

Welcome Home

Connect with those who matter.

Why 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.

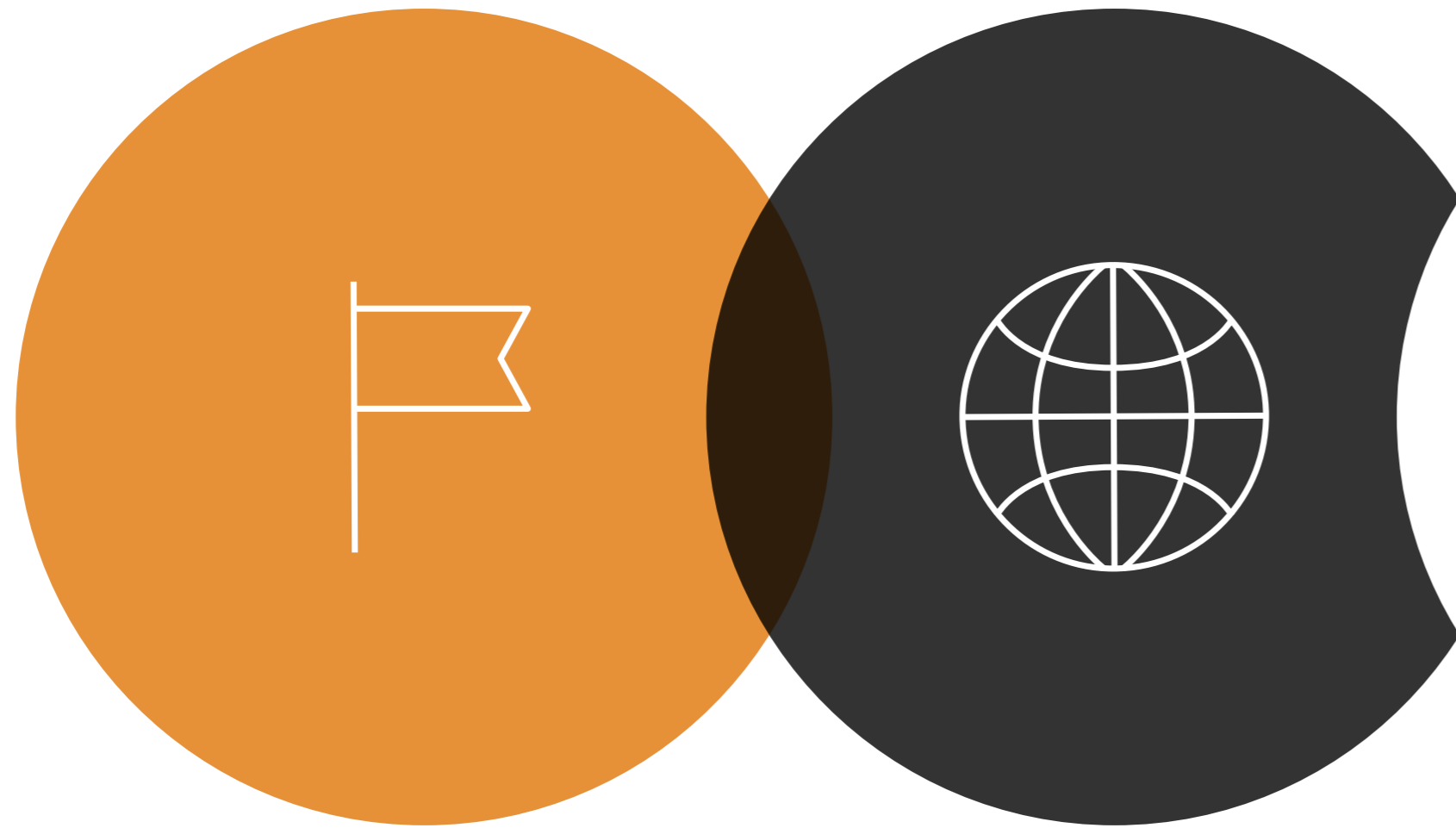
FINANCE AND CHILD CARE SUBSIDY:

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

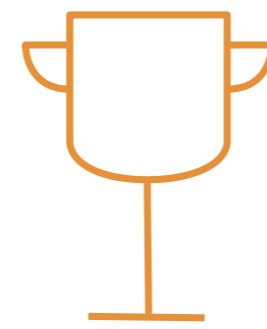


LESSON 01

SETTING UP YOUR
ACCOUNT

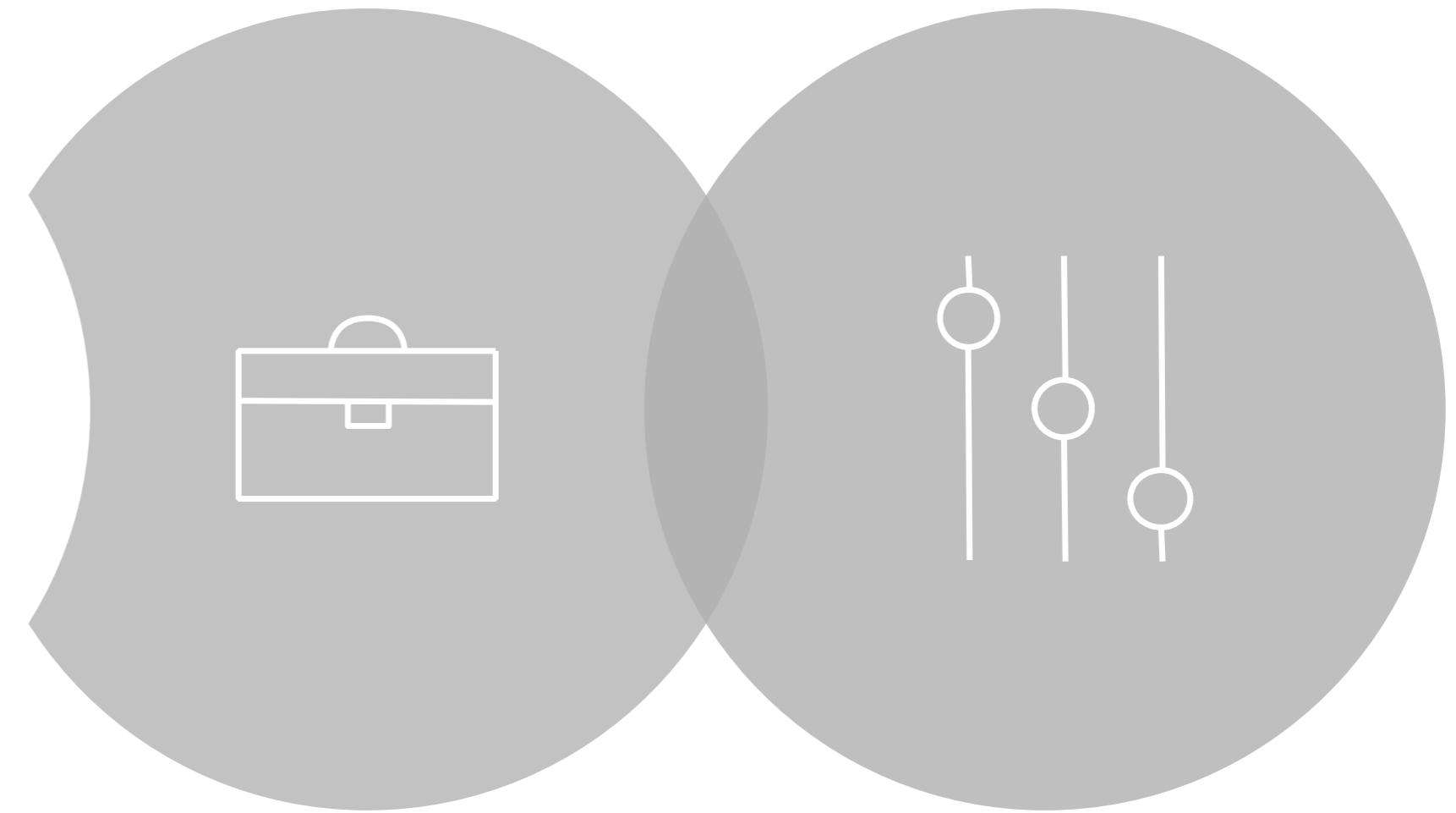
LESSON 02

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?

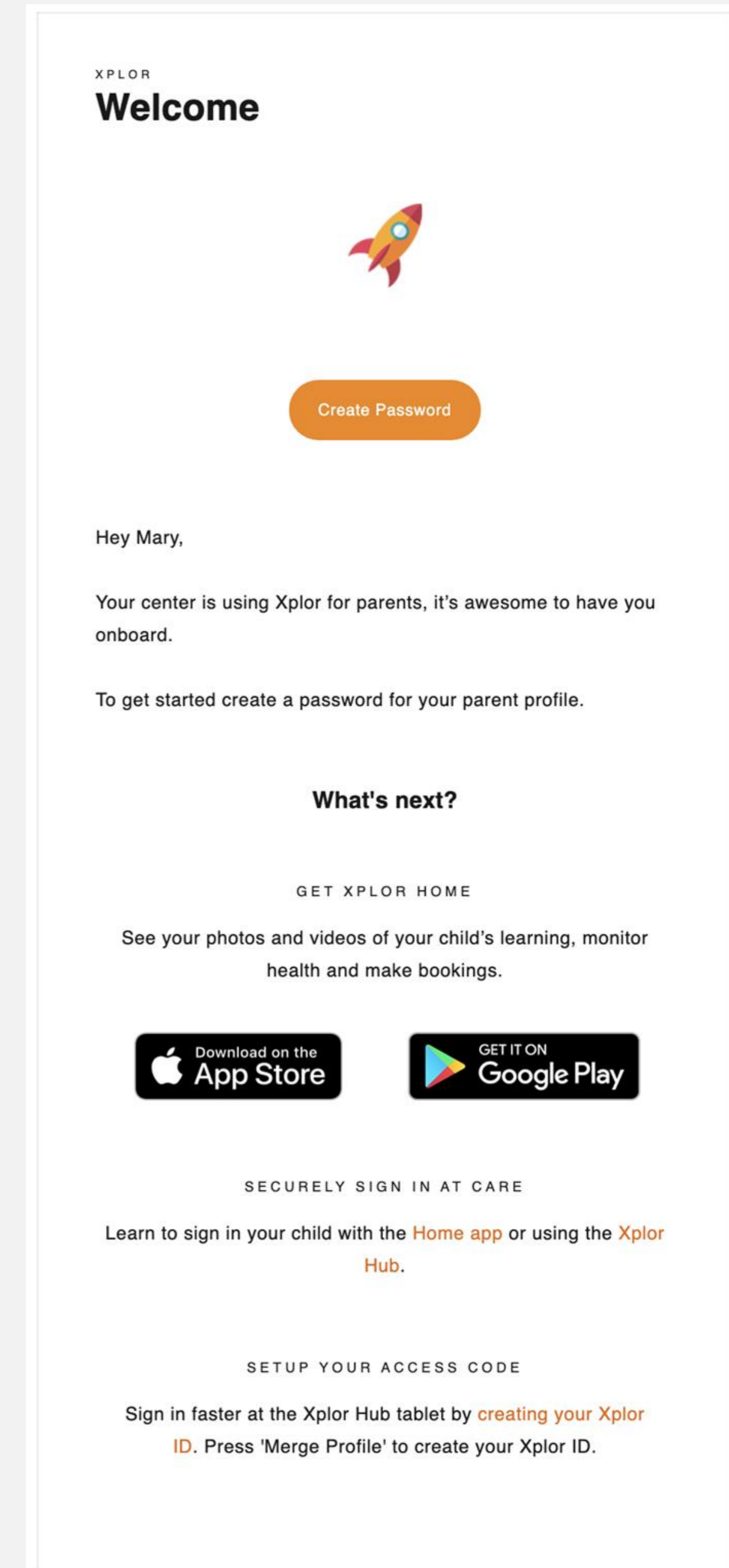
If you have not received your welcome email, please contact your service administrator and they can resend it to you. Only service administrators can set up your account on Xplor.

