

# Welcome Home

Connect with those who matter.



# FOR PARENTS



## **Everyday essentials.**

Home helps your child get the best start in life by personalising their learning. Relive important moments in a private online community that grows with them over time.

## **What you want to know. And what you will want to know.**

With Home, you can feel close when you're far away. Your child's educators can send you real-time updates, photos and videos throughout your day.

## **Digital Attendance. Simplified.**

Easy digital check-in with personal passcodes. Add guardians to pick up your child, and see when your child is checked in or out.

## **Instant Bookings. Get off to a quick start.**

Give families more convenience and certainty with bookings that can be made 24/7.

## **Stay connected.**

Follow your child's learning outcomes and activities in real time. Photos, videos and audio recordings are shared to your child's profile in a secure online environment.

# Health.

Nothing is more important than your child's health.

Rather than relying solely on delayed feedback, you'll be able to regularly track your child's symptoms and medications

Even share the information with your doctors for a bigger - and better - picture of your child's health.



## **Smarter about you. Smarter for you.**

When you open Home, you see three distinct categories: Medication, Nutrition and Sleep. Each plays an important role in your child's overall health. Home has a handy Today view which shows all your child's stats at a glance but also allows you to delve into each category.

### **Medication.**

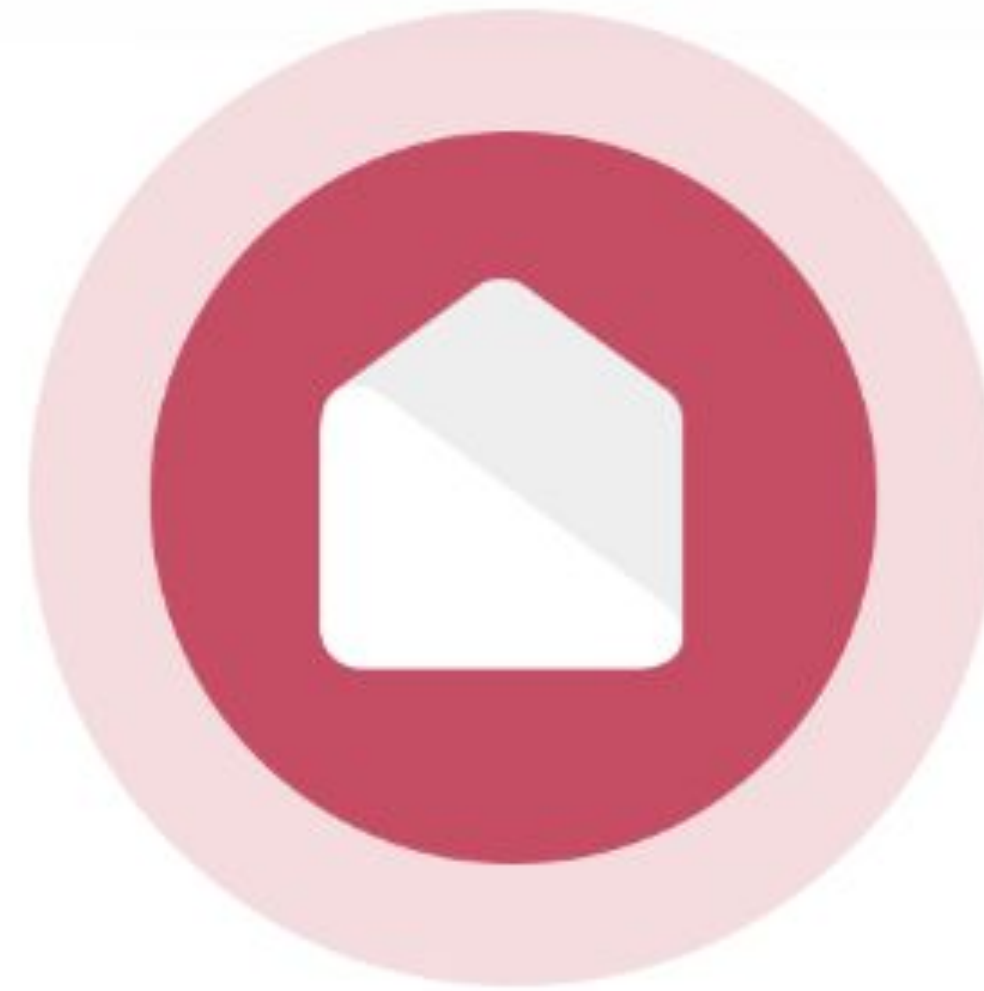
If your child is taking medication, Home makes it easy for you to keep track of your child's dosage with clear alerts whenever a medication has been administered.

