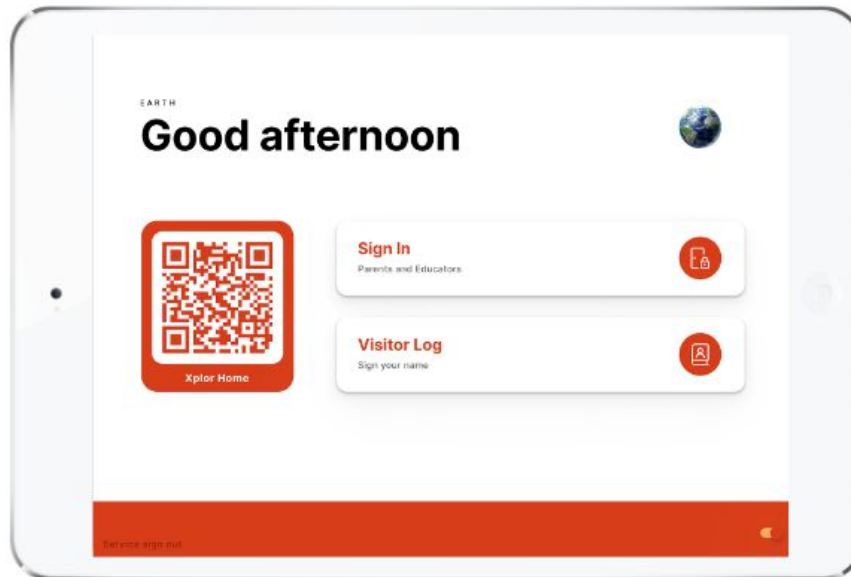




Parent Sign In Live Week Guide



Congratulations on reaching your first live week on the Office platform! This is the first week that your parents will be using the Hub to sign their child in/out of your service.

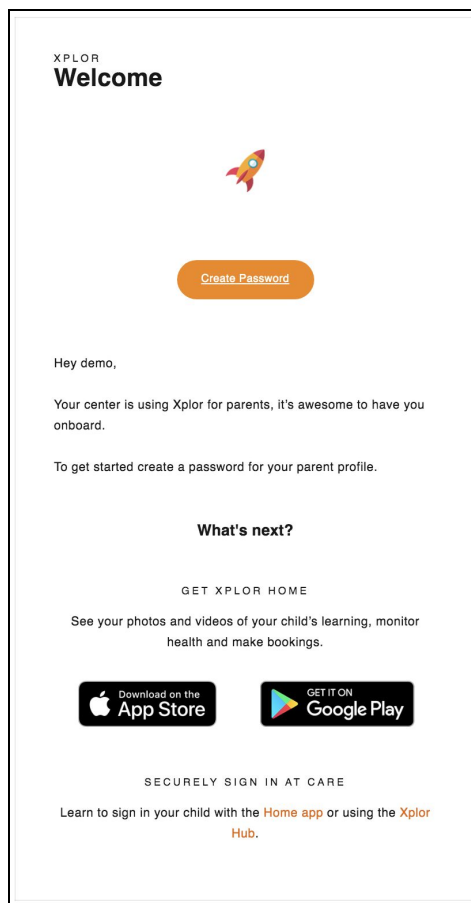
Below is a guide that will help you answer some of these common questions from parents leading to and during your first live week.

For instructions on how parents can set up their account on the Home platforms, please refer parents to this article: [New Parent/Guardian Set Up](#)

| | |
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Parent Invite

Below is a screenshot of the email that parents should have received. Hopefully by now, they have created their password. The subject line should be: **"Your Xplor login details"**. If not, please ask the parent to check their email and search for the email below to set up their password.



What do we do when a parent says they have not received the welcome email from Xplor?

1. Ask the parent to check their 'Spam' folder in their email.
2. If it has not been found in the 'Spam' folder, please go to **Profiles > Parents/Guardians** and search for the parent. Check if the correct email address has been inputted.