Forgotten your password?

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

Email Example.

Note: Be sure to check your junk email.



Xplor ID and Access Code.

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

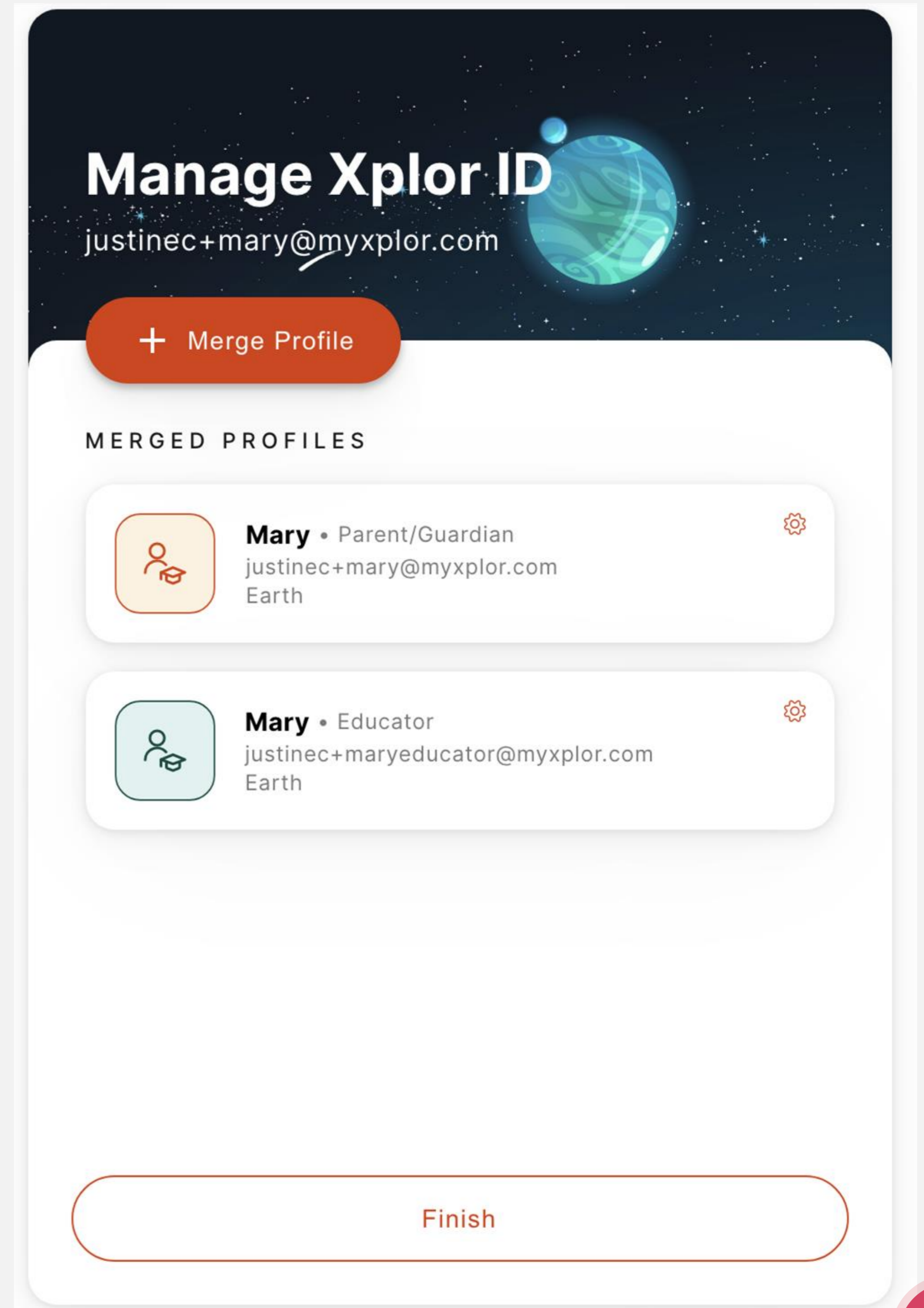
Xplor ID allows you to merge multiple Xplor profiles and use our products with a *single set of credentials*.

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?

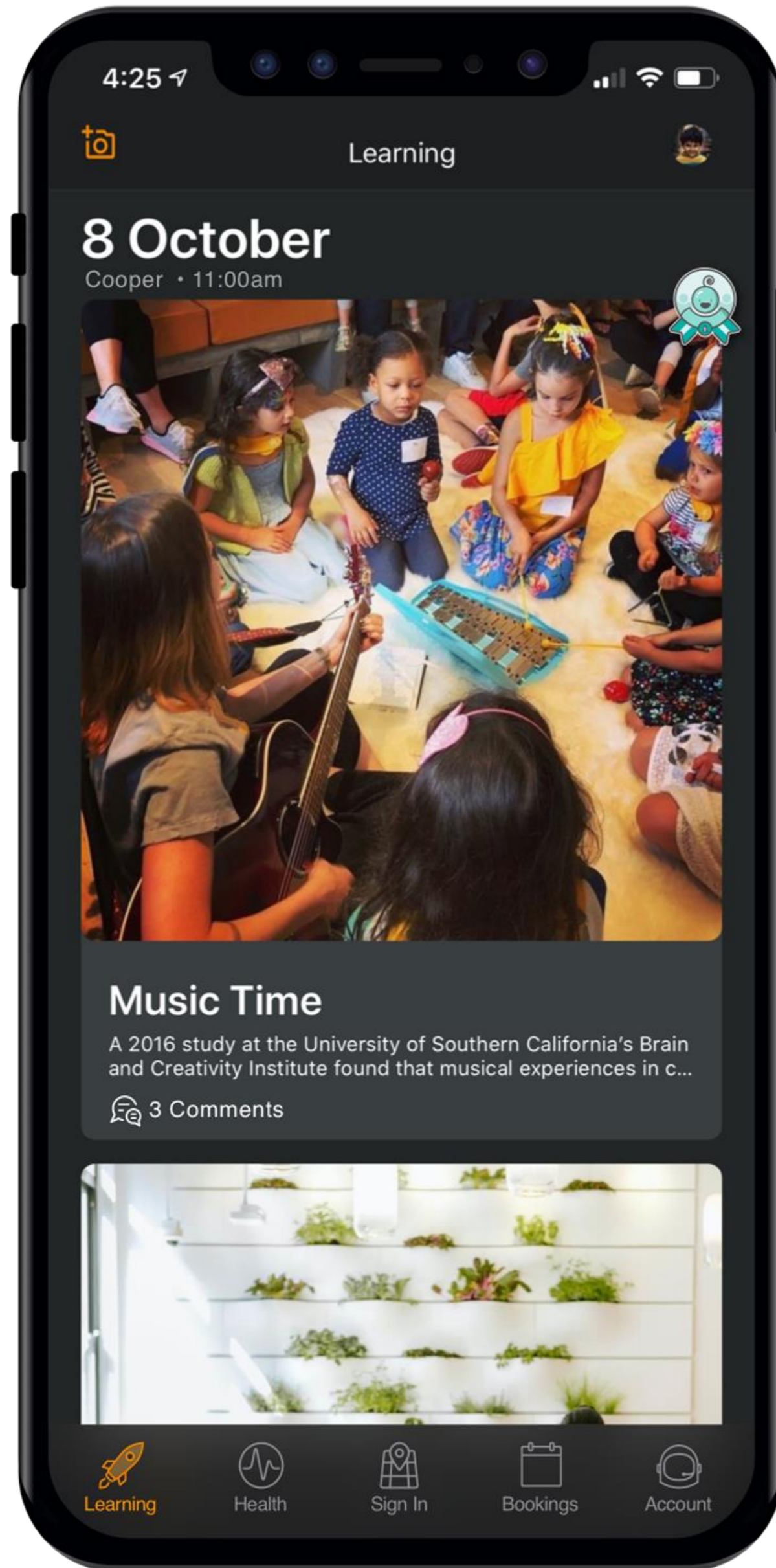
Create an Xplor ID anyway to use an Xplor ID and 4 digit pin to login to the Home App and Hub.



LESSON 02

HOME PLATFORMS.





Home App.



Finance

Easily manage child care financials and subsidies.



