

# 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

1. 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 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 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

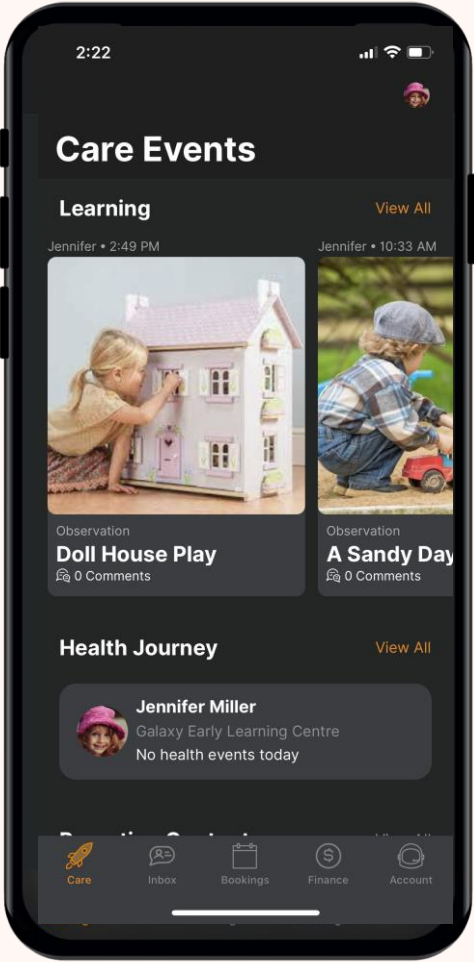
Easily manage childcare financials and subsidies.

## Bookings

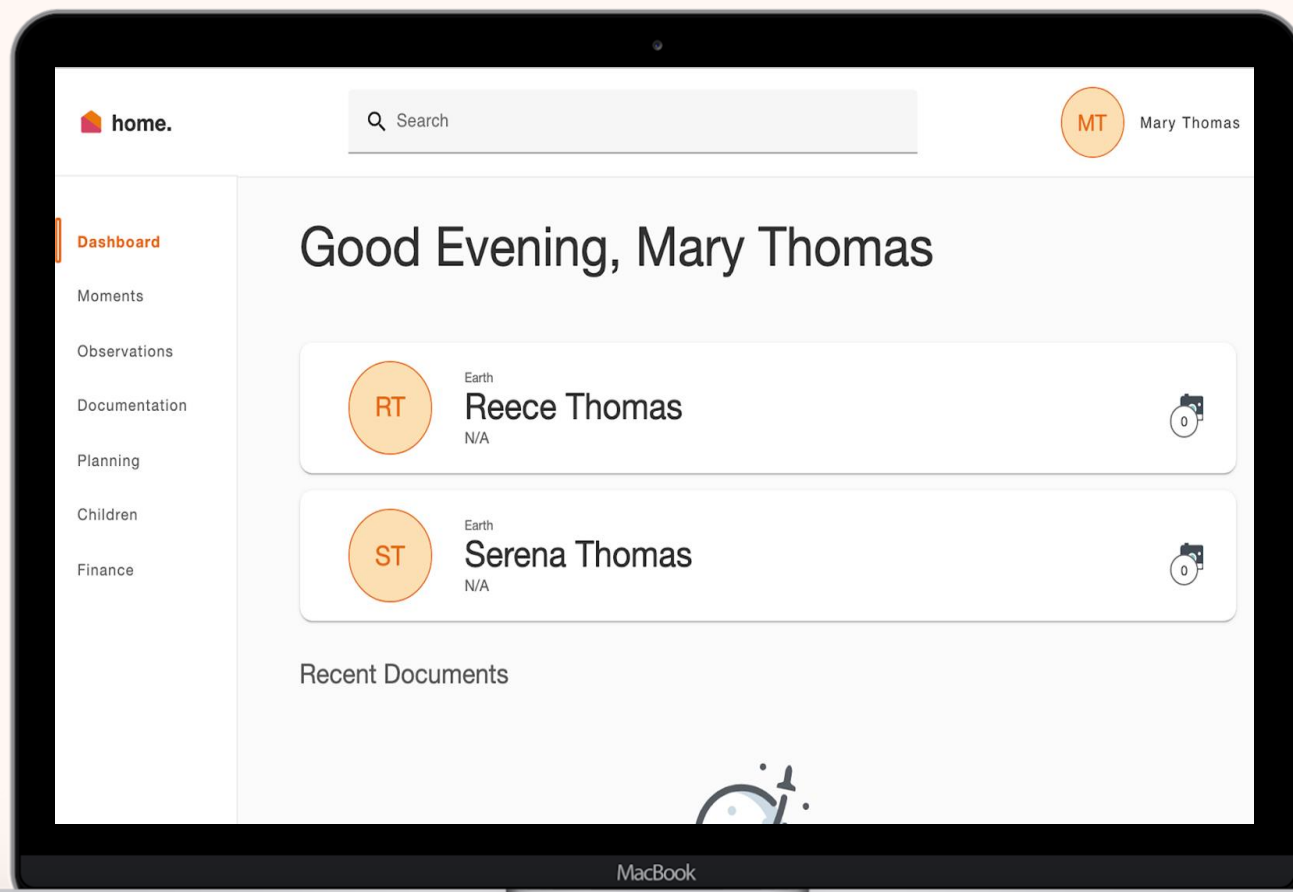
Book your child into care quickly and easily.

## Comms Centre

View messages from your service in the Comms Centre.



## HOME WEB



Access Home Web by opening a browser and entering:  
[login.myxplor.com/?app=home-web](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!**

**1 Welcome**

Hi Wilma,

Your childcare centre Bedrock ELC 1 is using Xplor for parents. Xplor allows you to see photos and videos of your child's learning, monitor health, manage bookings, and use contactless sign-in & out.

Create Account

What's next?

GET XPLOR HOME

Download the Xplor Home app once you've created your account to access all of our great features for families.

Download on the App Store GET IT ON Google Play

SECURELY SIGN IN AT CARE

Learn to sign in your child with the Home app or using the Xplor Hub

**2 Welcome to Xplor**

We are always super excited to welcome new users to Xplor and Bedrock ELC 1.

We will now take you through a few simple steps to verify your email and set up your new account.

Create Account

I already have an account

**3 Create Password**

Password

Repeat Password

Strength: Good

8 characters

passwords-don't-match

Next

**4 Enter mobile number**

This mobile number will be used to log into the Xplor Hub.

Mobile

0400000000

invalid-phone-number

Next

**5 Create Account Pin**

Your four digit PIN can be used with your phone number to sign into Xplor.

Pin

Repeat Pin

4-digits

pins-don't-match

Next

**6 Welcome Wilma**

You are now a proud new member of Bedrock ELC 1. For all future logins please use the email below.