Rocket Hub
Earth

Home > Profiles > Parents and Guardians

Status: Primary Carer 100 records

| ID | Image | Name | Children | Services | Email | Contact No. | Action |
|--------|-------|----------------|----------------|----------|-------|-------------|--|
| 455799 | | Amelia Markson | Markus Markson | Earth | | 0455555555 | Reset Password Delete |

3. If the email address is correct, **select the box** next to the parents ID, click '**Invite Parent/Guardian**' then '**Selected Parents & Guardians Only**'.

Rocket Hub
Earth

Home > Profiles > Parents and Guardians

Status: Primary Carer 100 records

| ID | Image | Name | Children | Services | Email | Contact No. | Action |
|--|-------|----------------|----------------|----------|-------|-------------|--|
| <input checked="" type="checkbox"/> 455799 | | Amelia Markson | Markus Markson | Earth | | 0455555555 | Reset Password Delete |

[Add Parent/Guardian](#) [Invite Parent/Guardian](#)

All Parents & Guardians
Selected Parents & Guardians Only

4. If the email address is **incorrect**, please click on the parent/guardian profile, add in the correct email address, then click **Save**.

Rocket Hub
Earth

Home > Profiles > Parent > Parents and Guardians

PARENTS/GUARDIANS PROFILE

Parent/Guardian Scheduled Payment Settings

Basic Information

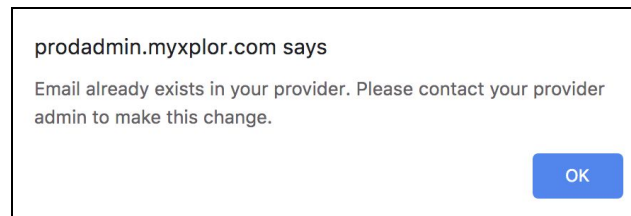
| | | | |
|----------------------|--------------------------|----------------------|----------------------|
| Title | First Name * | Middle Name | Last Name * |
| <input type="text"/> | Amelia | <input type="text"/> | Markson |
| Alias | Gender | Date of Birth | Indigenous Status |
| Amelia | Gender | 29/11/1979 | Indigenous Status |
| Language | Cultural Background | Parent CRN | Registration |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Access Pass | Legacy Parent Account ID | | |
| <input type="text"/> | <input type="text"/> | | |

Contact Information

| | | | |
|----------------------|----------------------|----------------------|----------------------|
| Email | Contact Number 1 | Contact Number 2 | Address |
| fake123@fake.com | 0455555555 | <input type="text"/> | <input type="text"/> |
| Address 2 | Suburb | Post Code | Country |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | Australia |
| State | <input type="text"/> | | |

5. **Repeat step 3.**

What do we do if we receive this error message when trying to save a parent/guardian's email?



Currently, emails can only be used once per educator/parent profile for a service. Emails cannot be used twice across multiple services that also use Office.

Often this occurs when a parent is also an educator at your service, or if a parent attended a service that used Xplor previously or currently.

You can choose one of three options to workaround this.

1. Ask the parents/educators to provide a different email for your service.
2. If the parents are no longer active at the other service, they can contact their old service to remove their email, then you can re-add the email in Office.
3. This is a workaround for gmail, outlook, live, and hotmail accounts only. Add in a +1 in their email with your service. E.g. if the parent's email is johnsmith@gmail.com, you can replace it with johnsmith+1@gmail.com. Please make sure that parents know to login with the "+1" variant.

You can update the parent emails via **Profiles > Parents/Guardians**.

Hub Setup

The Hub is the platform where parents can sign their child in or out, educators sign in/out of their shift (if using the Rostering function), and visitor log. If you have not yet set up your Hub or accidentally get logged out, see instructions below.

