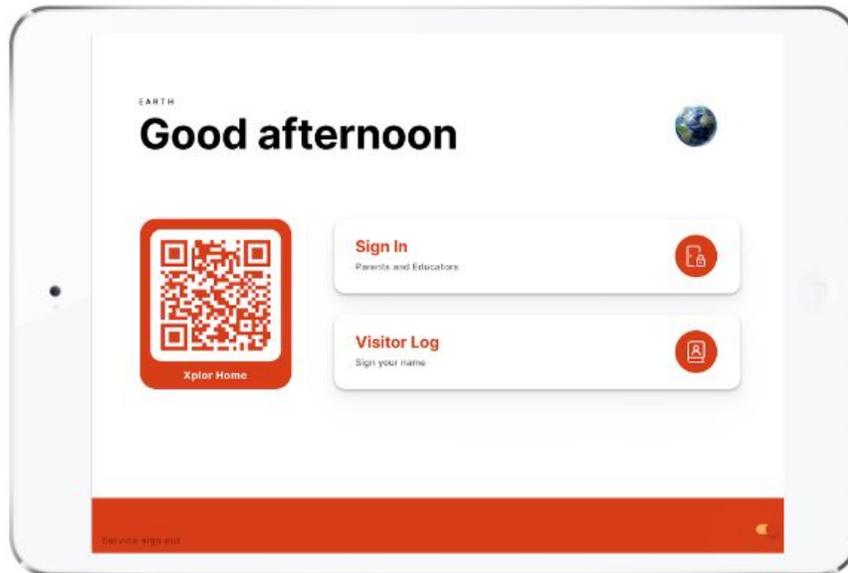




## Parent Sign In Live Week Guide



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.

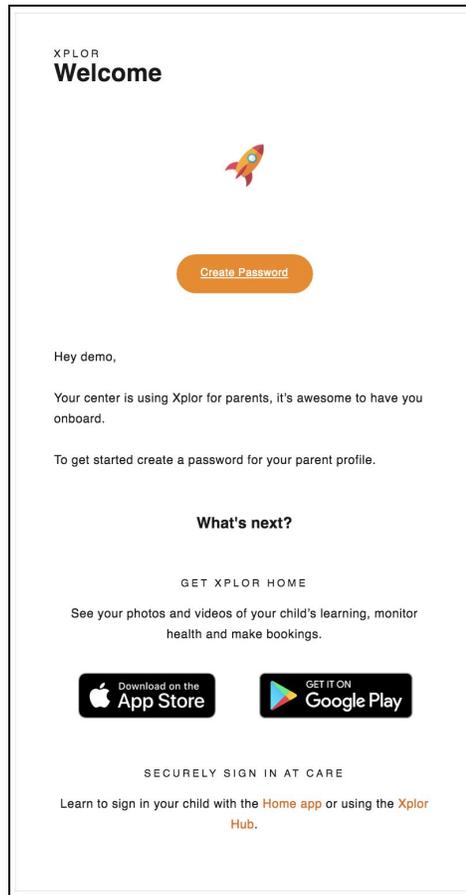
Below is a guide that will help you answer some of these common questions from parents leading to and during your first live week.

**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.

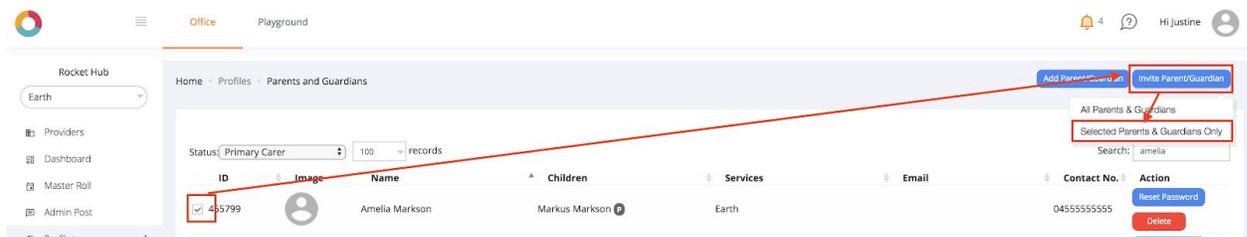


What do we do when a parent says they have not received the welcome email from Xplor?