CWA

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



Bookings

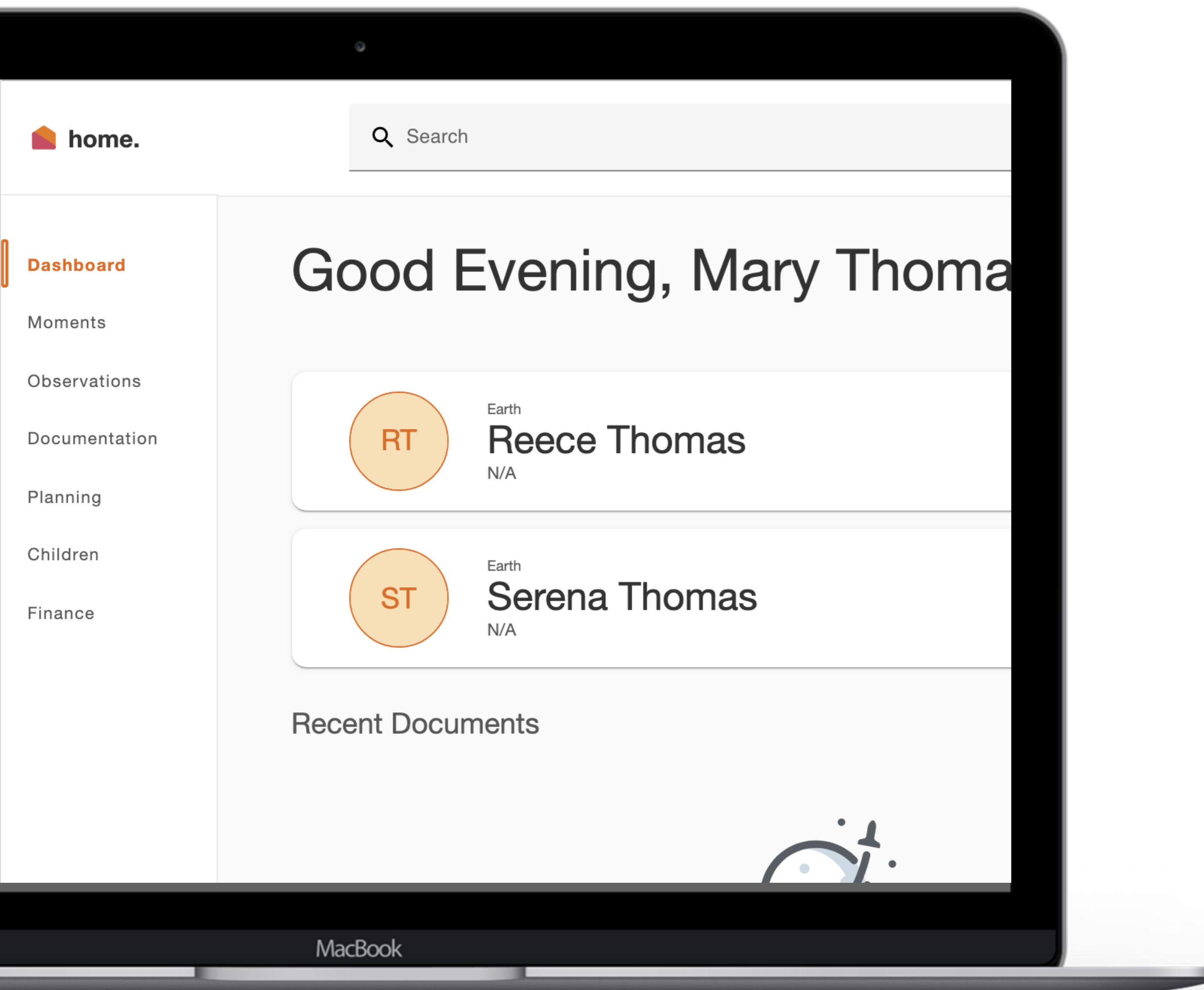
Book your child into care quickly and easily.



Sign In

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





Home Web.

home.myxplor.com

01

Check your child's information

Make sure your child's health and contact information are all up to date. Contact your administrator if not up to date.

02

Access your CWA

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

03

Finances

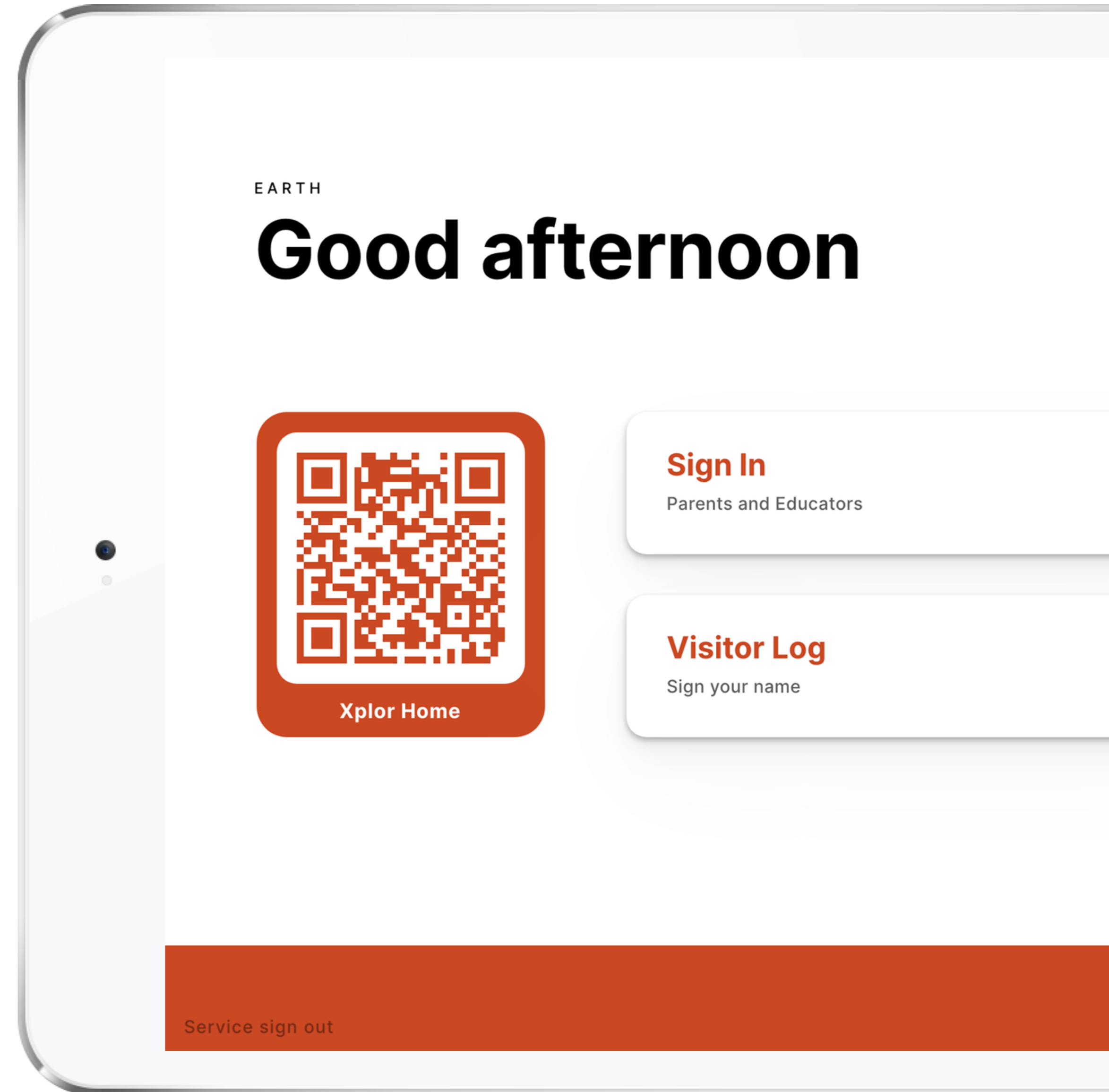
Save your payment details and view your statements at any time.



LESSON 03

SIGNING YOUR CHILD IN OR OUT OF THE SERVICE.