Step 1: Use a tablet/iPad that will be used for the Hub

Step 2: Open up a browser and type in **hub.myxplor.com**

Step 3: Sign in with your service username and service password

- Username is located in: **Settings > Service Settings > select Service**

EDIT SERVICE

Service Details CCMS Details Fees Payroll Integrations Payment Integrations Framework Settings Pay Items Enrolment Xplor Billing Xplor

Service Name: [Text Field] Username: **Username Here** Account Manager: [Text Field] Care Type: LDC (Dropdown)

Capacity: 84 Timezone: Australia/Sydney (Dropdown) GST: 0.00 Service ABN: [Text Field]

Legacy Service ID: [Text Field] ACECQA Service Approval ID: [Text Field] PRODA Organisation ID: [Text Field] Group: [Text Field]

☐ Force beacon for sign in/out ☒ Disable Mobile Bookings

Contact Details

Contact First Name: [Text Field] Contact Surname: [Text Field] **Contact Email: Service Email Address Here** Contact Phone: [Text Field]

Service Fax: [Text Field]

- Password can be reset in: **Settings > Service Settings > Reset Password**

Providers Dashboard Master Roll **Profiles** Educators Children **Services** Rooms

Display 10 records Search: [Text Field]

| S.No | Service Image | Service Name | Address | Contact No | Status | Reset Password |
|------|---------------|--------------|---------|------------|--------|-----------------------|
| 1 | | | | | Active | Reset Password |

1 entries

« < 1 > »

Step 4: You should see the screen below!

EARTH

Good morning



Xplor Home

Sign In

Parents and Educators



Visitor Log

Sign your name



Service sign out

Hub Parent Sign In Options

This is the first week that parents will be using the Hub to sign in.

Parents have 3 different options to sign their child in/out of your service.

- 1) QR Code
- 2) Using email and password
- 3) Using Xplor ID and Access code

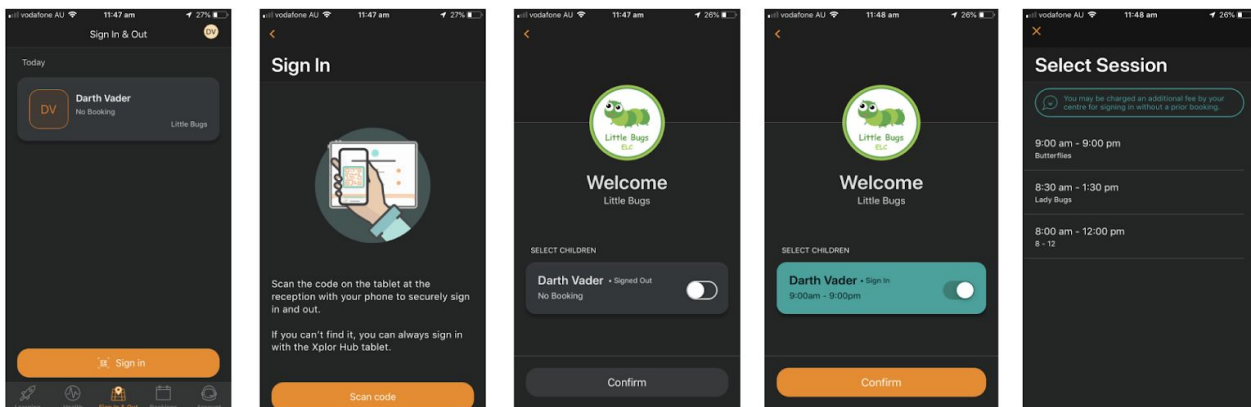
OPTION 1: QR Code

Please encourage parents to use the “QR Code” on the Hub to sign their child in/out for a contactless and more efficient experience.