Email

xploruser123+wilmaf@gmail.com

Finished





## Already have an Xplor account?

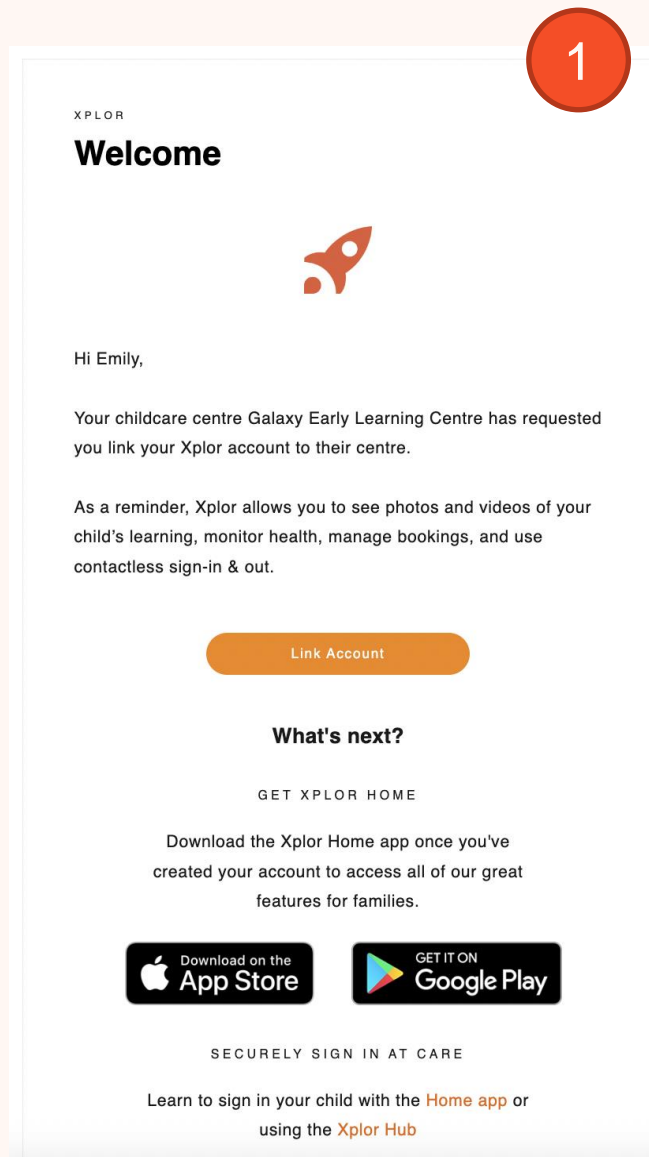
1

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

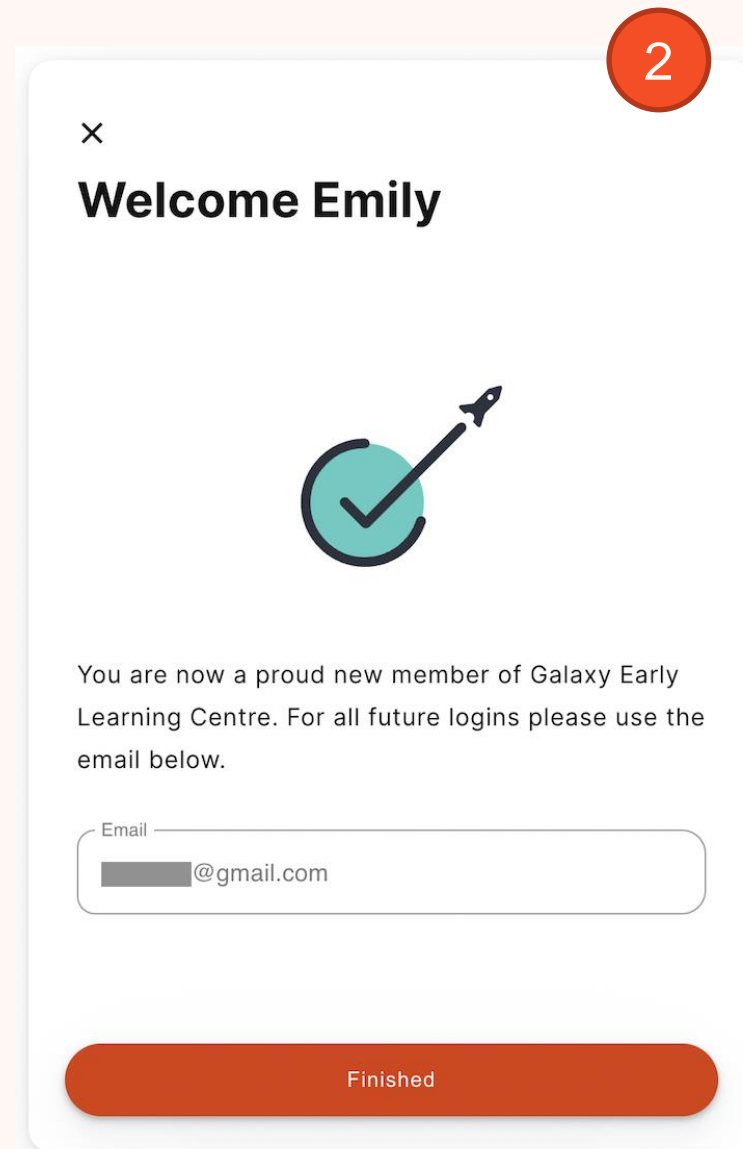
2

### 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



## 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

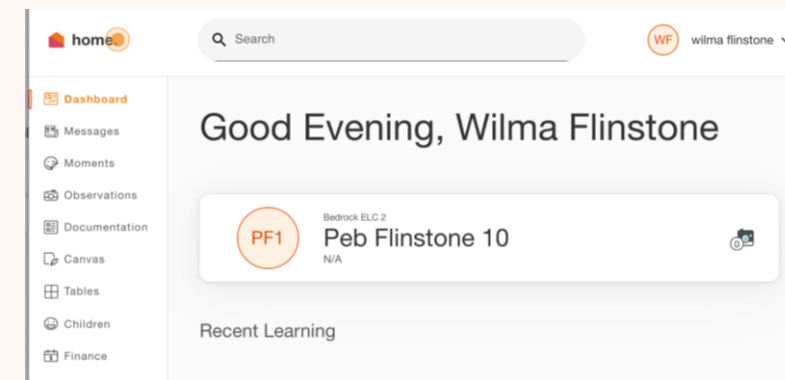
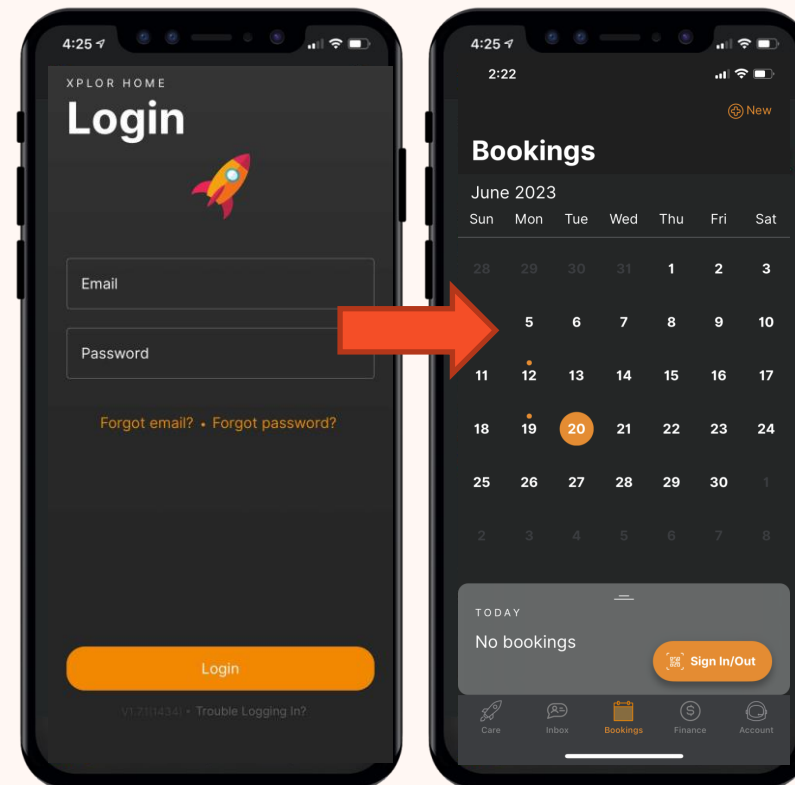
**All Done!**