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



EARTH

Good afternoon



Xplor Home

Sign In

Parents and Educators



Visitor Log

Sign your name



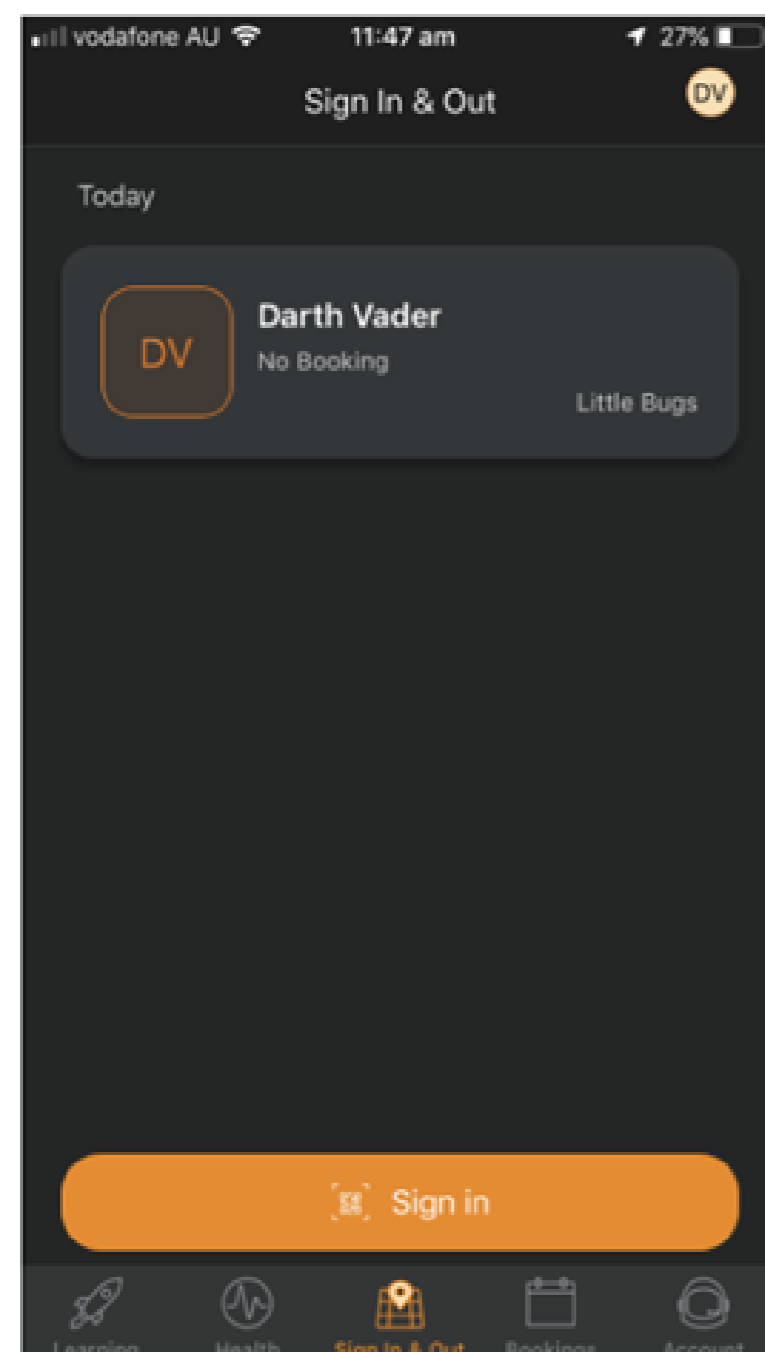
Service sign out



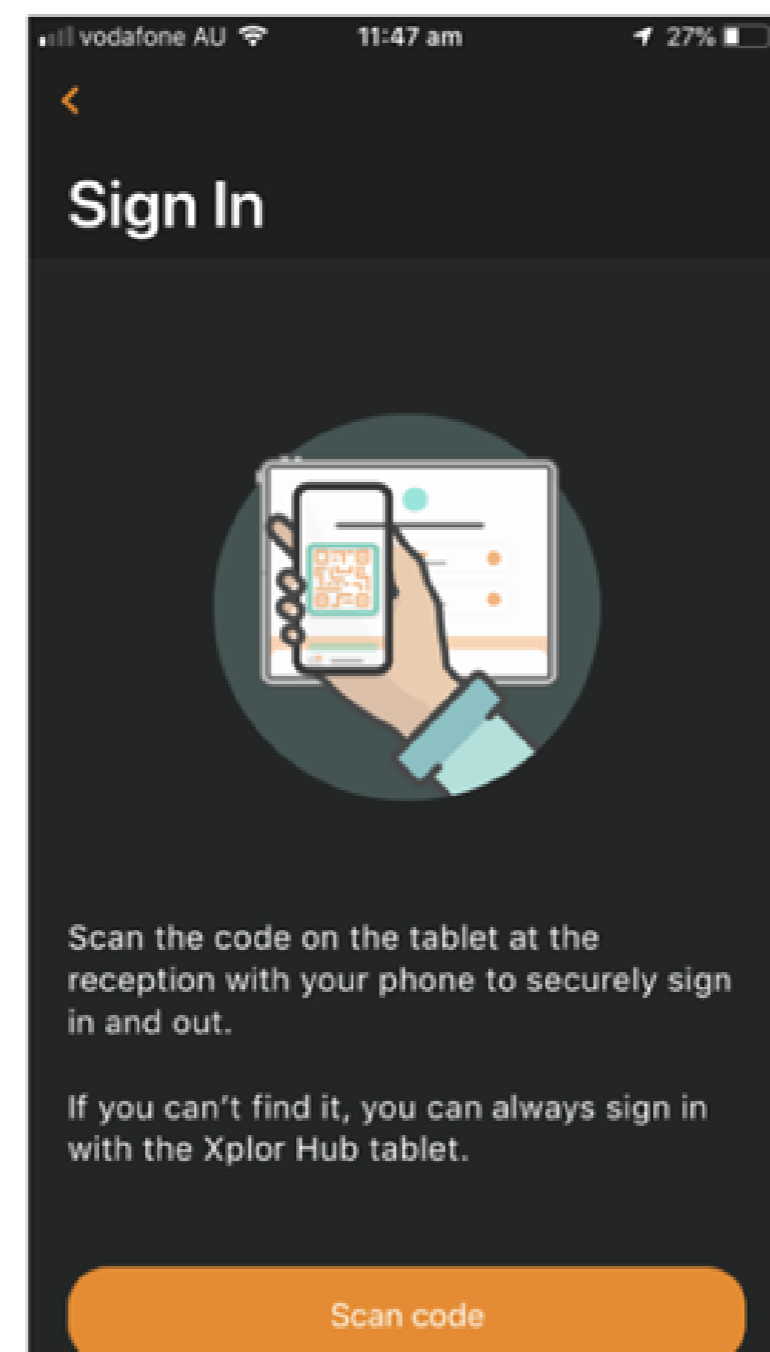
OPTION 1: QR CODE.

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

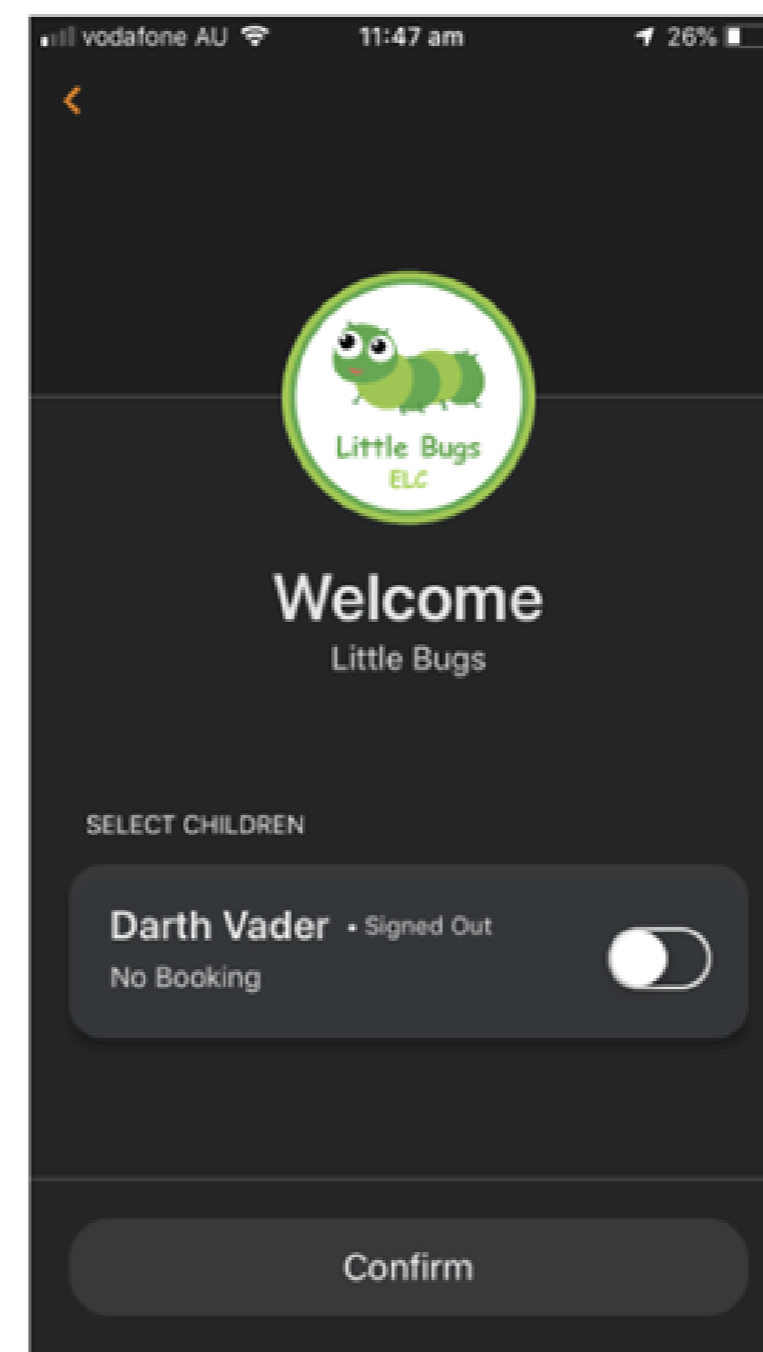
You can sign your child in/out of care through the Home App by using the QR code located on the HUB