### **Nutrition.**

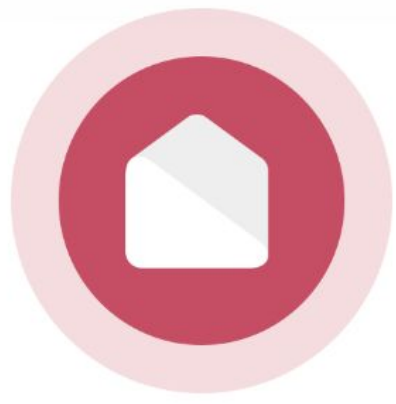
Whether you're helping your child try new foods or a host of other important nutritional metrics, the Home App makes it easier to manage your goals and watch exactly what they eat while in care. With Home, you'll always know if your child is getting the nourishment they need.

### **Sleep.**

Good sleep helps restore and repair your child's body to support their growth. The sleep function in Home allows you to monitor the amount of sleep your child is having during care, so you can keep your child in a healthy sleep routine.



# HOME TRAINING



# HOME APP.

Search for 'Xplor Home' in your device's App store.



Quick and easy day to day use by Parents on the go. Keep up to date on your child's day in care.

 **MANAGE BOOKINGS**

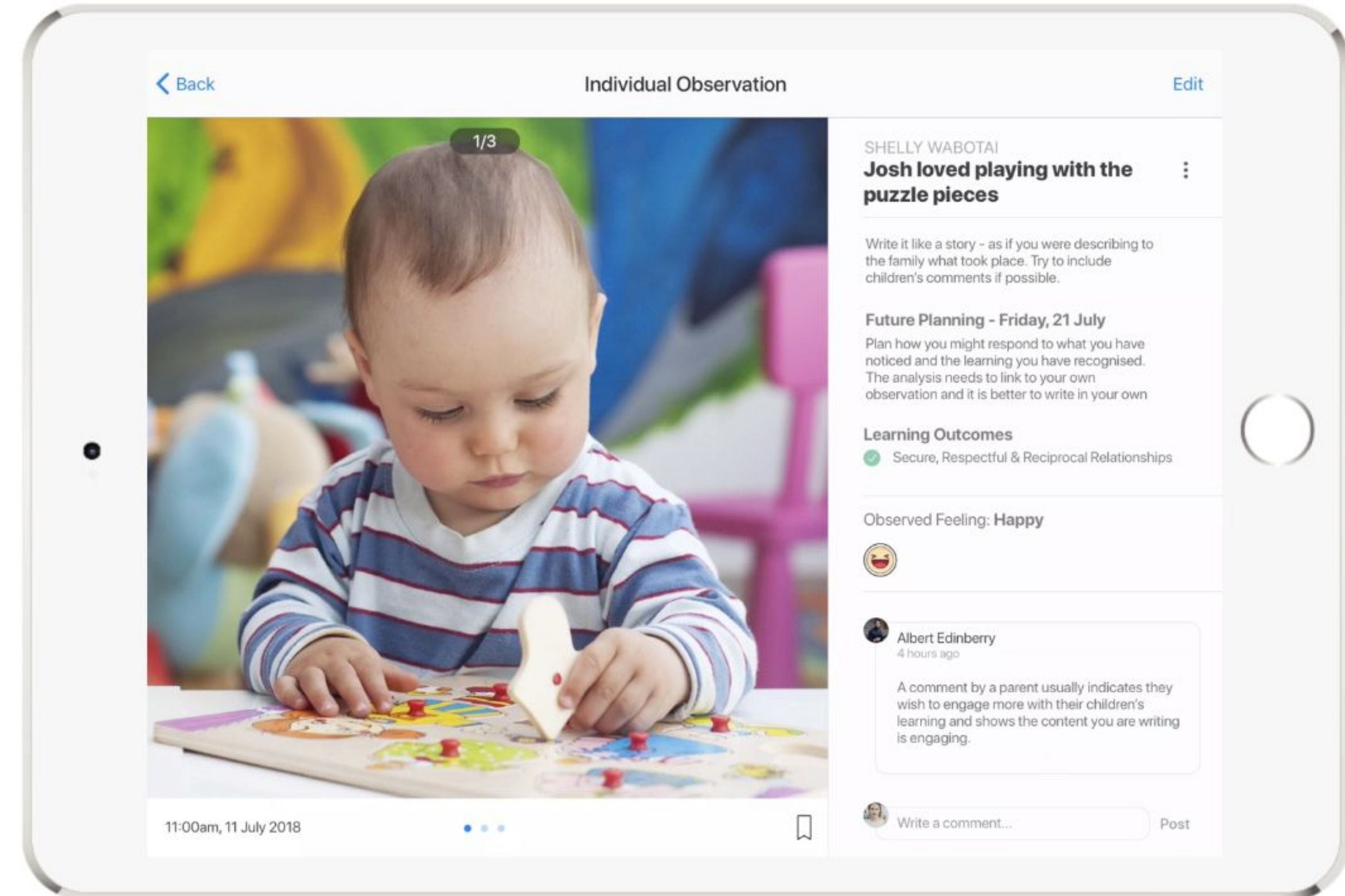
 **VIEW OBSERVATIONS**

 **HEALTH EVENTS**

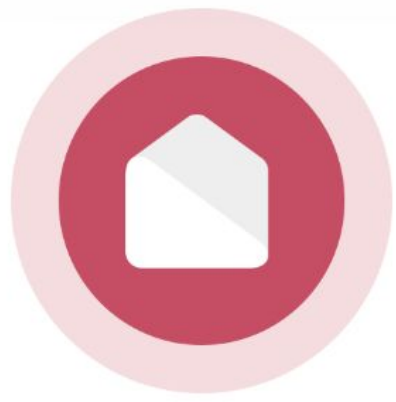
 **FINANCE**

 **INVITE HUB GUESTS**

 **CREATE MOMENTS**



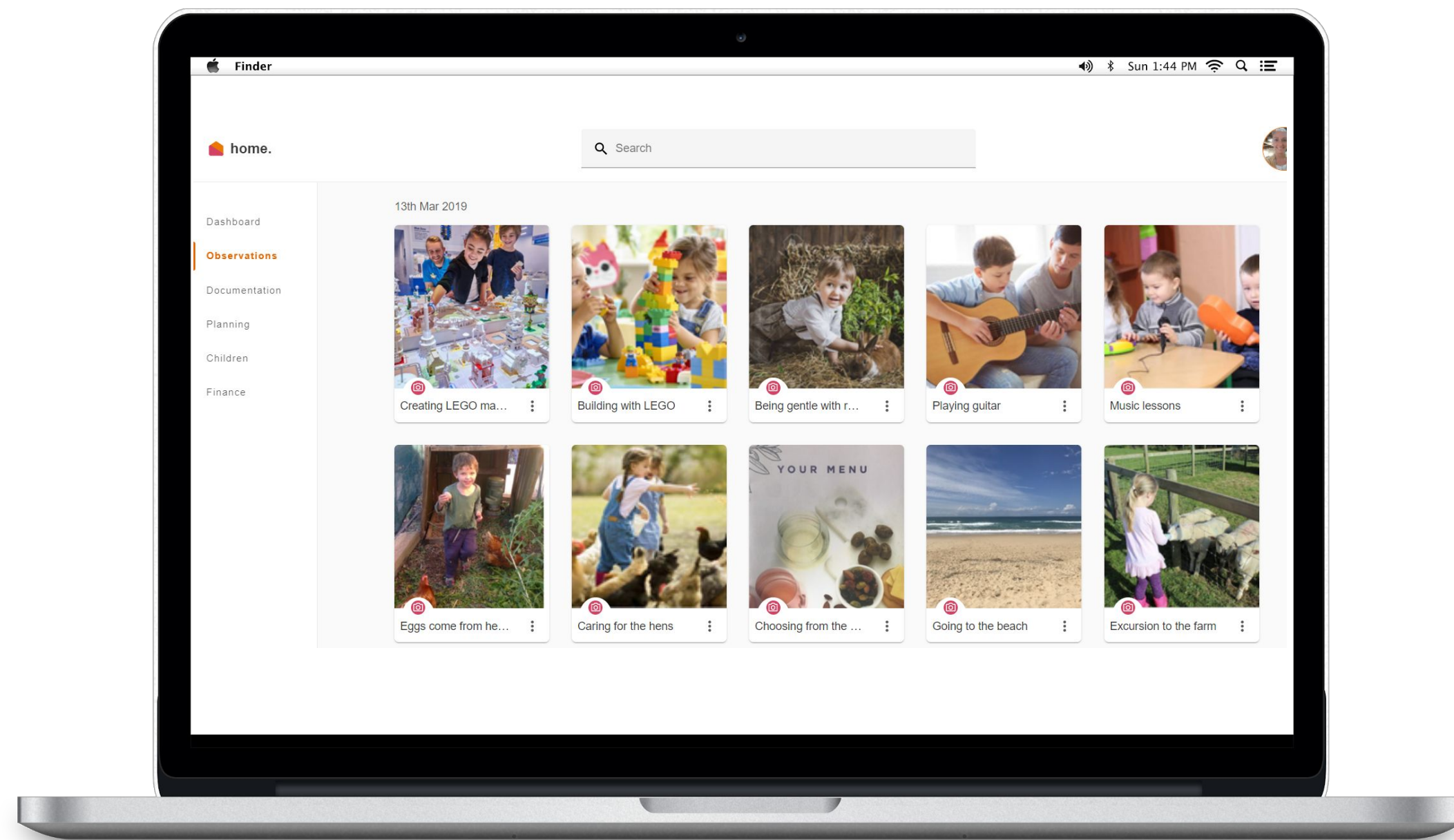




# HOME WEB.

home.myxplor.com

Website access to document based content.  
View Planning and Documentation.  
Reports and Financials