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

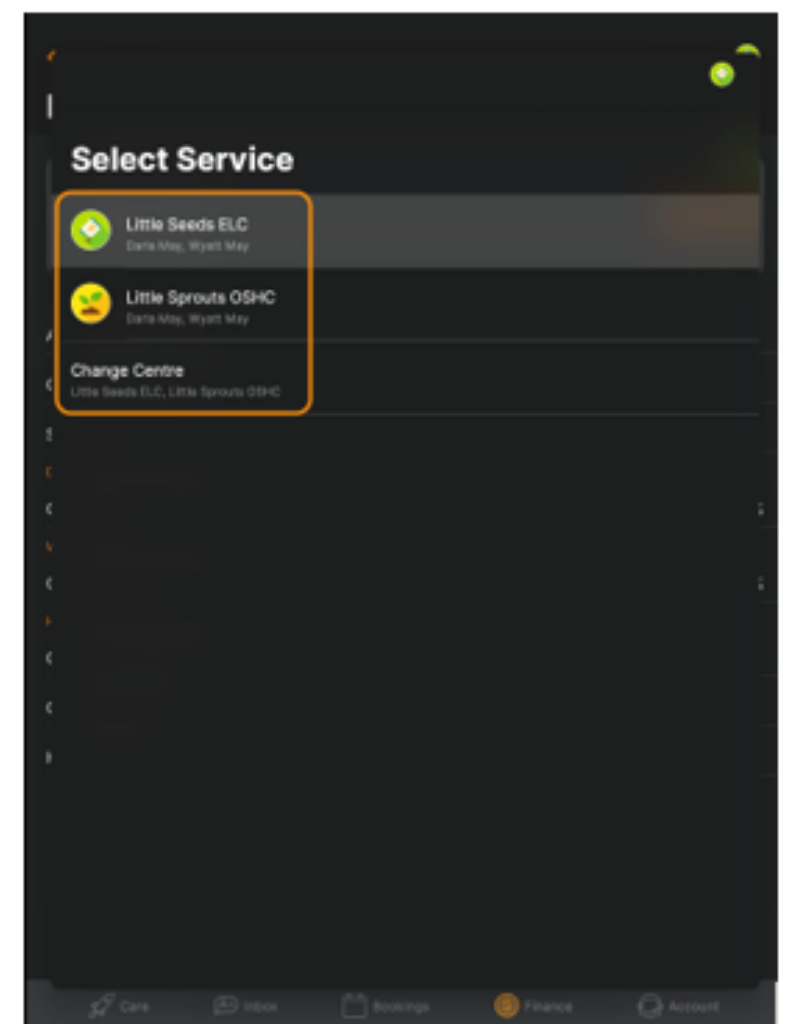
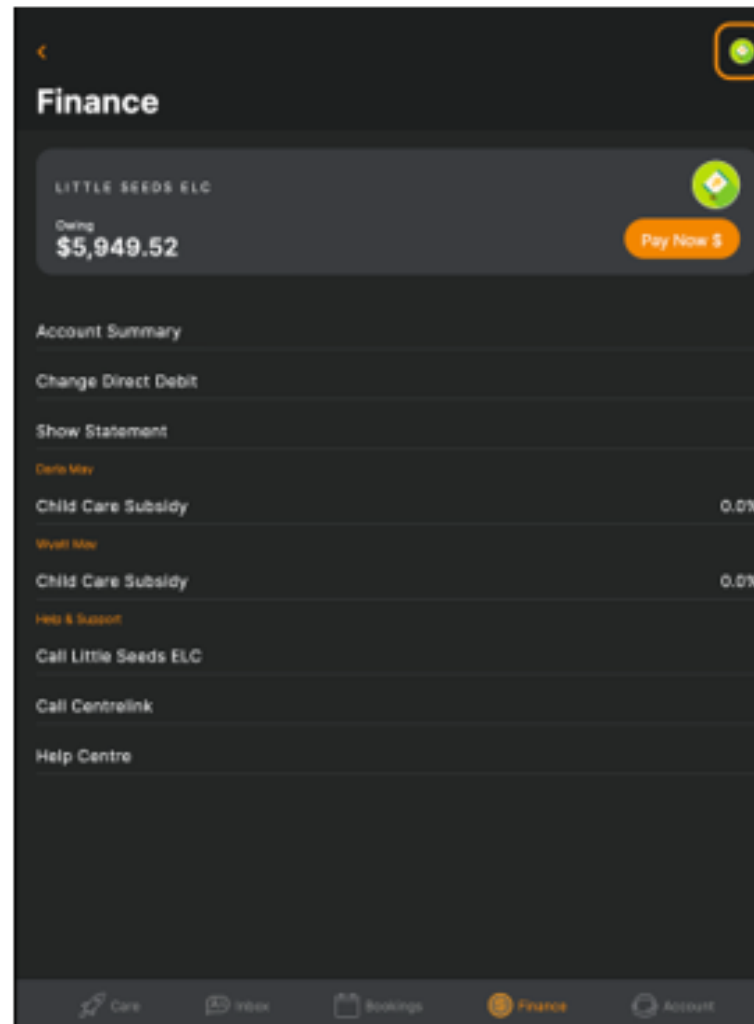
Click on the Centre logo

