

Dear Families,

I am writing to let you know that we will be rolling out a new digital software system to replace Qikkids / My Family Lounge / Kiosk.

**What is happening?**

We are moving to a new digital attendance system which will replace our current sign in / out functionality**.** It will be similar to the Kiosk we are currently using but will allow you to sign your children in and out **contactless** with a QR Code scanner from your phone, or using a phone number and PIN code.

**How will this happen?**

1. **On Wednesday 12 August** you will be invited via email to set up your account for the digital attendance system. Please keep an eye out for this email and create your password.
2. Once you have set up your account online, please download the parent app called [‘Xplor Home’](https://support.ourxplor.com/hc/en-us/articles/360038028271-Signing-In-Out-Home-App) and log in. This will allow you to sign in your child next week with the QR Code scanner.
3. If you prefer to sign in and out with your mobile and PIN, create an [Xplor ID](https://support.ourxplor.com/hc/en-us/articles/900000617423-Xplor-ID-Merging-accounts-together) from your welcome e-mail.

I encourage you to read the [Quick Start Guide](https://support.ourxplor.com/hc/en-us/categories/203542608-Home-Parent-) as well. In this guide it talks about some functions such as child portfolios and viewing observations, documentation and plans. These are functions that are not yet available to us but we hope to roll those out in the future. Also, if you are a current family, you can ignore the parts about CCS and adding bank details as these will be migrated over from our current system.

**\*\*Important information regarding your direct debit payments\*\***

Unfortunately, the new program does not allow us to choose multiple payment days. Therefore, payments will be deducted each fortnight for the amount outstanding and one week in advance. Direct debits will be delayed next week during the changeover period so **the next due date for payment will be Thursday 27 August and each fortnight thereafter**.

Understandably, this may take some time for families to adjust to so please do not hesitate to contact me if there are any issues in paying your account.

This is a big change and there are sure to be hiccups along the way but it is one we are undertaking to help us provide a better experience for our families.

If you have any questions, please don’t hesitate to contact me.

Kind regards, Mel