 **VIEWING  
OBSERVATIONS**

 **VIEWING  
DOCUMENTATION**

 **CHILD  
PORTFOLIOS**

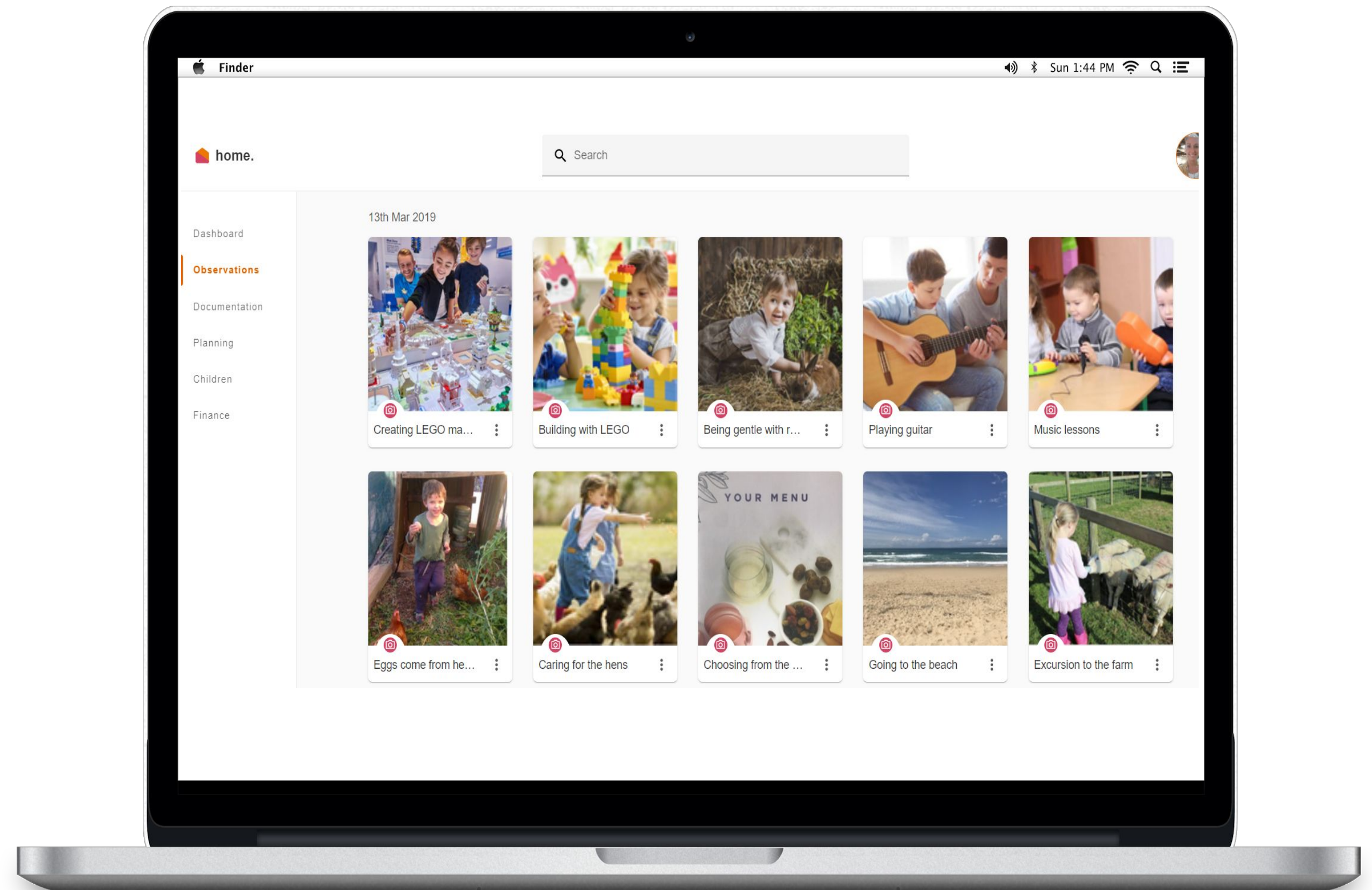
 **SIGN CWA  
AUTO DEBIT SETUP**



# VIEWING OBSERVATIONS, DOCUMENTATION AND PLANS

## Follow these steps.

1. Please use a computer and Google Chrome
2. Parent logs into home.myxplor.com
3. Select Observations, Documentation or Planning menu items to view the learning documentation your service has published for your child.





# CCS. Signing a CWA

## Xplor and MyGov.

As a parent, you will need to accept a CWA for each child in Xplor to be eligible for subsidies under a CWA enrolment.

## Follow these steps.

1. Please use a computer and Google Chrome (otherwise the CWA may not show up correctly)
2. Primary Carer logs into home.myxplor.com
3. Click on children. If you have multiple children, click on the first child you would like to approve a CWA.
4. Click CWAs
5. If there is a CWA to sign, look over the bookings and fees, click "Accept".
6. If there is not a CWA, inform your centre admin, so they can update your enrolment.