4

Select the new centre from the list

5

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



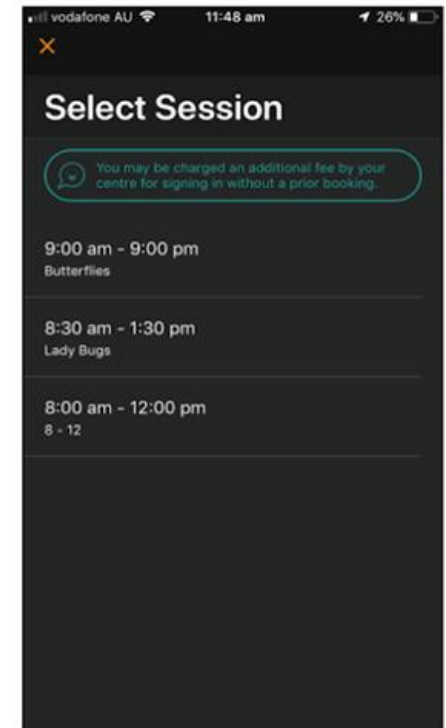
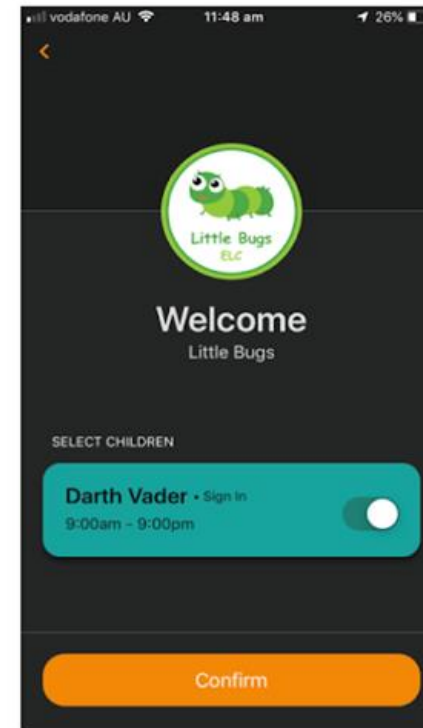
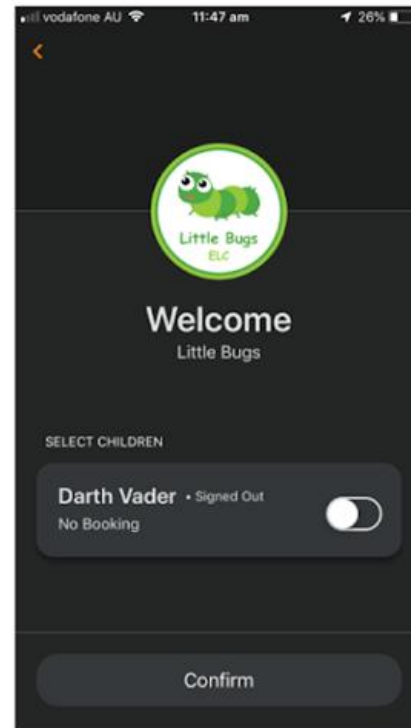
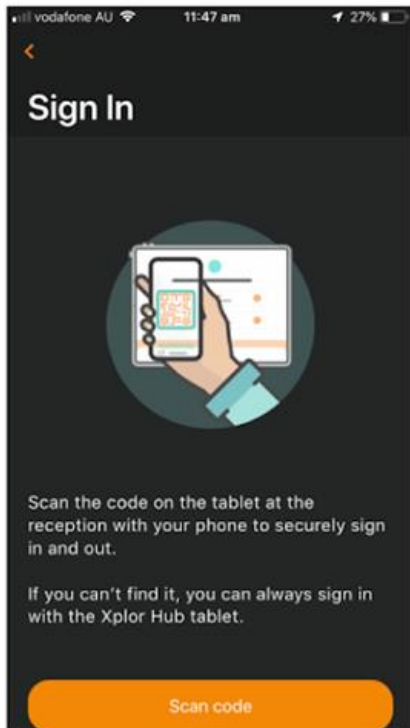
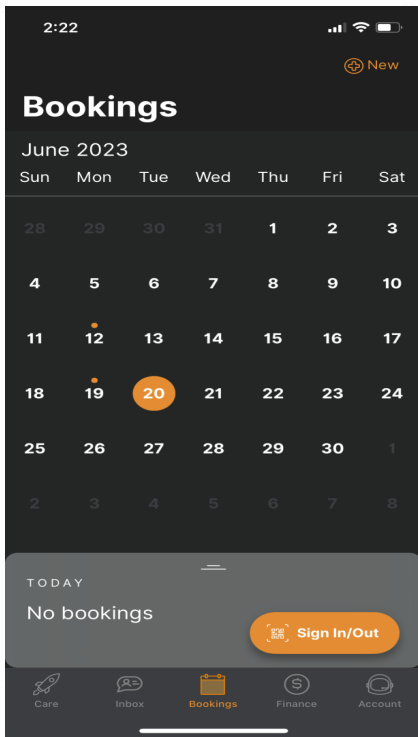
# 3 SIGNING YOUR CHILD IN OR OUT