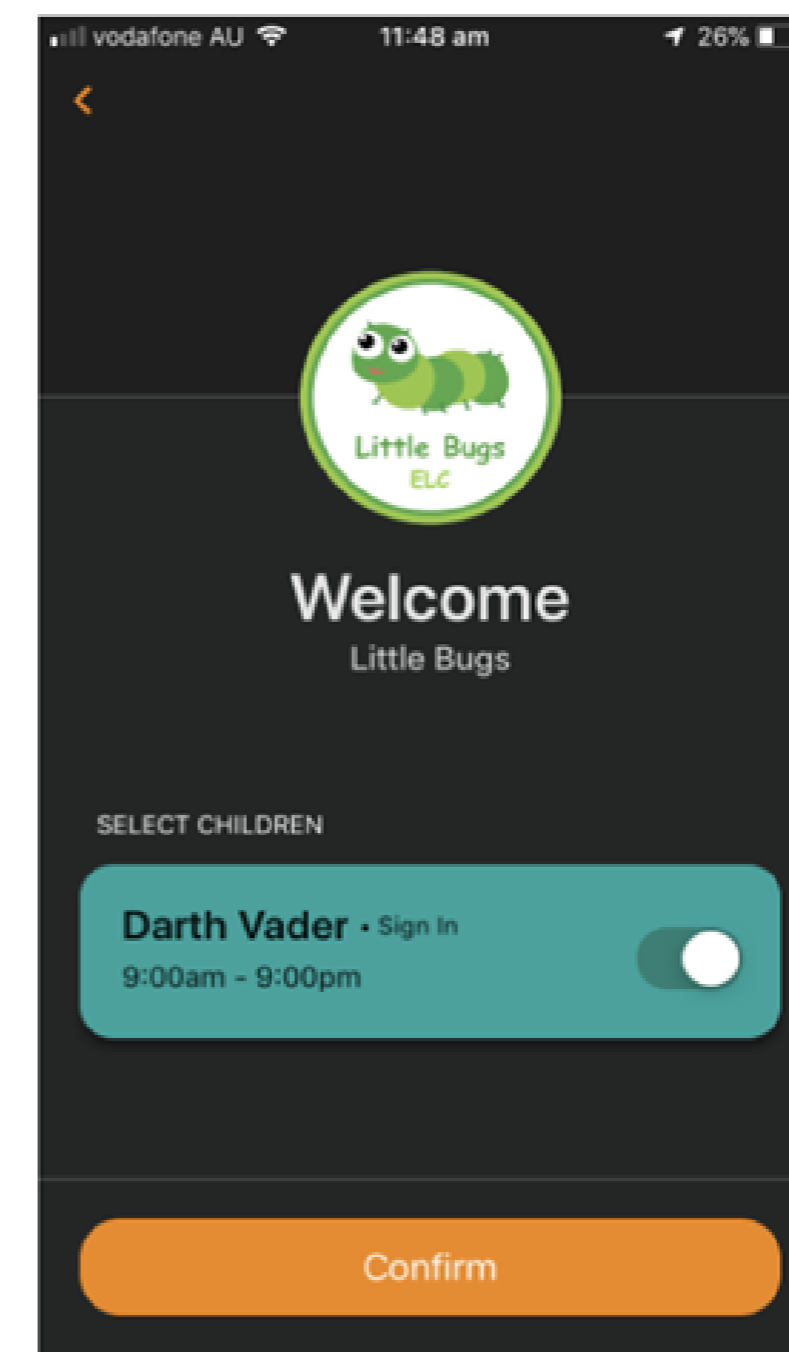
1. Tap the 'Sign in & Out' Tab



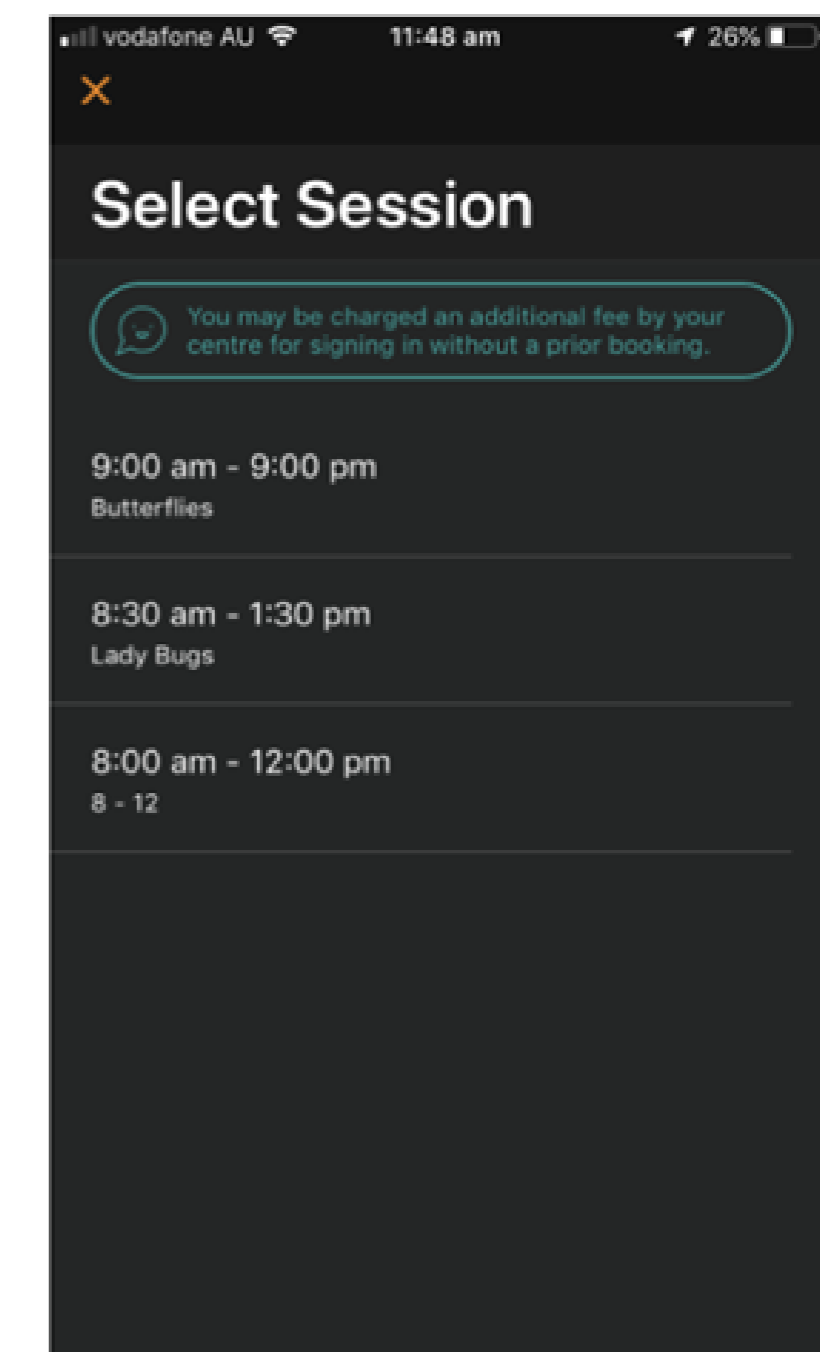
2. Tap scan code and scan the code on the HUB tablet



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



4. Confirm

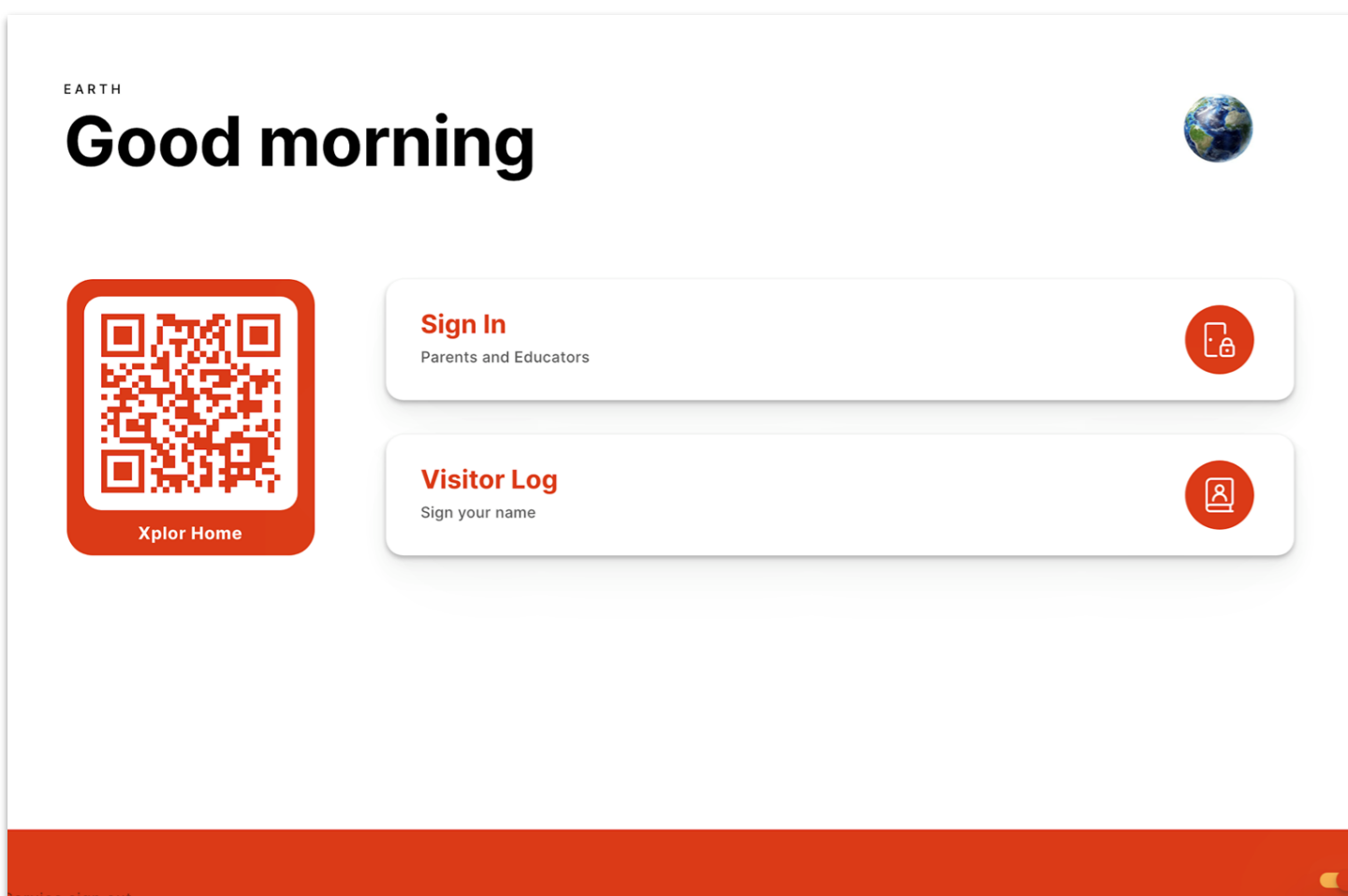


5. Select the session



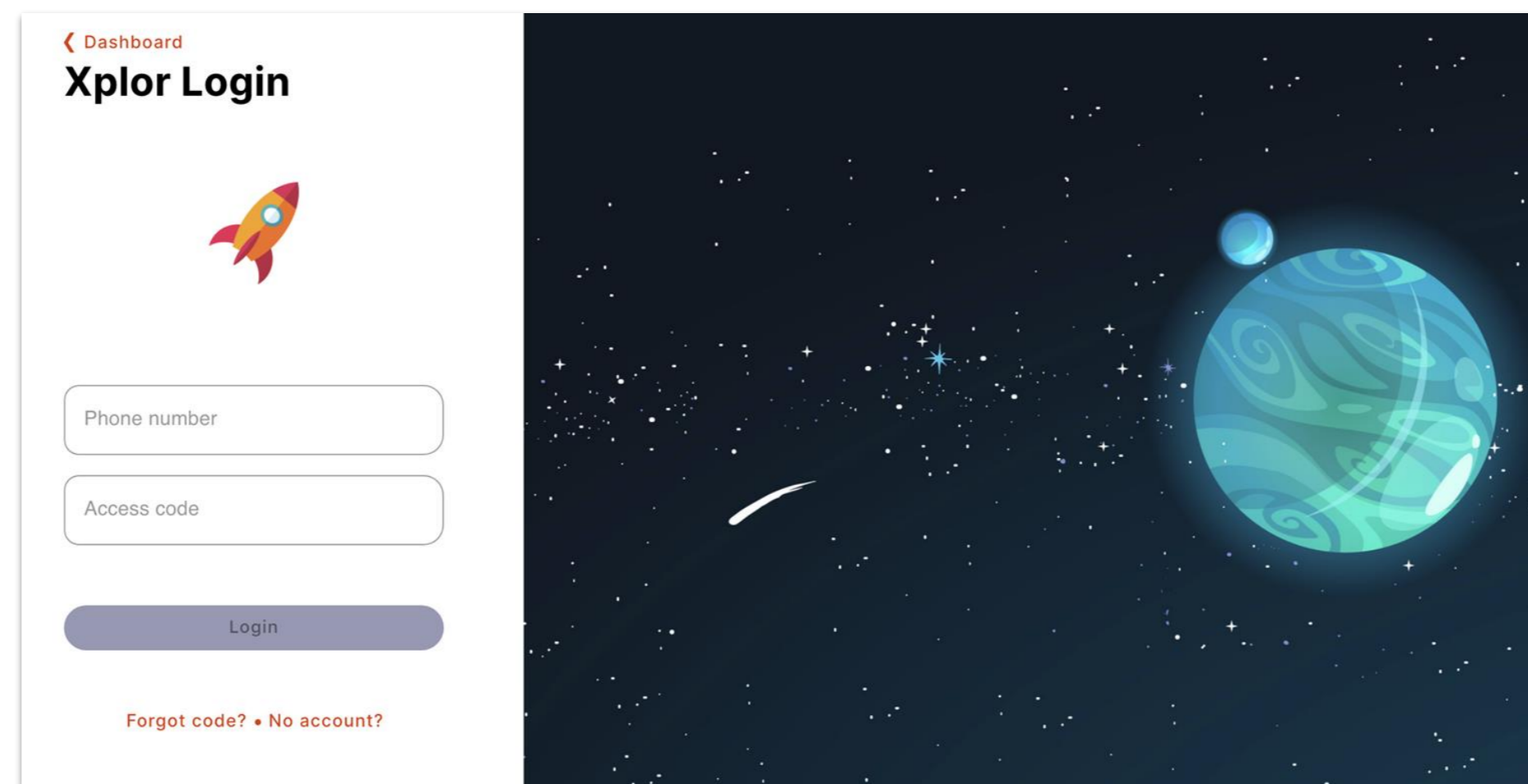
OPTION 2: Xplor ID and Access Code.