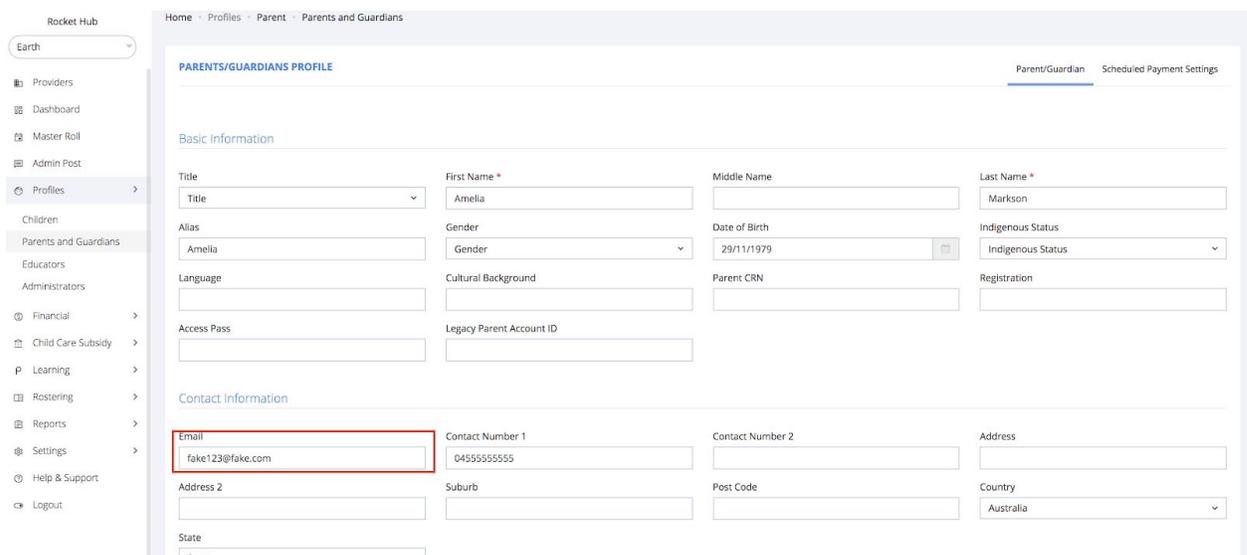
1. Ask the parent to check their 'Spam' folder in their email.
2. If it has not been found in the 'Spam' folder, please go to **Profiles > Parents/Guardians** and search for the parent. Check if the correct email address has been inputted.



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

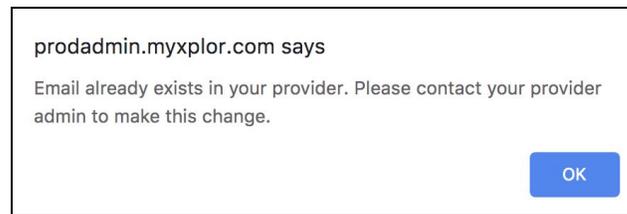


4. If the email address is **incorrect**, please click on the parent/guardian profile, add in the correct email address, then click **Save**.



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 workaroud 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](mailto:johnsmith@gmail.com), you can replace it with [johnsmith+1@gmail.com](mailto: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: [ ] Username: **Username Here** Account Manager: [ ] Care Type: LDC

Capacity: 84 Timezone: Australia/Sydney GST: 0.00 Service ABN: [ ]

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

Force beacon for sign in/out  Disable Mobile Bookings

**Contact Details**

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

Service Fax: [ ]

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

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

Display 10 records Search: [ ]

S.No	Service Image	Service Name	Address	Contact No	Status	Reset Password
1					Active	<b>Reset Password</b>