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

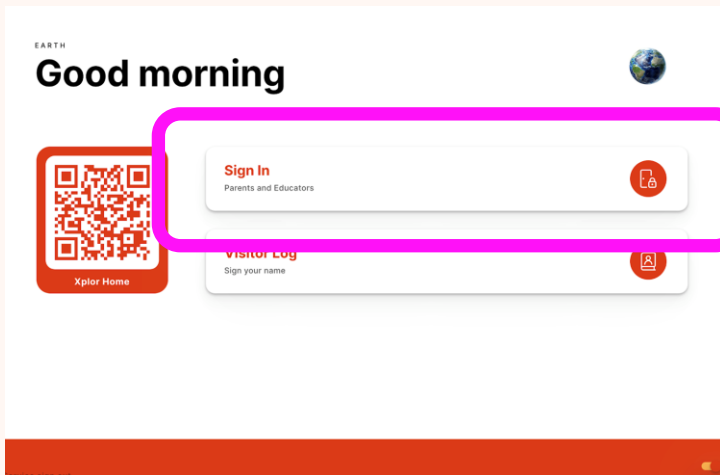
4

Confirm

5

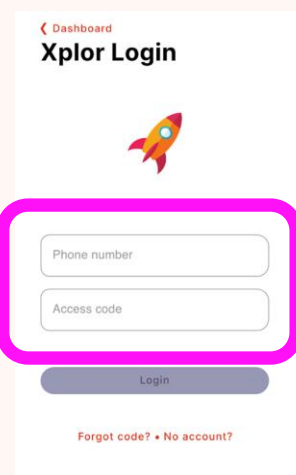
Select the session

## OPTION 2: Mobile Number and PIN



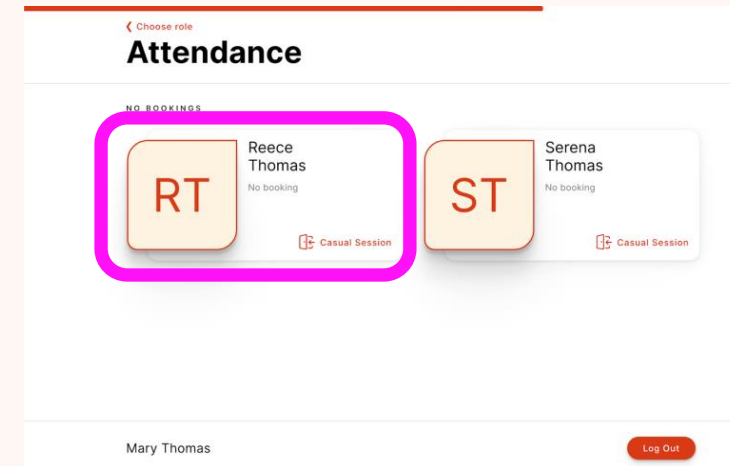
1

Tap **Sign In**



2

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



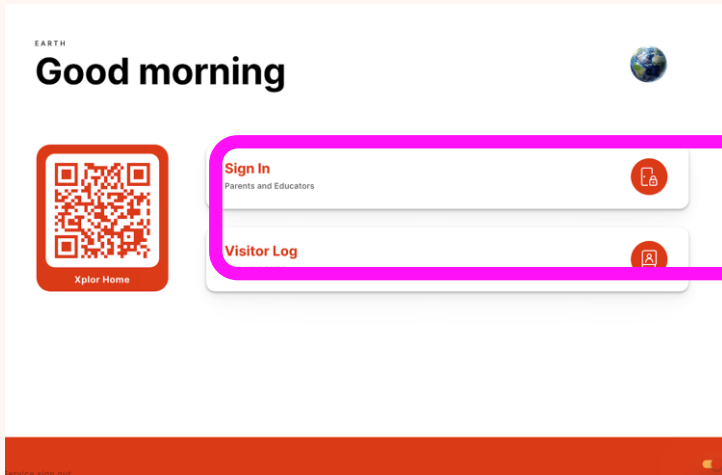
3

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

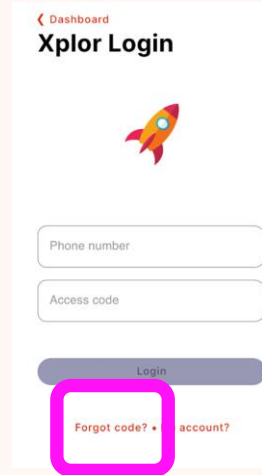
## OPTION 3: Email and Password



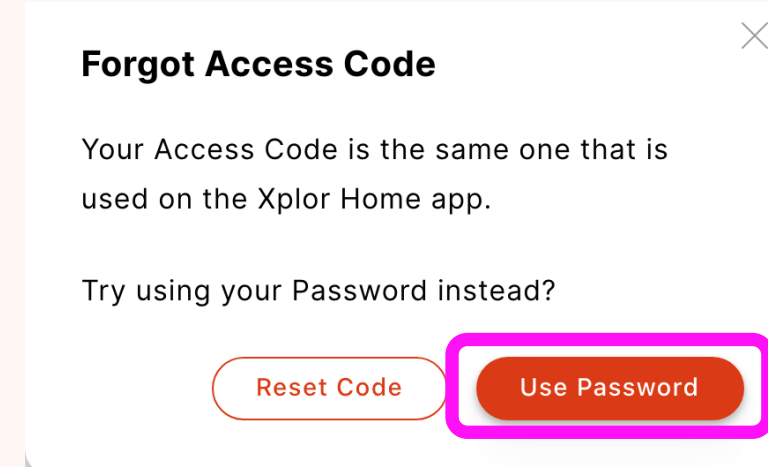
1 Tap **Sign In**



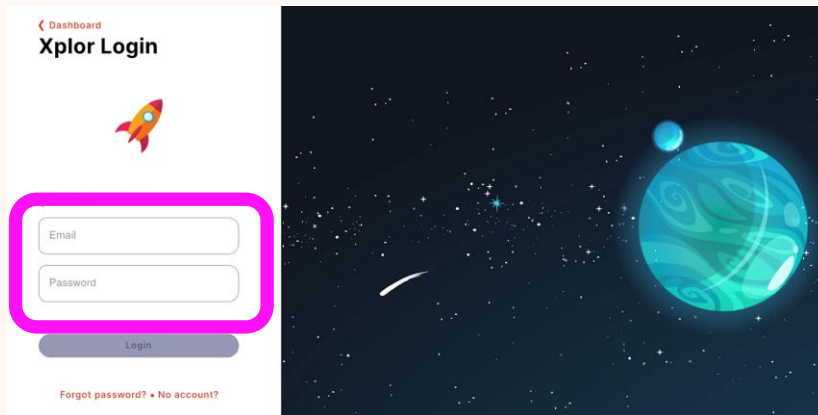
2 Tap **Forgot Code?**



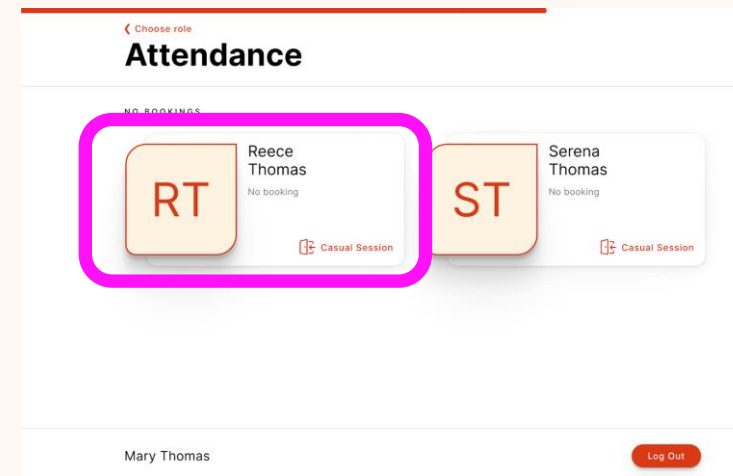
3 Tap **Use Password**



4 Enter **Email and Password**



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





# 4 CHECKING PAYMENT DETAILS

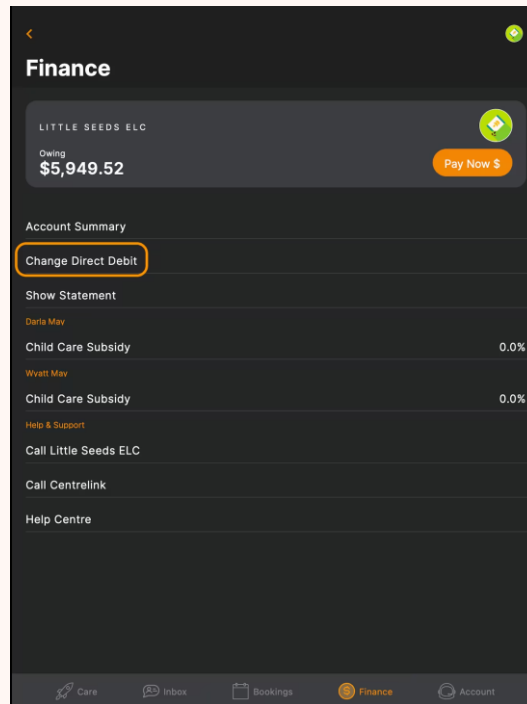
1. Saving Direct Debit details via Home App
2. Saving Direct Debit details via Home Web