Requirements for parents:

- *Created a password from the welcome email*
- *Download the Home App and sign in*

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

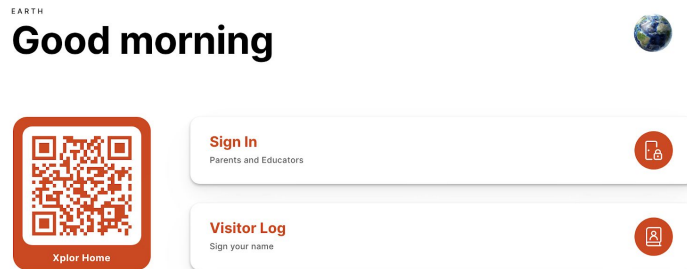
OPTION 2: Email address and password

If parents cannot use their mobile phone, they can use their email address and password to login.

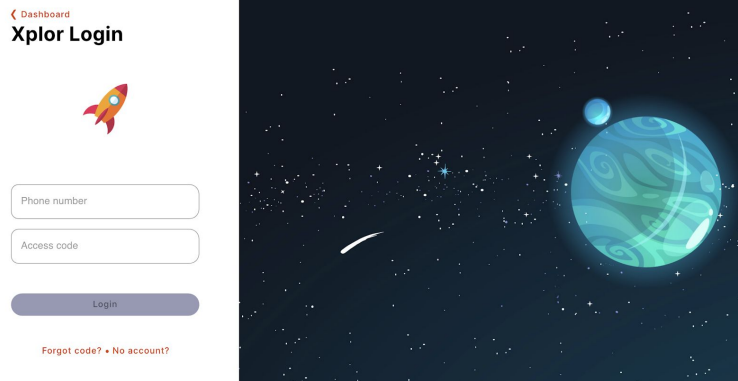
Requirements for parents:

- Created a password from the welcome email

Step 1: Click “Sign In”



Step 2: Click “Forgot Code”



Step 3: Click “Use Password”

Forgot Access Code

Your Access Code is the same one that is used on the Xplor Home app.


Try using your Password instead?

Reset Code

Use Password

Step 4: Enter in **email and password**

[← Dashboard](#)
Xplor Login



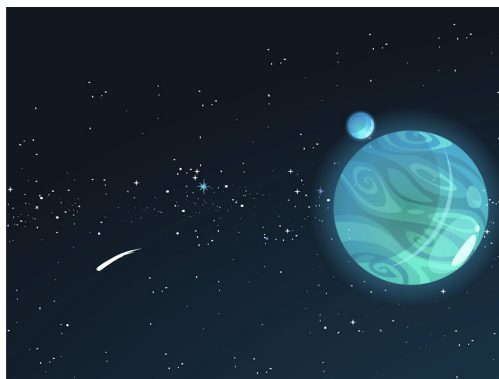
[← Use Access Code](#)

Email

Password

Login



[Forgot password?](#) • [No account?](#)



Step 5: Sign **child in/out**

[← Choose role](#)
Attendance

NO BOOKINGS

| | | | |
|---------------|---|---------------|--|
| <div>RT</div> | <div>Reece Thomas</div> <div>No booking</div> <div> Casual Session</div> | <div>ST</div> | <div>Serena Thomas</div> <div>No booking</div> <div> Casual Session</div> |
|---------------|---|---------------|--|

Mary Thomas [Log Out](#)

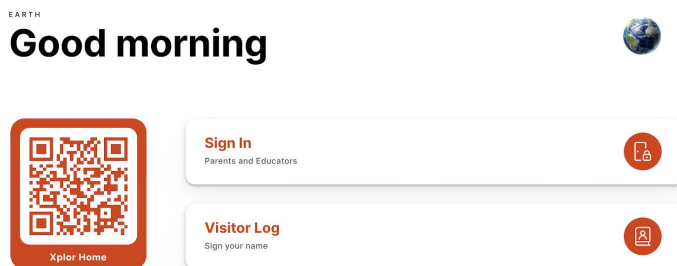
OPTION 3: Xplor ID and Access Code

Parents should use this option if they have multiple Xplor profiles (e.g. educator and parent) and have set up their Xplor ID and Access Code prior to arriving at the centre.