### Parent Agreement

## Complying Written Agreement

**We'll keep this short and sweet:** The Complying Written Agreement (CWA) is part of the new Child Care Subsidy (CCS) being rolled out by the Australian Federal Government. The CWA is an agreement between the care provider and parent/guardian which establishes the basis on which care will be provided to a child.

You will need to approve this agreement and any future changes to your routine sessions.

### Parties to the Agreement



Service



Parent



Child

DOB: 16th Mar 2017

### Routine Sessions

The routine sessions of care that will be provided to [redacted] are outlined below. This includes the usual start and end times for these sessions of care and the daily rates. While casual sessions are not displayed, you are still able to book these by contacting your child care provider or by using Xplor Mobile Bookings.

Your care is provided on a **weekly** schedule:

**Monday**      **Tuesday**      **Wednesday**      **Thursday**      **Friday**      **Saturday**      **Sunday**

6:30am - 6:30pm, \$109.50

### Fees

Need to view your fee schedule? View the fee schedule for Community Kids Cranbourne Early Education Centre on your parent portal.

### Declaration

I understand by clicking the button below:

1. I confirm the above correctly reflects my child's expected regular schedule.
2. I agree to the referenced fee schedule.
3. I understand care may be provided on a casual or flexible basis where available at my service(s) at my request.
4. I understand that the fee schedule may vary from time to time as notified by my child care provider and reflected in an updated fee schedule.

This was agreed on 17th May 2019 by [redacted]



# CCS



Once you have approved the CWA in Xplor, **if you are new to CCS** you will need to confirm the enrolment in MyGov.

If there are no tasks - Please allow the government system to update for up to 48 hours. In order to display the enrolment after you have approved the CWA.

### **Complete tasks in MyGov.**

- Please complete the Activity Test.
- Confirm the CCS enrolment.
- Please do not 'dispute' the enrolment based on the start date, as this can only be changed by the centre admin in PRODA (PEP portal) after the CWA has been signed and enrolment has been accepted
- The start date is generated based on the date the CWA was created and signed.

Please understand that only once the CWA has been signed are you entitled to receive subsidy. The later you sign the CWA the later you will receive subsidy.

### **More details on confirming enrolments in MyGov are available at:**

<https://www.humanservices.gov.au/individuals/online-help/centrelink/confirm-your-childs-enrolment-details-child-care-subsidy>



# Adding Bank Details

home.  SC Samwell Carmi

Dashboard  
Observations  
Documentation  
Planning  
Children  
**Finance**

Finance Statement **Auto Debit Setup**

Credit Card Details  Bank Details

Enter Card Number

Exp Date  
Month  Year

CW

Name on Card

Billing Agreement

## Adding Bank Details

Follow these steps.

1. Primary carer to login via home.myxplor.com using their email and password. Click "Forgot Password" if you are having issues with logging in
2. Select "Finance" in the left side menu
3. Select "Auto Debit Setup"
4. You can choose to enter your credit card details or your bank details
5. Read through the billing agreement, then select 'Agree'. If you have any concerns about this, please reach out to your service
6. Once you have saved your banking details successfully, the administrator can set up the families preferred billing schedule/or the schedule required by the service
7. You can edit your banking details through this tab at any stage
8. Please get in touch with the administrator if you have any issues and they will be able to assist or get in contact with support on the families behalf

Please note - only the primary carer can add and update bank details.