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

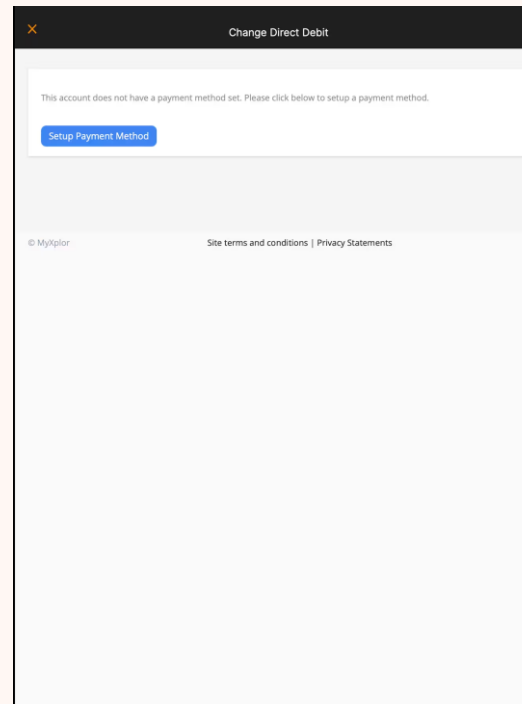
# HOME APP



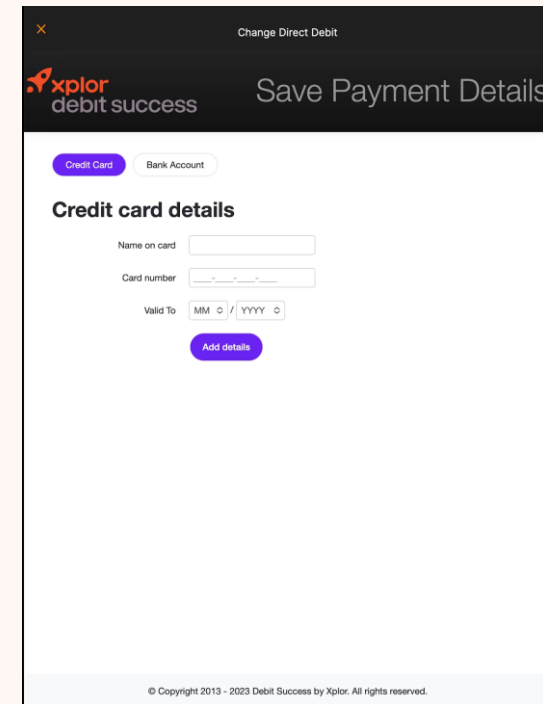
## Adding/checking your payment details via Home App



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. On the left is a sidebar with navigation links: Dashboard, Moments, Observations, Documentation, Planning, Children, and Finance (highlighted in orange). The main content area is titled 'Finance' and has a sub-tab 'Statement' (highlighted in orange). Below the 'Statement' tab, there is a 'Start' date field set to '17/04/2020'. Below that are fields for 'Opening Balance' and 'Closing Balance'. At the bottom of the main content area is a 'History' section.

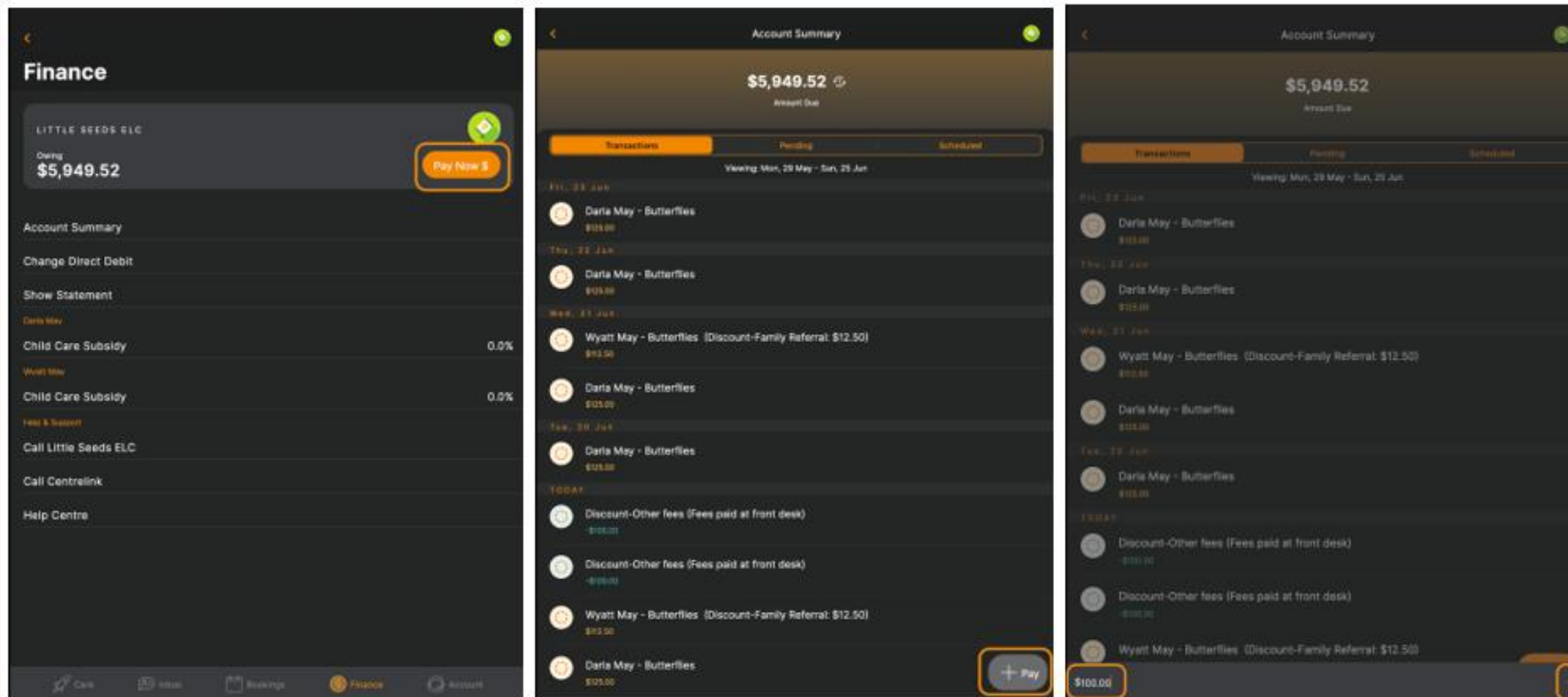
The screenshot shows the Home Web interface. On the left is a sidebar with navigation links: Dashboard, Moments, Observations, Documentation, Planning, Children, and Finance (highlighted in orange). The main content area is titled 'Finance' and has two sub-tabs: 'Statement' and 'Auto Debit Setup' (highlighted in orange). Below the 'Auto Debit Setup' tab, there is a form for 'Earth XPay Create Account'. The form includes fields for 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, there is a section for 'You warrant, declare and acknowledge that:' with two numbered points.