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

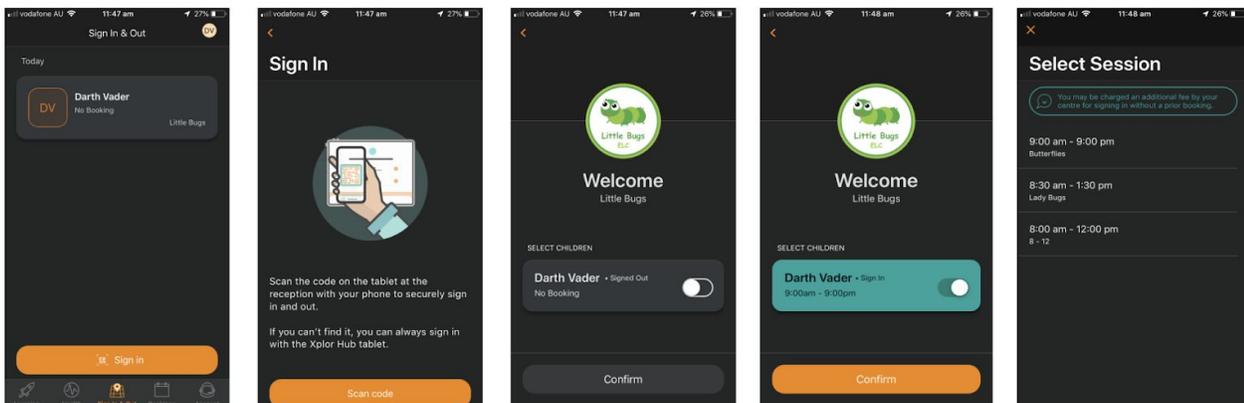
### OPTION 1: QR Code

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

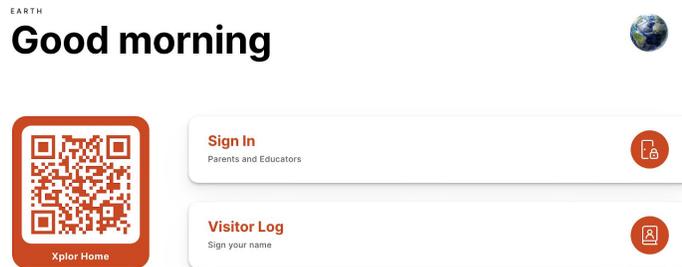
## OPTION 2: Email address and password

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

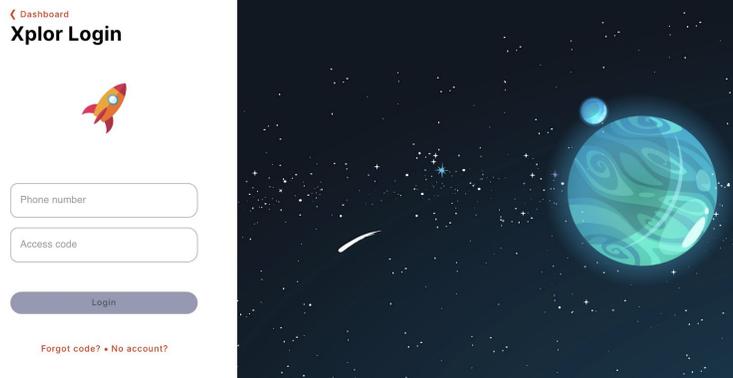
Requirements for parents:

- 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

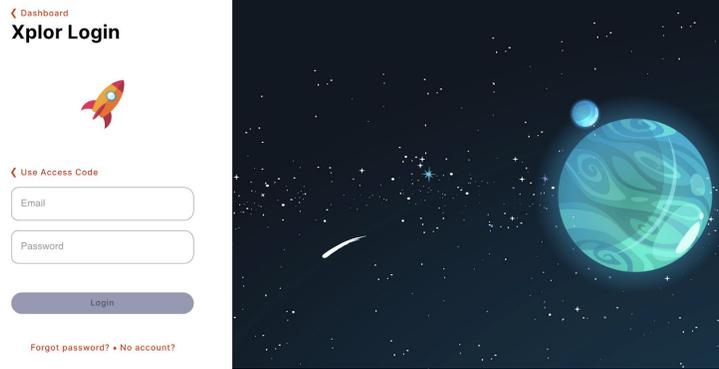
Your Access Code is the same one that is used on the Xplor Home app.

Try using your Password instead?