# HUB TRAINING

# HOW TO SIGN IN A CHILD USING THE HUB



**HUB FOR PARENTS**



**HUB FOR GUESTS**



**MERGING  
ACCOUNTS  
FOR MULTIPLE  
PROFILES**





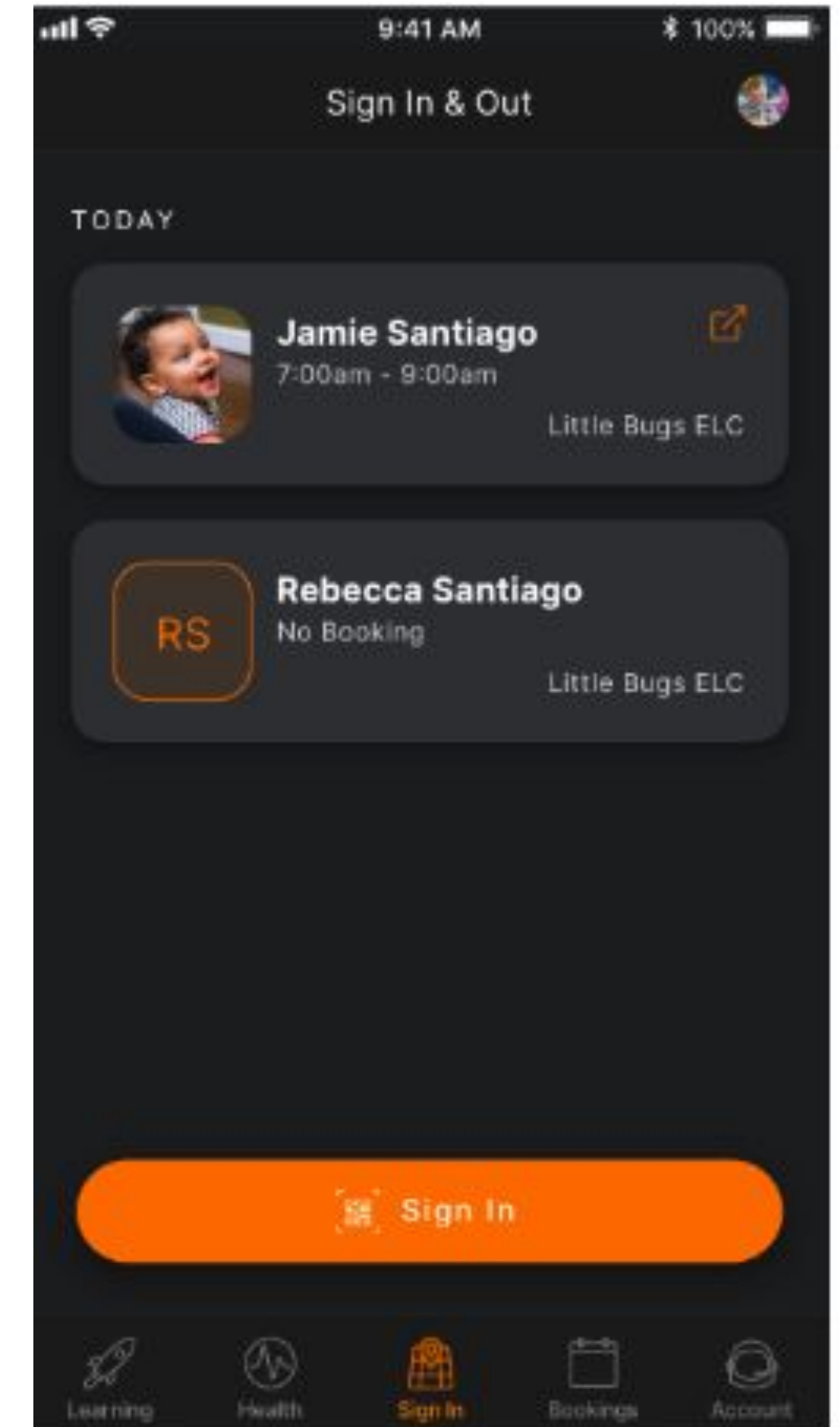
**PARENT SIGN IN**



# CONTACTLESS SIGN IN FOR PARENTS

The fastest and most hygienic way to sign a child in and out is to follow these steps:

1. From your Xplor Welcome email, Create a Password
2. Download the Parent App 'Xplor Home' from the App store and sign in on the app with your e-mail/password
3. Arrive at your service and open the Home app. Select 'Sign in' and Scan the QR code located on the HUB



