New Parent/Guardian Set Up

Welcome Home!

This article shows **new parent/guardian users** how to set up their accounts for the first time, step by step.

As a parent/guardian, you have access to up to three of our platforms:

1. Home App
2. Home Web
3. The HUB

Note: This process is initiated by the childcare service, which will generate a welcome email to your preferred email address. The steps below take you through how to accept the invite and get your parent, or guardian, profile set up.

1. Create Your Parent/Guardian Account

After you have completed the enrolment form for your centre, you will receive a confirmation email that looks like this:

XPLOR

Enrolment Confirmation

Dear Willy,

Thank you for completing the enrolment form for ████████
Service A1.

The details of your enrolment are:

Parent Name:
Child Name: Charlie Bucket
Service Name:████████ Service A1

Your form has been submitted successfully.

Regards,
████████ Service A1
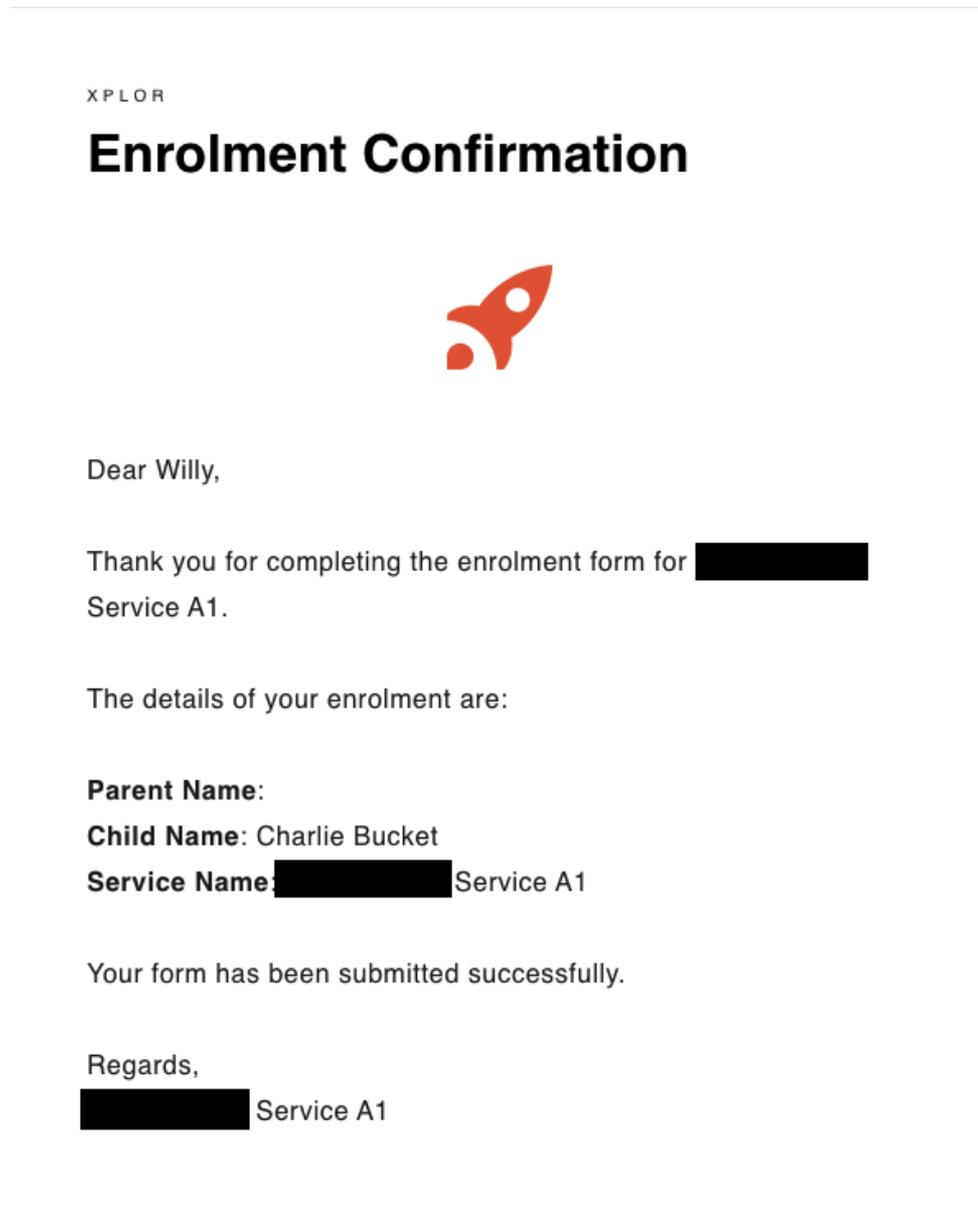
Once the centre has finalised your information and made your child active, you will receive a Welcome email that looks like this:
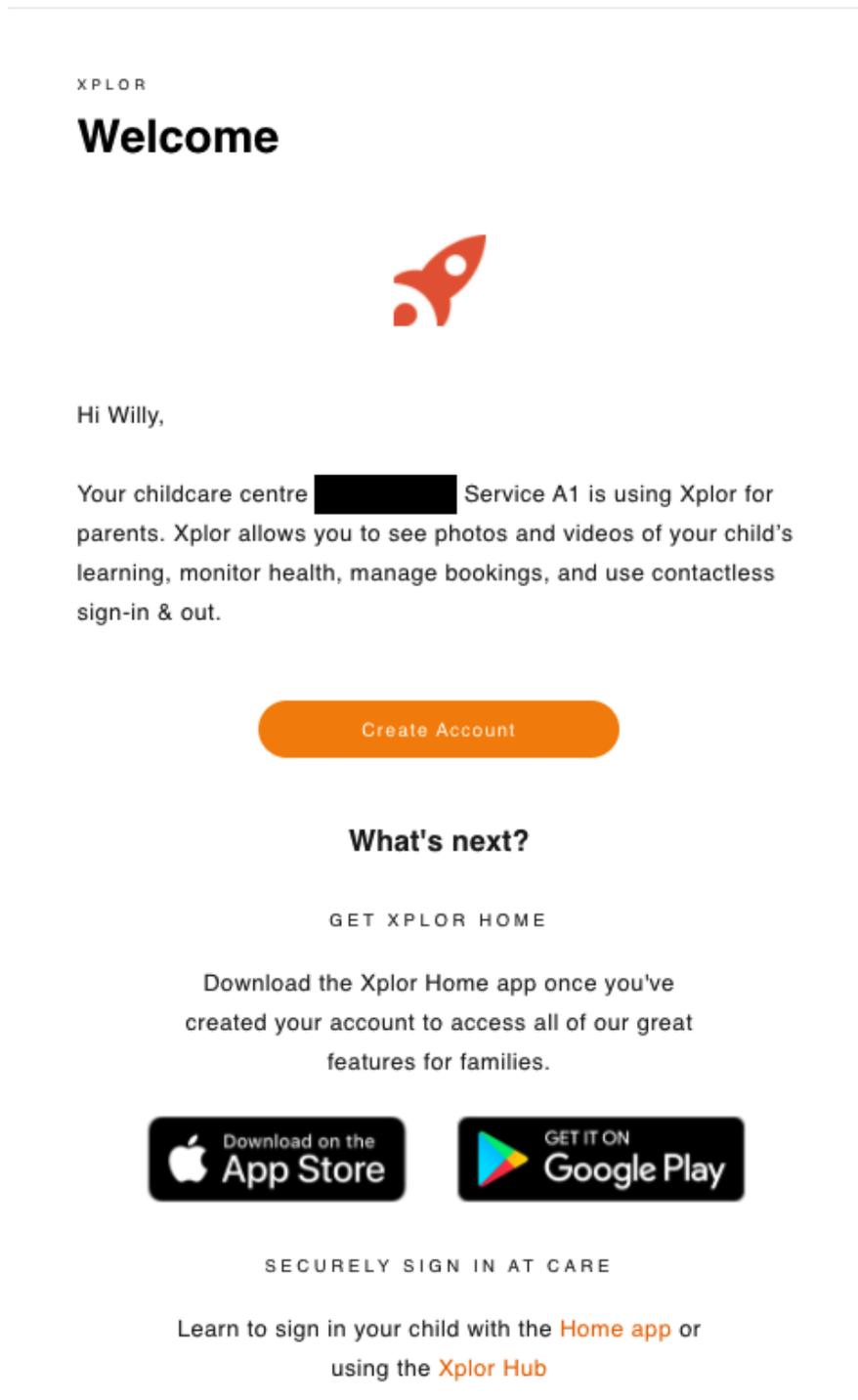
Click the orange 'Create Account' button, it will take you to the below screen. As a new parent who has not created an account before, select 'Create Account.'

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Welcome to Xplor

We are always super excited to welcome new users to Xplor and   Test Service A1.

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

From here, create a password that is 8 characters in length and includes a capital letter, number and special character. Then press 'Next.'

<

Create Password

Password

••••••••

Repeat Password

••••••••

Strength: Good

~~8 characters~~

~~passwords don't match~~

Next

Create a 4 digit Account Pin. This can be used to sign in with your mobile number which you will enter in the next step. Press 'Next.'

Enter your mobile number. Press 'Next.'

<

Enter mobile number

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

Mobile
0412123123

invalid phone number

Next

Press 'Finished"

Welcome Willy

You are now a proud new member of ███████ Service A1. For all future logins please use the email below.

Email
c██████e@███████████.com

Finished

That's it! You have created your Xplor Account! You can now use the email address and password listed to log into the Home App or Home Web.

Once you select 'Finished' you will automatically be taken to your Home Account.