1 Login to [home.myxplor.com](https://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

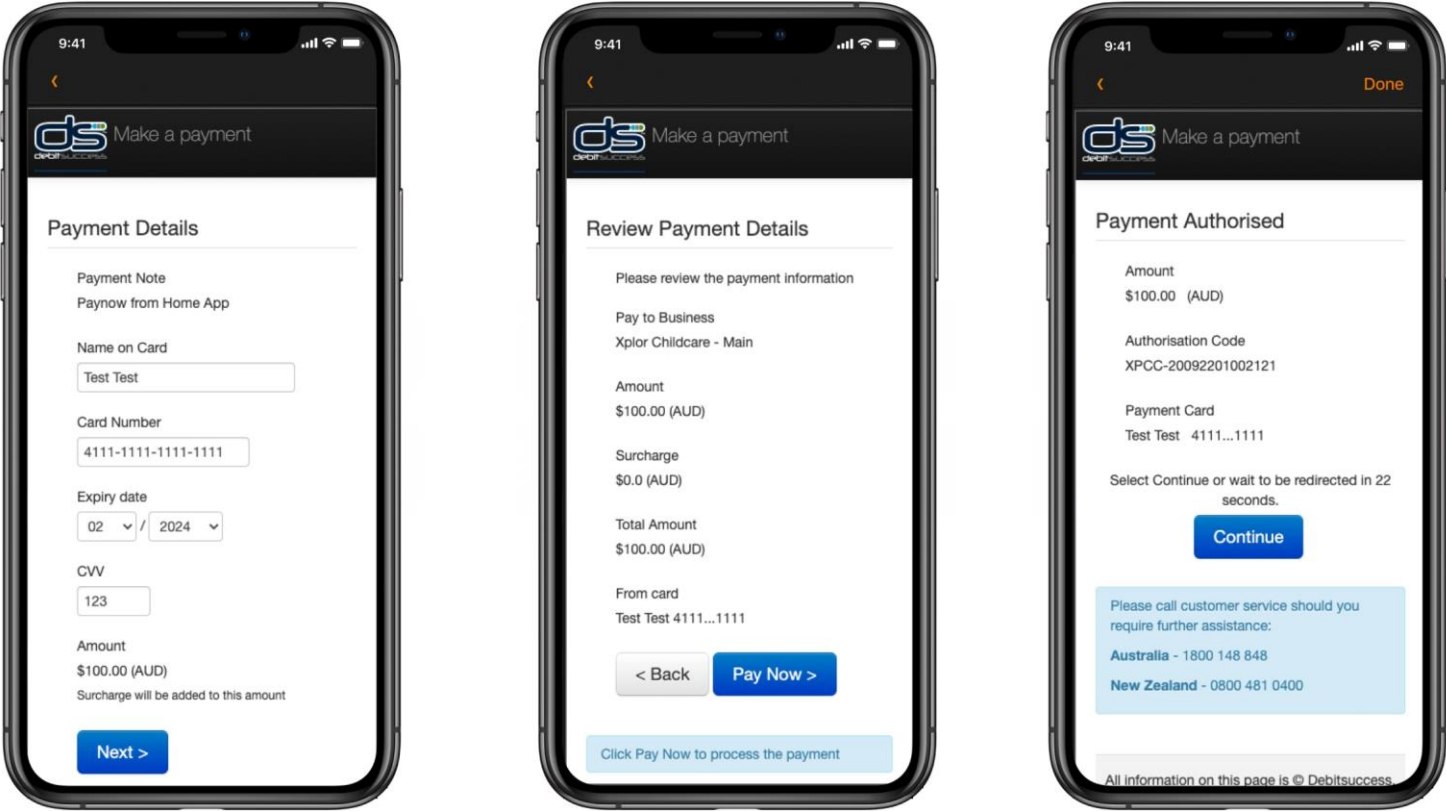
3

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.