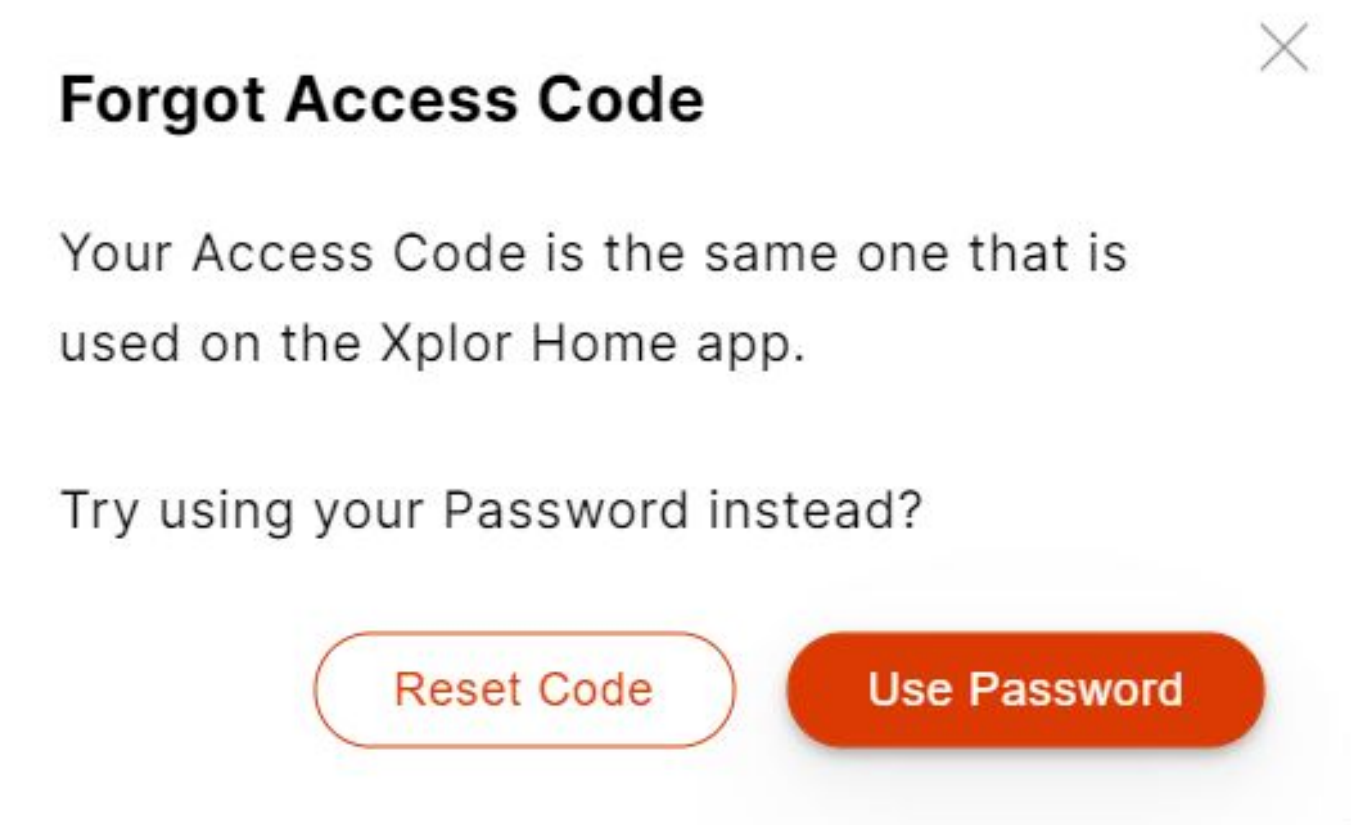
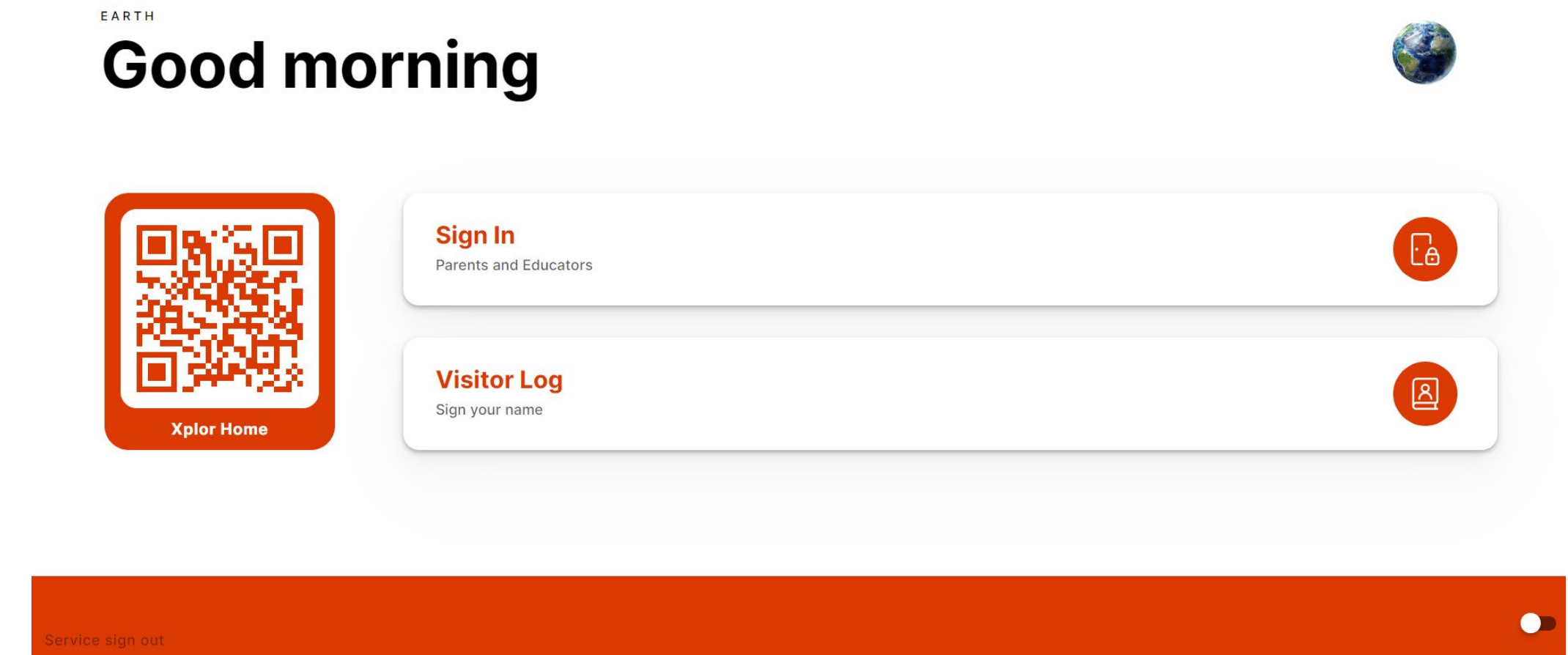