Reset Code

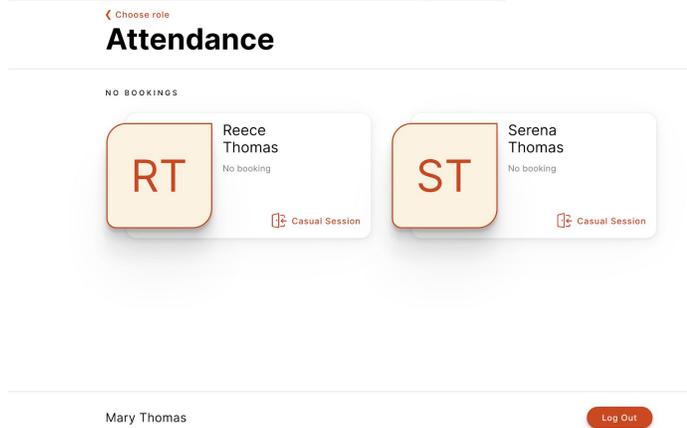
Use Password

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



The image shows the Xplor Login interface. On the left, there is a navigation menu with a back arrow and the text 'Dashboard'. Below this is the title 'Xplor Login' and a rocket icon. Underneath the icon is another back arrow and the text 'Use Access Code'. There are two input fields: 'Email' and 'Password'. Below these is a 'Login' button. At the bottom, there are links for 'Forgot password?' and 'No account?'. On the right, there is a large space-themed illustration of a planet with a ring, a moon, and a comet against a starry background.

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



The image shows the Attendance interface. At the top, there is a back arrow and the text 'Choose role'. Below this is the title 'Attendance'. Underneath the title is the text 'NO BOOKINGS'. There are two child cards. The first card has a large orange box with 'RT' inside, the name 'Reece Thomas', 'No booking', and a 'Casual Session' icon. The second card has a large orange box with 'ST' inside, the name 'Serena Thomas', 'No booking', and a 'Casual Session' icon. At the bottom left, there is the name 'Mary Thomas' and at the bottom right, there is a 'Log Out' button.

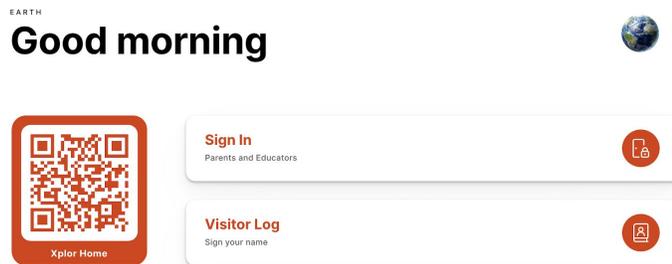
### OPTION 3: Xplor ID and Access Code

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.

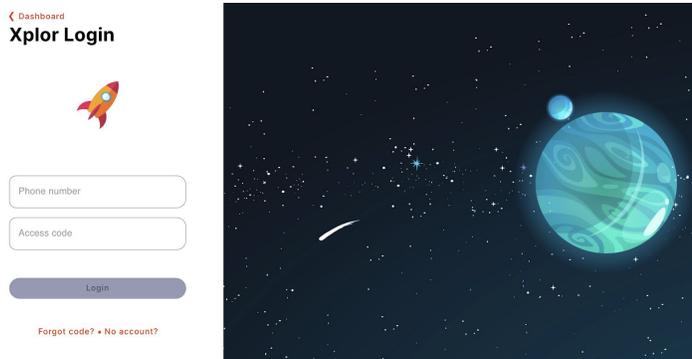
Requirements for parents:

- 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](#).

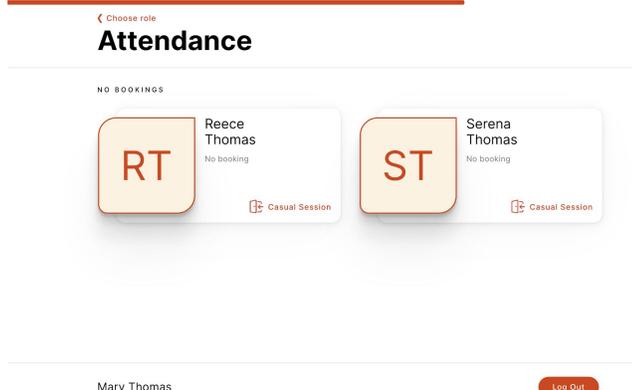
#### Step 1: Click “Sign In”



#### 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 a web interface for editing a booking. On the left, the child's name 'Aariaa Wason (Mum)' and age '4 Yrs (344)' are displayed. 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 fee dropdown set to 'AM (\$60.00)'. Below this, there are tabs for 'Standard', 'Attendance', 'Absence', and 'Holiday', with 'Attendance' selected. A section titled 'Mark the child's attendance' contains a 'To' field, a 'Select an educator...' dropdown, and three buttons at the bottom: '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