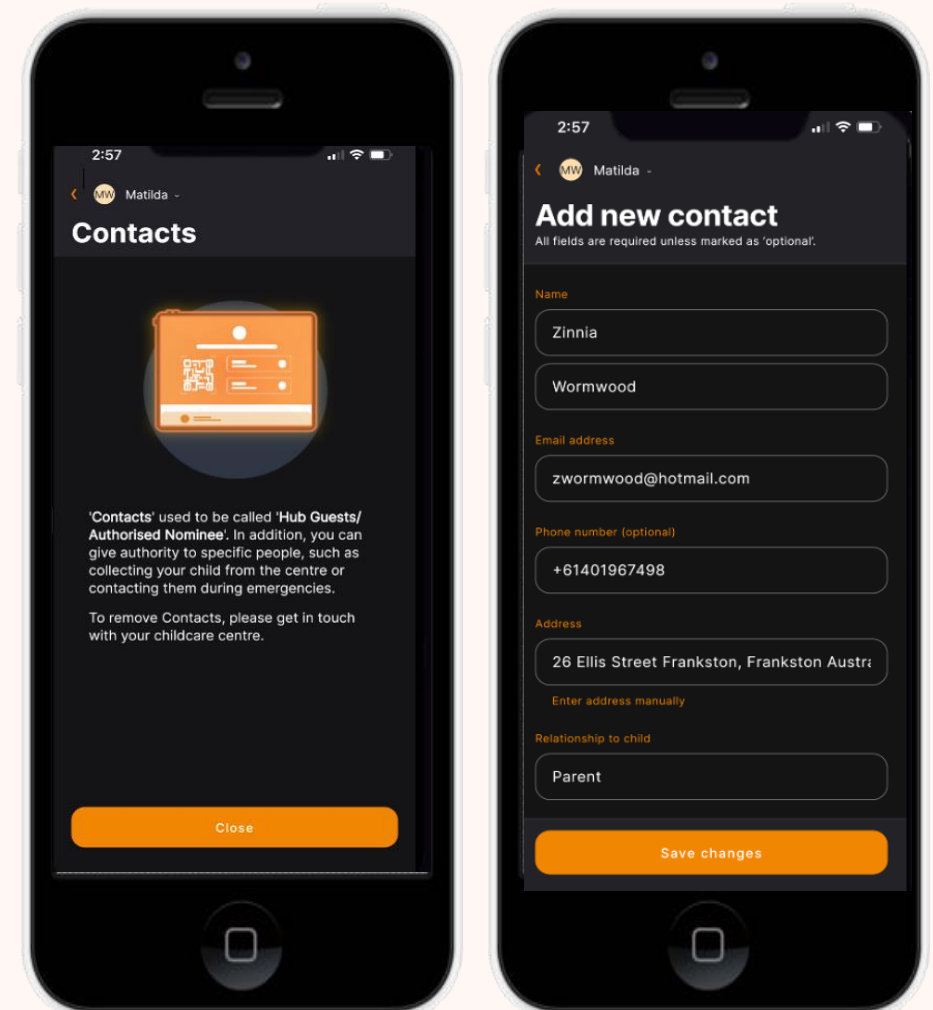
## Contact sign in options

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

**Option 1:** Use 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

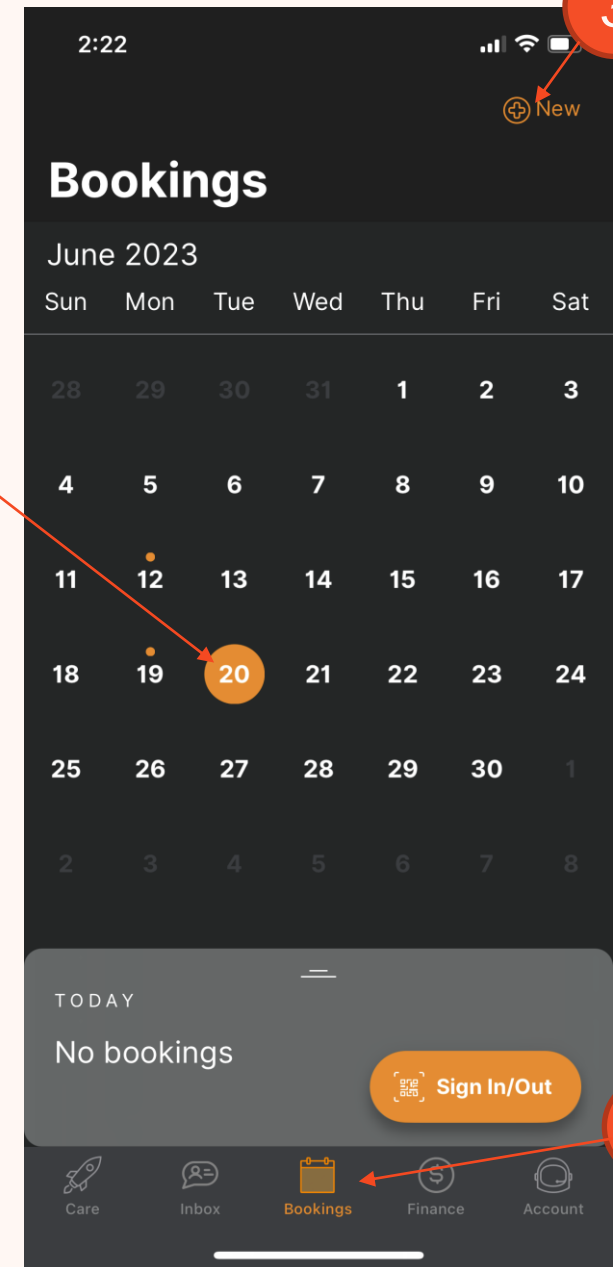
View and manage your child's future bookings using Xplor Home App

## 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.

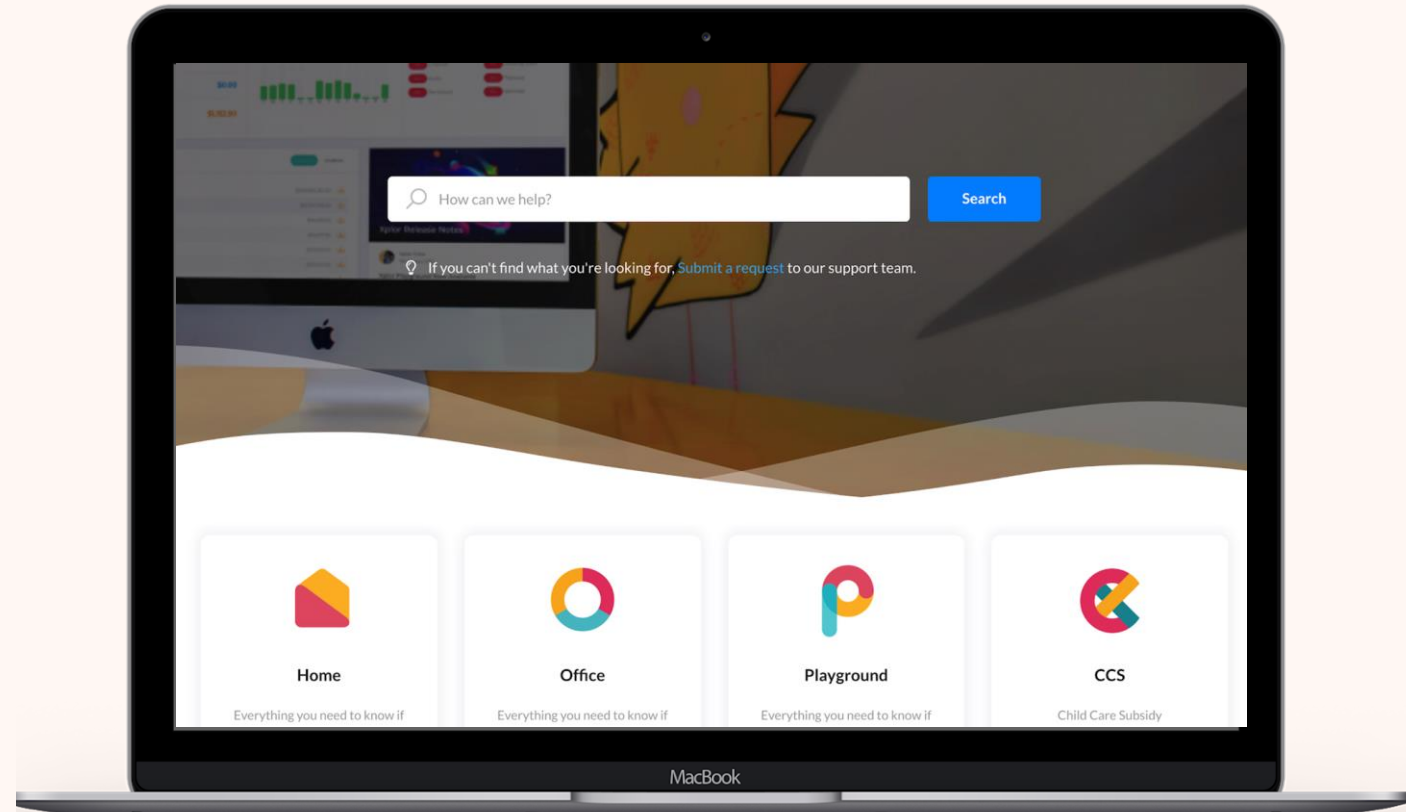
Note: You may not see future bookings until after your services go live date.



## XPLOR SUPPORT



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



THANK YOU