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!



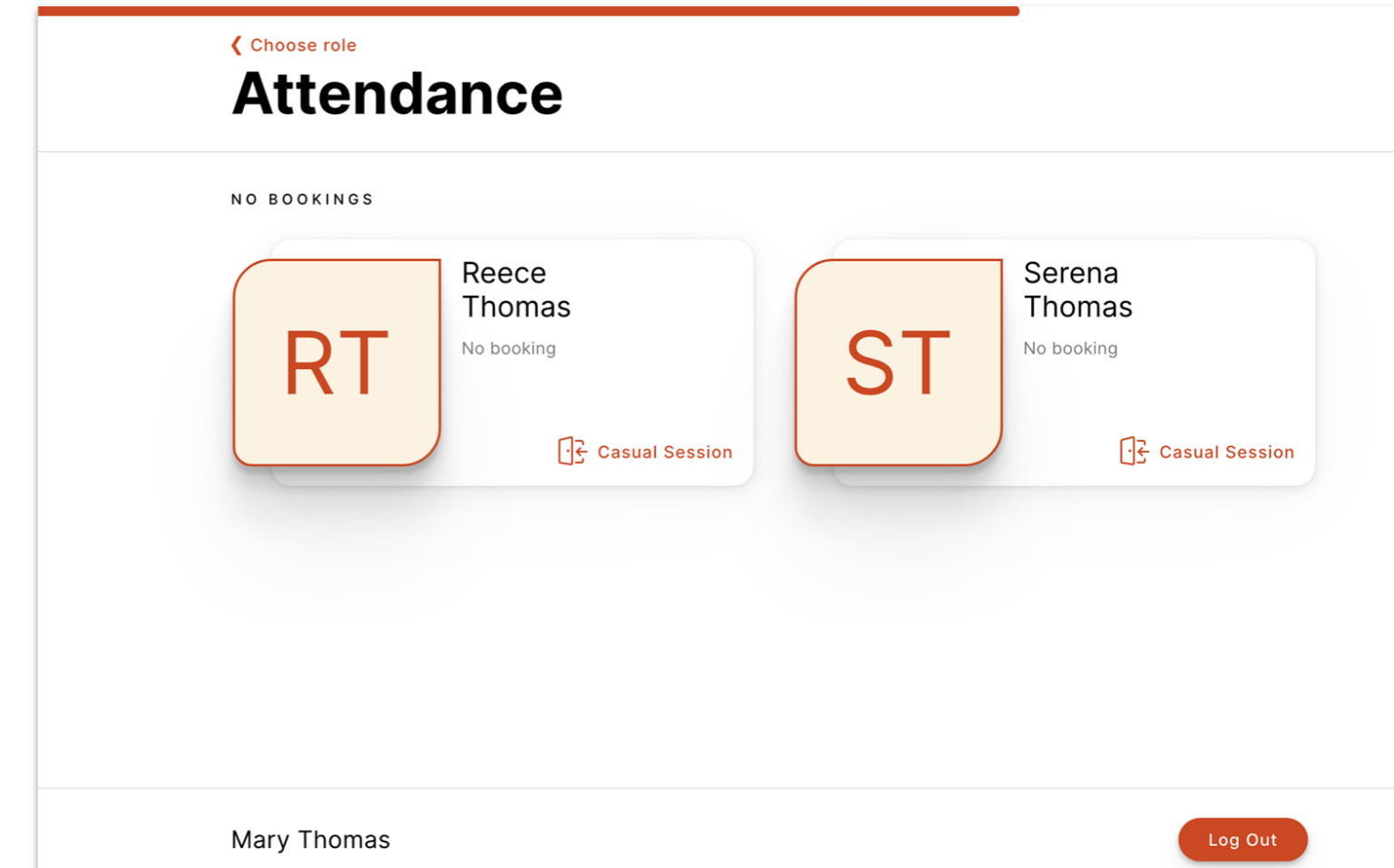
Step 1:

Click "Sign In"



Step 2:

Enter Xplor ID (mobile number) and 4 digit access code



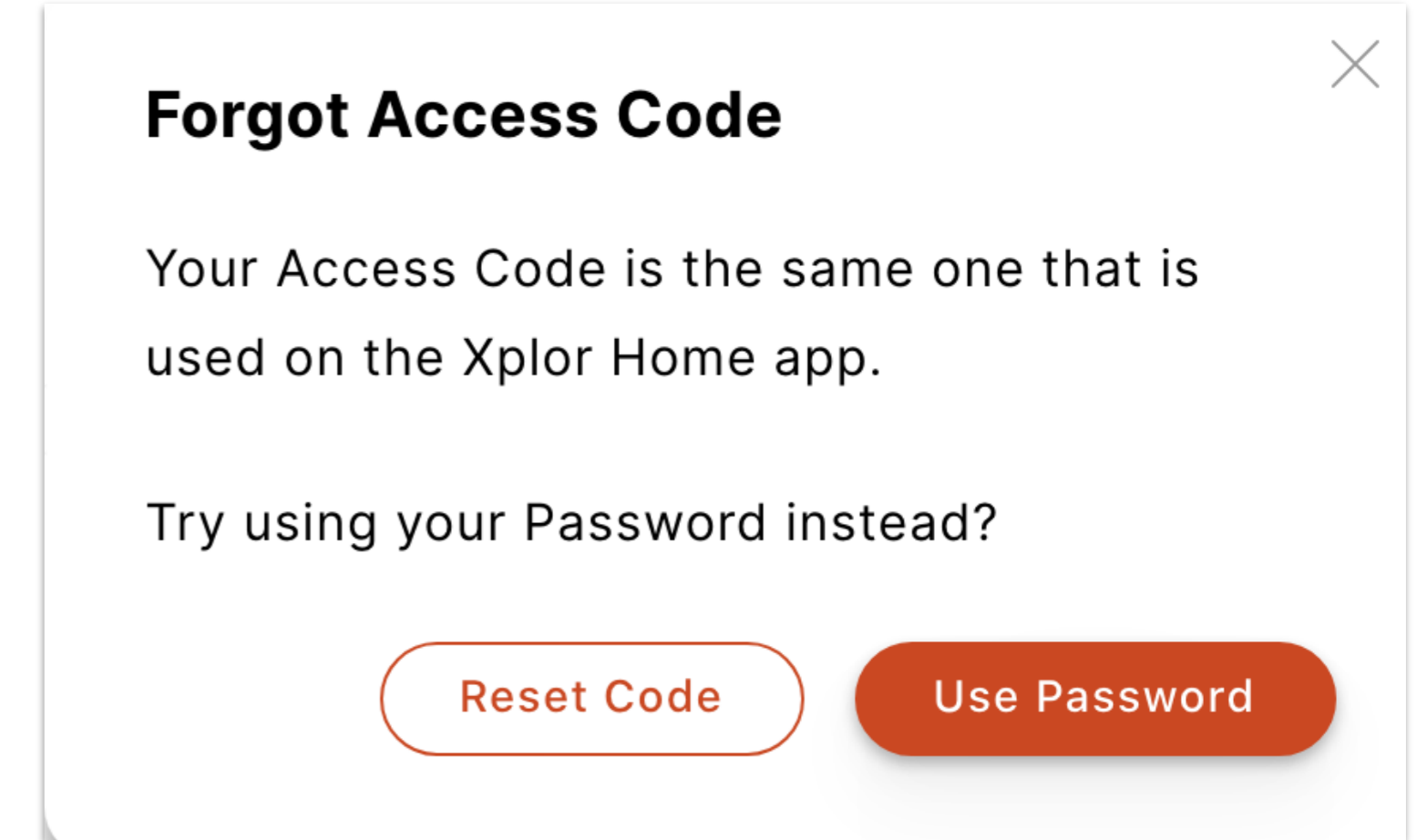
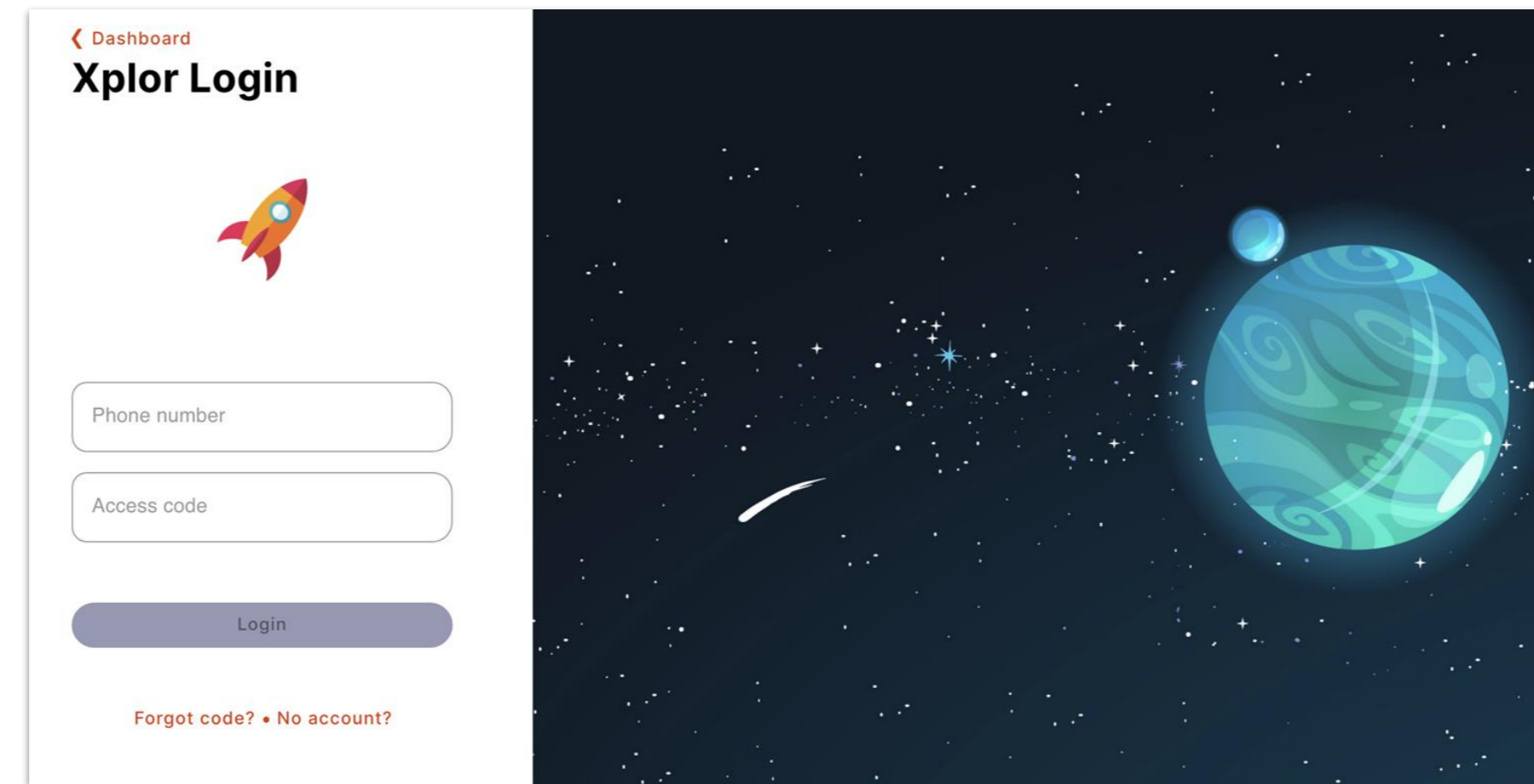
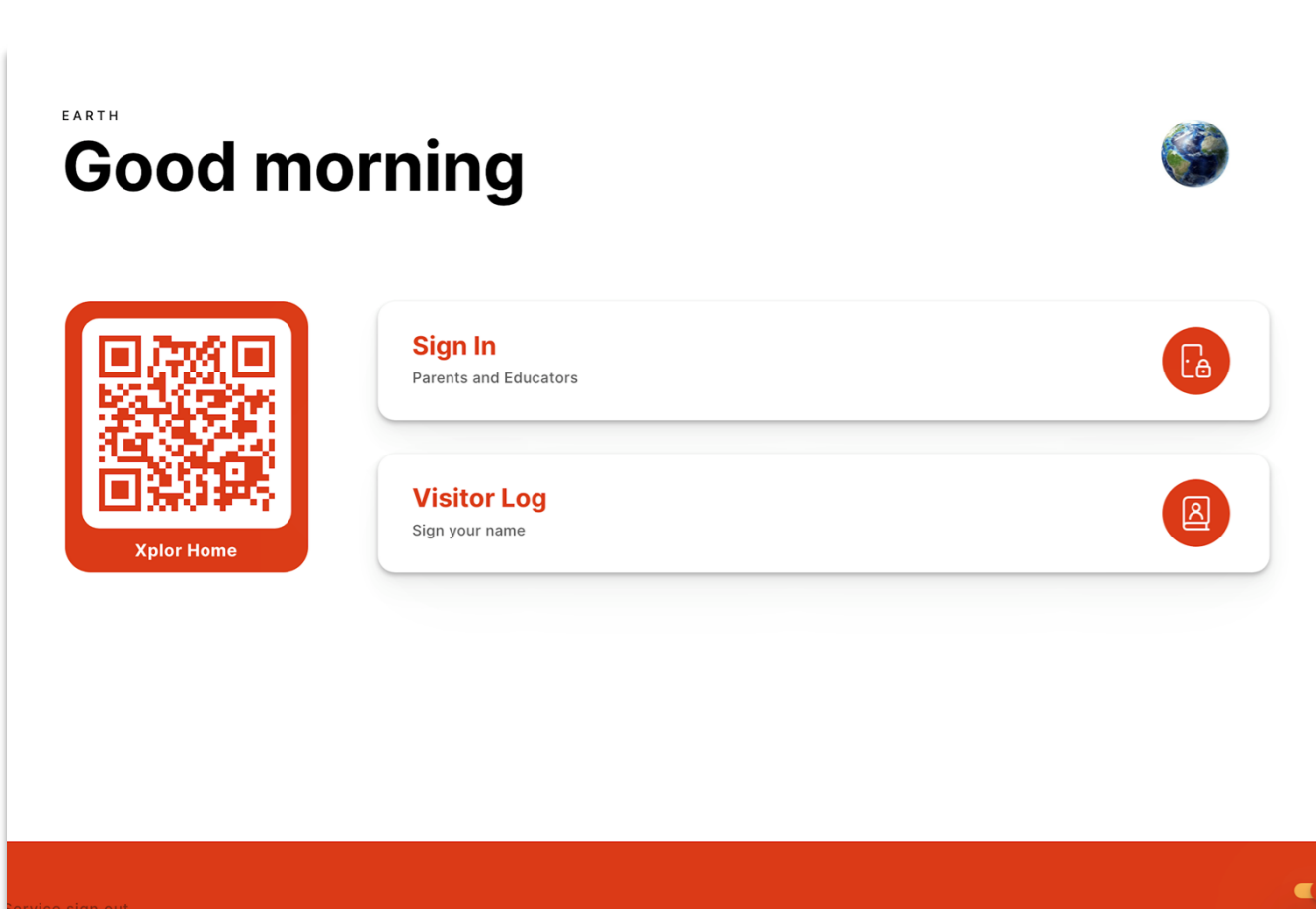
Step 3:

Select child



OPTION 3: Email and password.

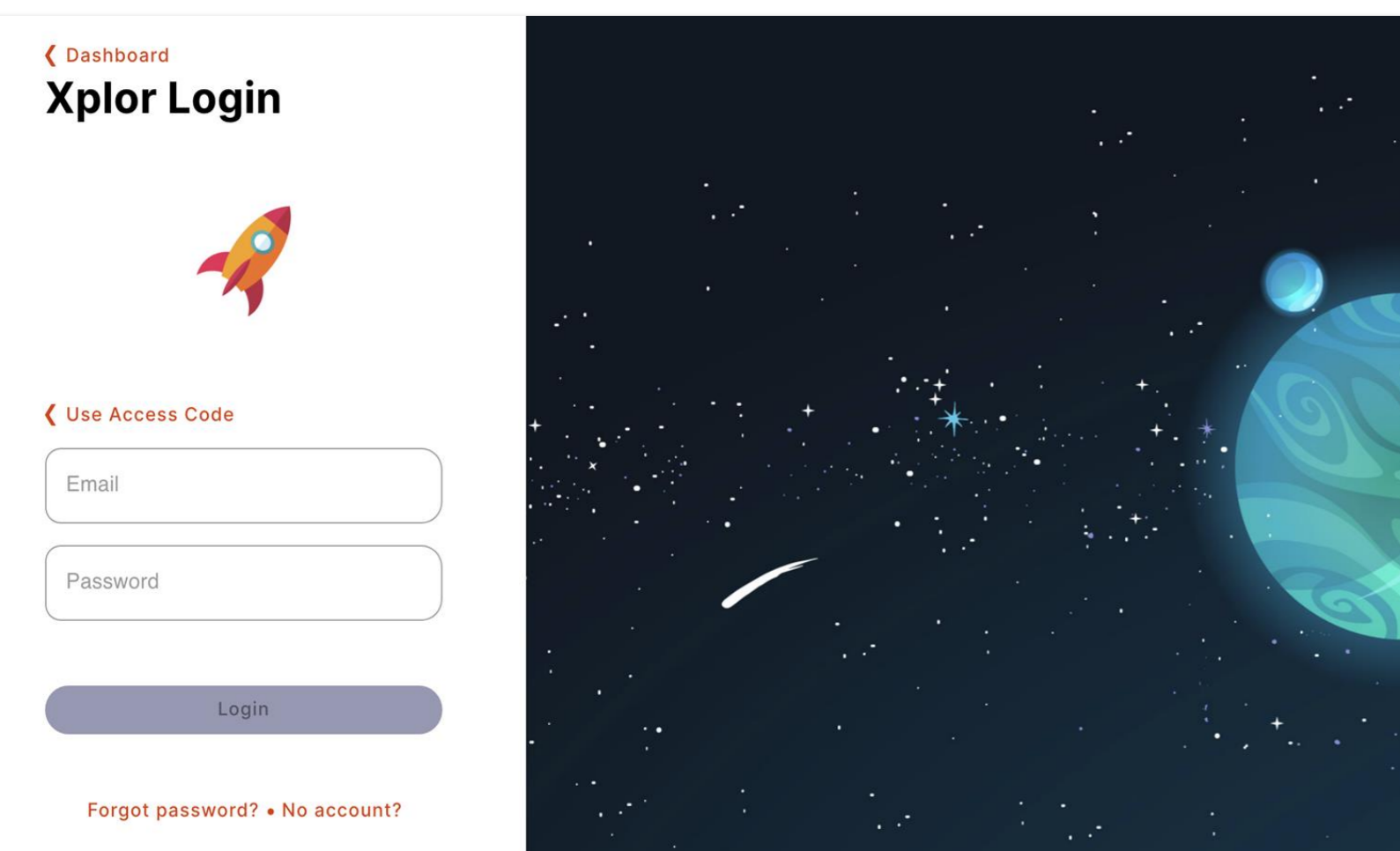
FORGET YOUR MOBILE PHONE AND HAVEN'T SET UP YOUR XPLOR ID? USE YOUR EMAIL AND PASSWORD TO SIGN IN!



