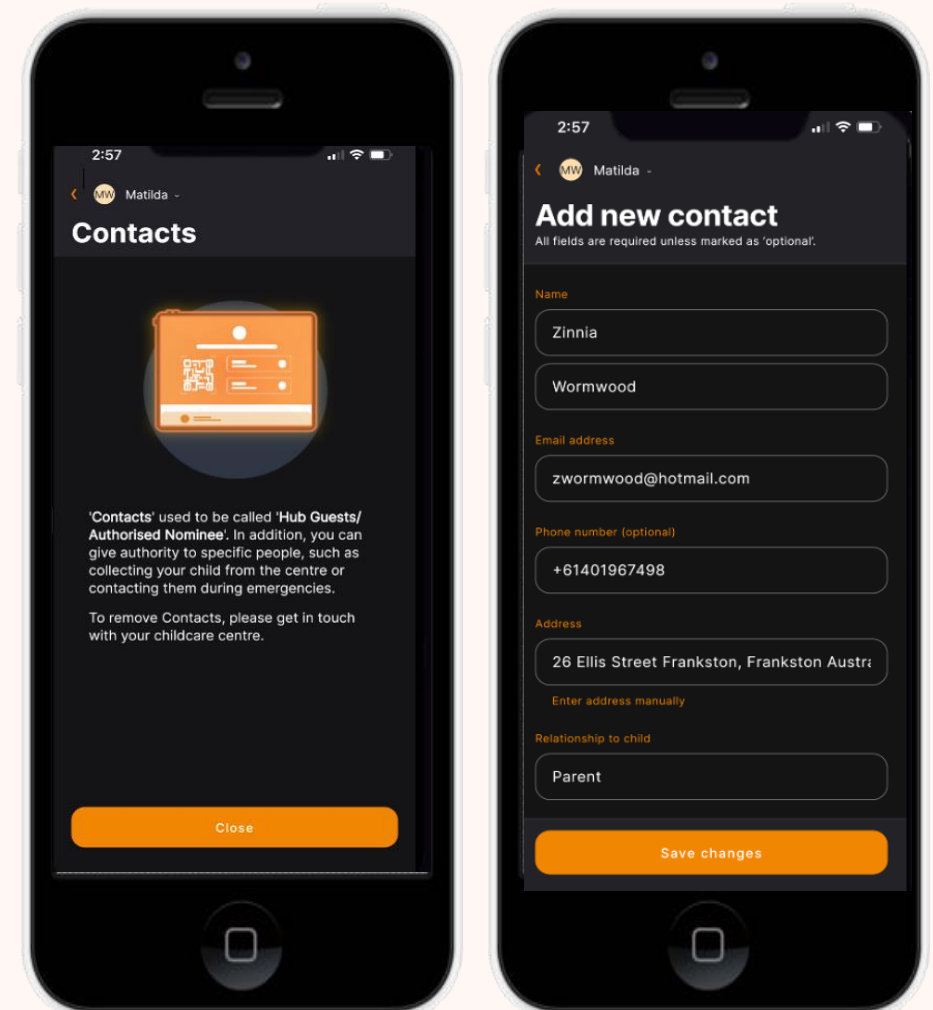
Contact sign in options

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

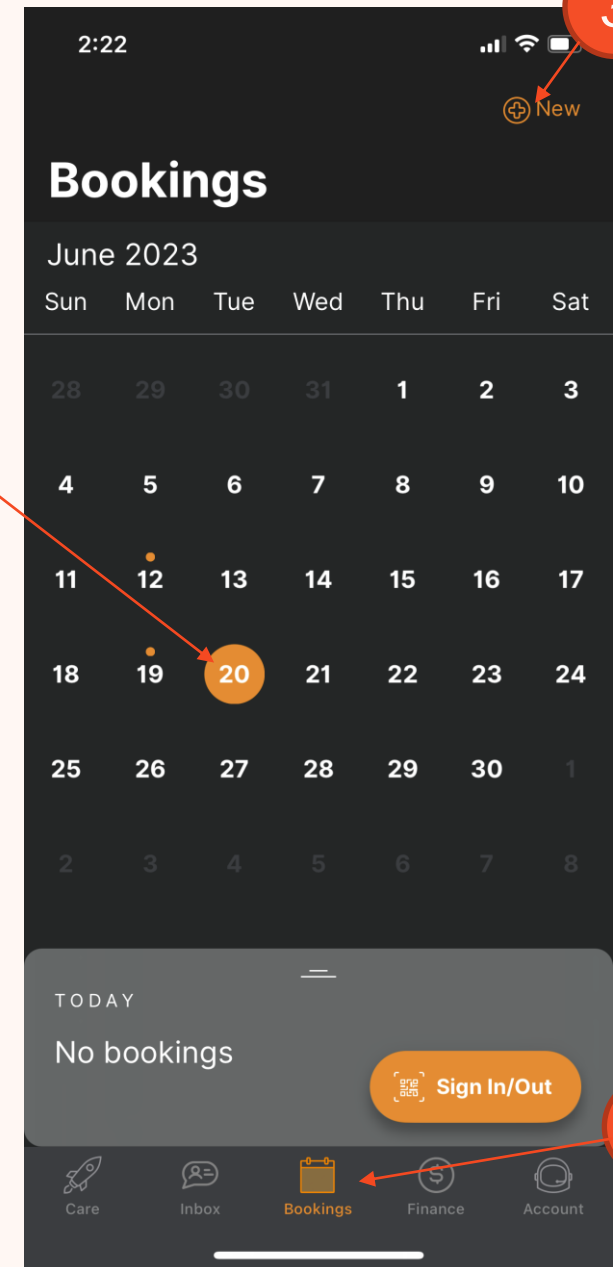
View and manage your child's future bookings using Xplor Home App

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.



XPLOR SUPPORT



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