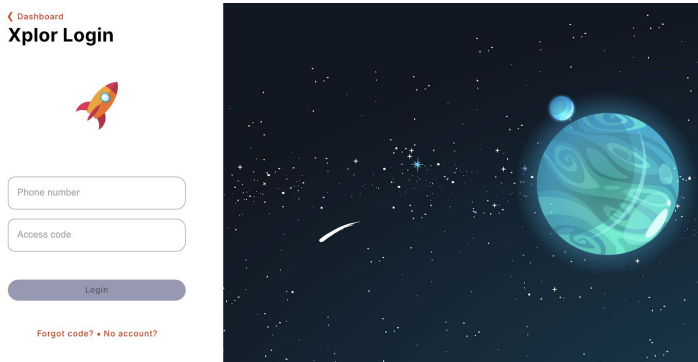
Requirements for parents:

- Created a password from the welcome email
- Set up their Xplor ID and Access Code prior to arriving at your centre. Instructions for setting up Xplor ID and Access code can be found [here](#).

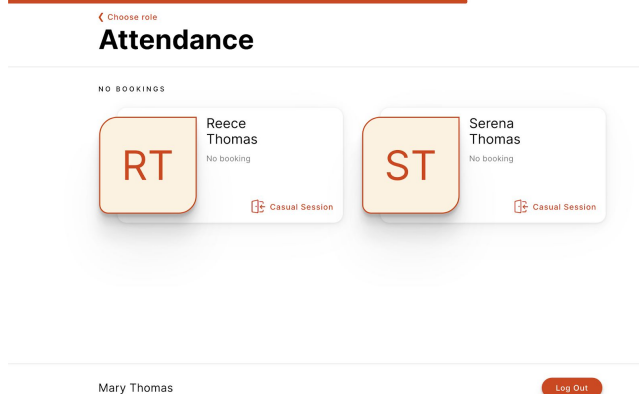
Step 1: Click “Sign In”



Step 2: Enter Phone number (Xplor ID) and access code.



Step 3: Sign child in/out (Note: Parents have a 30sec limit, then it will exit)



Alternative Sign In/Out Options

What do we do if my parents cannot sign their child in/out at all for the day?

You have other options to sign the child in/out!

1) Via the [Master Roll](#)

- Click on the Master Roll menu item
- Select a booking from the Master Roll
- Select the “Attendance” tab

Add in sign in/out times and select your name from the list

The screenshot shows the 'Edit Single Booking' form. On the left, under the 'Child' tab, is 'Aariaa Watson (Mum) 4 Yrs (344)'. The main form area is titled 'Edit Single Booking' and includes a date selector set to '23 Jul 2020', a location dropdown set to 'Pre School', and a time dropdown set to 'AM (\$60.00)'. Below this is the 'Booking Type' section with tabs for 'Standard', 'Attendance', 'Absence', and 'Holiday'. The 'Attendance' tab is selected, showing a radio button for 'Mark the child's attendance'. Below this are input fields for 'From' and 'To' times, and a dropdown for 'Select an educator...'. At the bottom are three buttons: 'Cancel', 'Delete Booking', and 'Update Booking'.

2) Via the [Playground App](#) (note: only available if Playground is included in your package)

After logging into the Playground App, select the “Attendance” tab

The screenshot shows the 'Attendance' tab in the Playground App. At the top is a navigation bar with '< Dashboard' and 'Attendance'. Below this is a card titled 'Educators Required' showing a large blue number '6' and '23 Bookings Today' with an icon of a person reading. Below the card is the section 'KOALA ROOM Booked In'. It lists three bookings: 'A.', 'Albert Willhem' (ends at 6:00pm), and 'Alex Ng' (ends at 6:00pm). Each booking has a circular icon with a plus sign and a calendar icon. At the bottom is a navigation bar with icons for 'Attendance', 'Observations', 'Health', and 'Educator'.