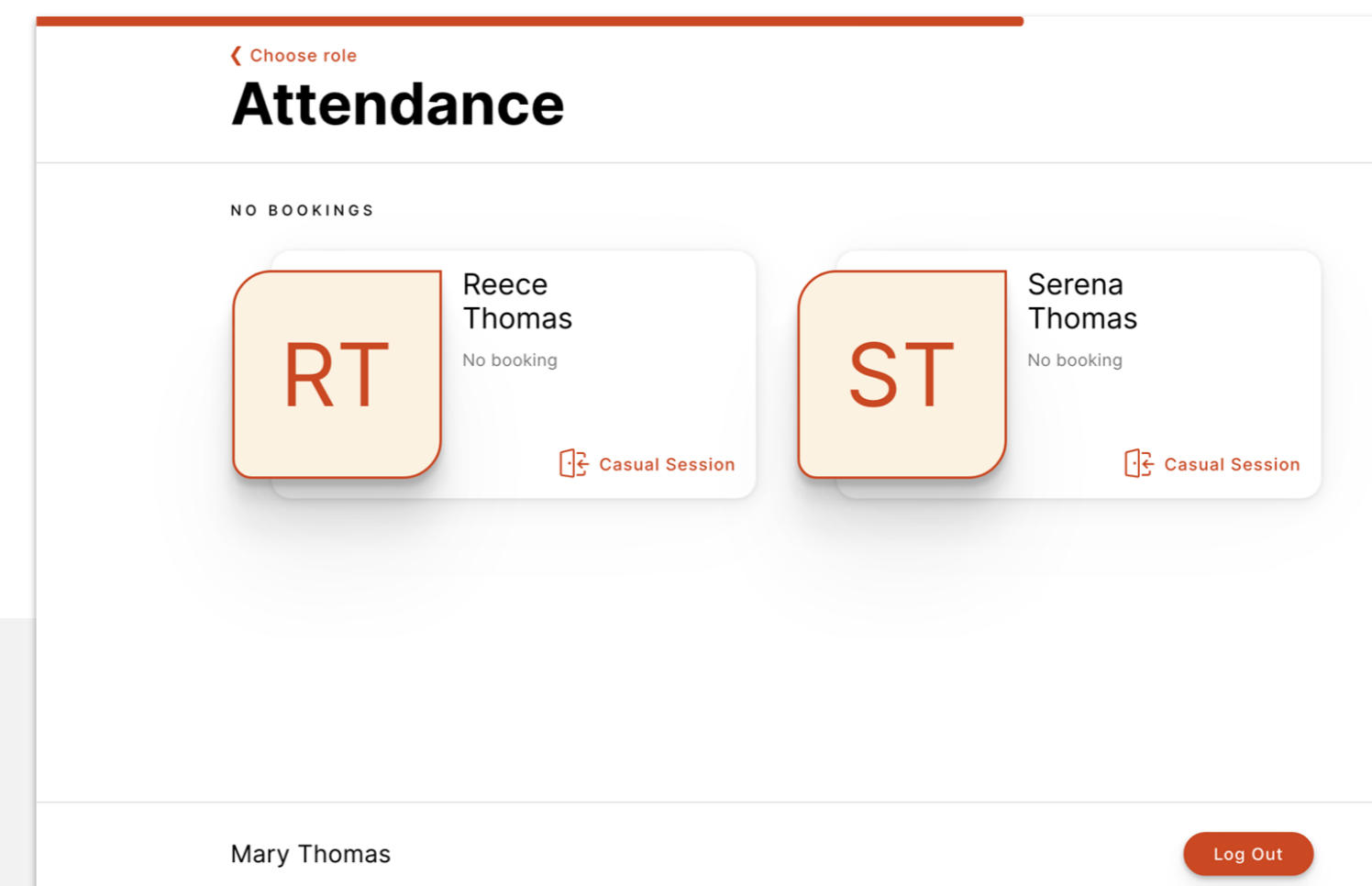
Step 1:
Click “Sign In”

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.

The screenshot shows the 'home.' website interface. A search bar is at the top right. On the left, a navigation menu lists: Dashboard, Moments, Observations, Documentation, Planning, Children, and Finance (highlighted with an orange bar). The main content area is titled 'Finance' and has two tabs: 'Statement' (active) and 'Auto Debit Setup'. Under the 'Statement' tab, there is a form with a 'Start' date field containing '17/04/2020' and a calendar icon. Below this are fields for 'Opening Balance' and 'Closing Balance'. At the bottom of the main content area, there is a 'History' section.

Step 1:

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

The screenshot shows the 'home.' website interface. A search bar is at the top right. On the left, a navigation menu lists: Dashboard, Moments, Observations, Documentation, Planning, Children, and Finance (highlighted with an orange bar). The main content area is titled 'Finance' and has two tabs: 'Statement' and 'Auto Debit Setup' (active). Under the 'Auto Debit Setup' tab, there is a form titled 'Earth XPay Create Account'. The form includes the following 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, there is a declaration section: 'You warrant, declare and acknowledge that:' followed by three 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. 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.

The screenshot shows a web interface with a search bar at the top left and a user profile icon labeled 'MT' and 'Mary' at the top right. Below the search bar, there are two tabs: 'Statement' and 'Auto Debit Setup', with the latter being selected. A modal window titled 'XPay Terms and Conditions' is open, displaying the following text:

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"**

The screenshot shows a web interface with a 'Finance' header and two tabs: 'Statement' and 'Auto Debit Setup', with the latter being selected. Below the tabs, there is a logo for 'ds debitSUCCESS' and the text 'Save Payment Details'. There are two buttons: 'Credit Card' (selected) and 'Bank Account'. Below these buttons, the section is titled 'Credit card details'. It contains the following form fields:

- Name on card:
- Card number:
- Valid To: MM / YYYY

Below the form fields, there is a checkbox and a confirmation statement: **I confirm that I have authority over this credit card, and that it can be operated severally.** To the left of the confirmation statement is a logo for 'DIRECT DEBIT'. At the bottom right, there is a blue button labeled 'Add details'.

Step 4:

Enter payment details then **"Add Details"**

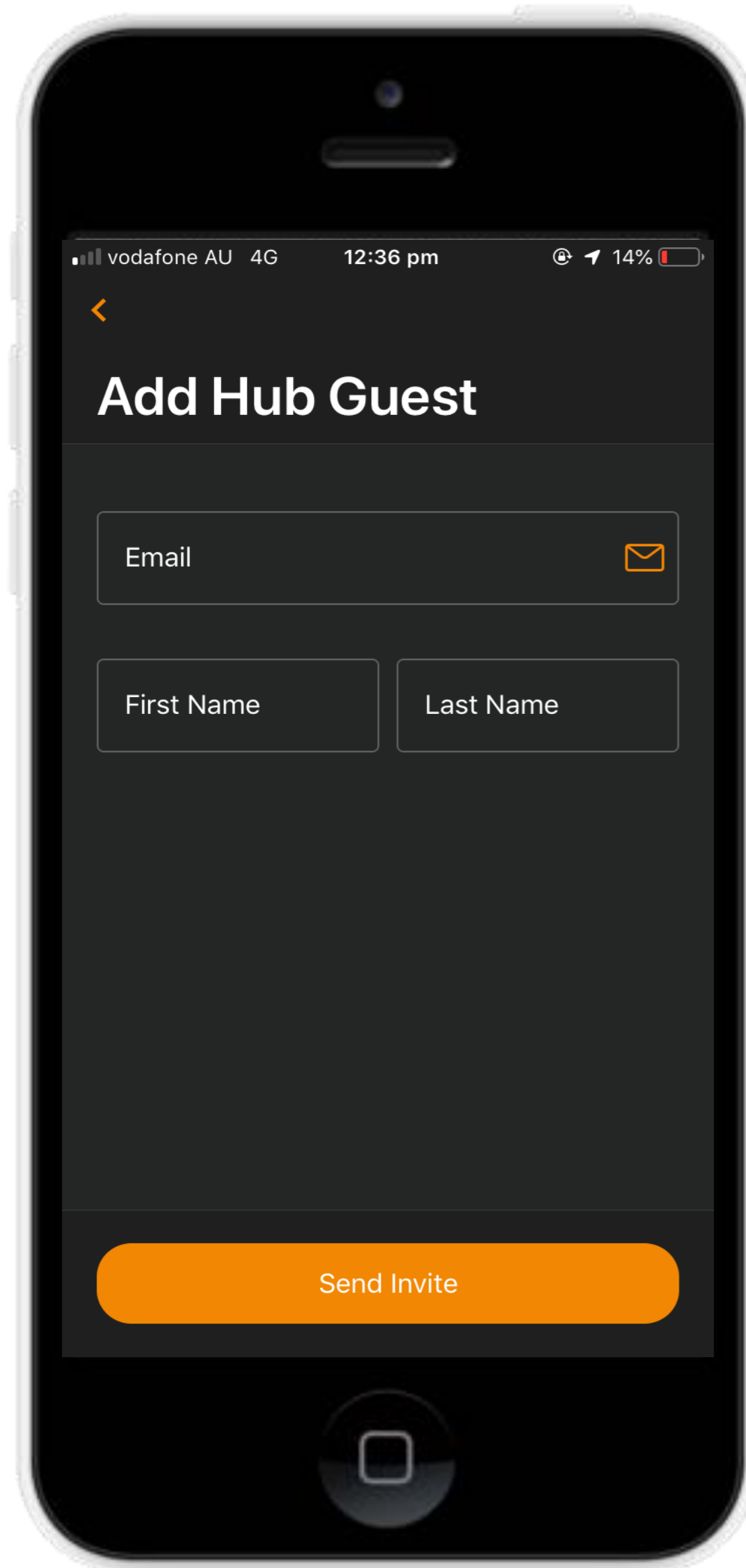


LESSON 05

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 **email** and click "**Send 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 prompts from there!

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](#)