# E-MAIL HUB SIGN IN FOR PARENTS

As a parent, you can also sign in your child on the HUB with an e-mail address & password. Follow these steps:

1. From your Xplor Welcome email, create a Password
2. Arrive at your service and on the HUB, tap 'Sign In'
3. Select 'Forgot Code' and then tap 'Use Password'
4. Enter your e-mail address and password to sign in your child

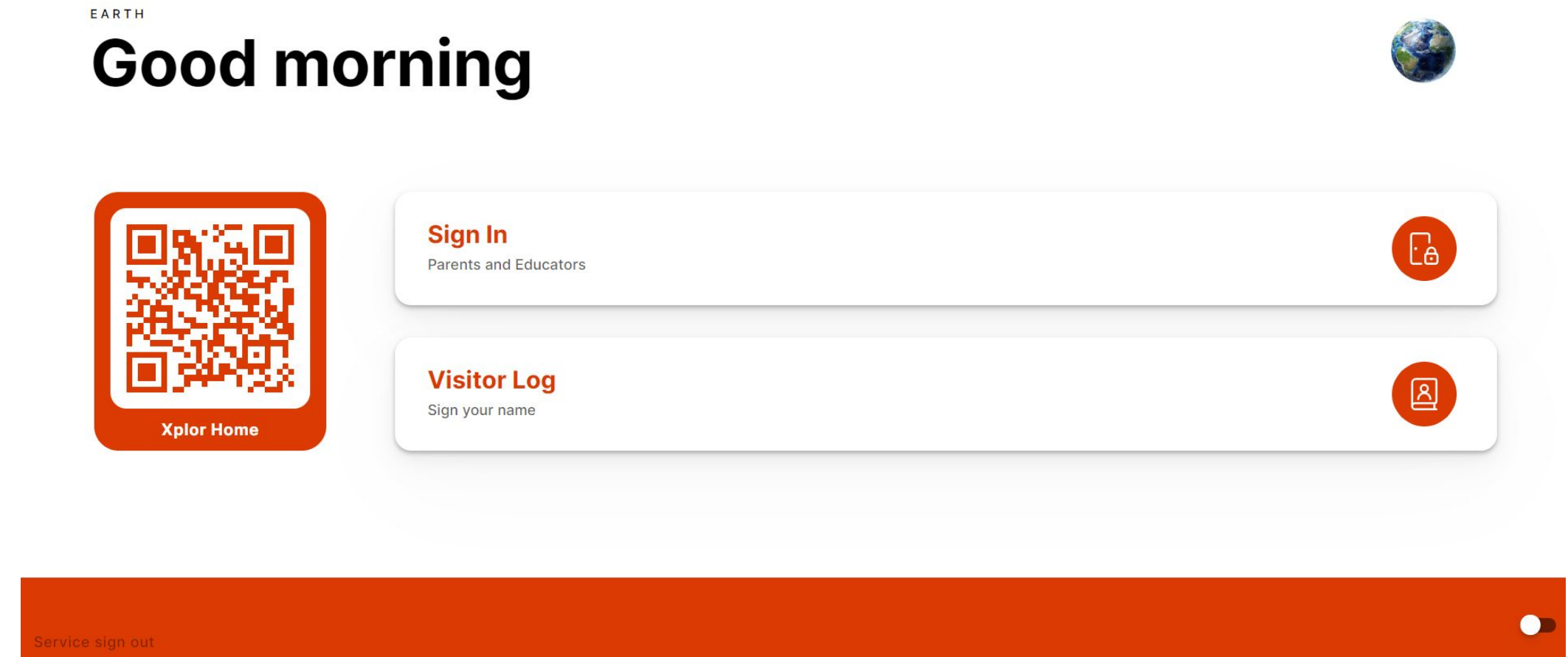




# MOBILE HUB SIGN IN FOR PARENTS

As a parent, you can also sign in your child on the HUB with a Mobile number and pin. This is called an 'Access Code'

1. From your Xplor Welcome email, create a Password
2. From your Xplor Welcome email, select 'create your Xplor ID'
3. Enter your e-mail address and password.
4. Select 'Merge Profiles' (even if you do not have multiple profiles)
5. Enter your e-mail address again and follow the prompts
6. Enter your mobile number and access code and follow the prompts
7. Arrive at your service and on the HUB, tap 'Sign In'
8. Enter your 'Access Code' (Mobile and Pin) to sign in your child



## SETUP YOUR ACCESS CODE

Sign in faster at the Xplor Hub tablet by **creating your Xplor ID**. Press 'Merge Profile' to create your Xplor ID.





# HUB GUEST SIGN IN

**Please note: Contactless sign in via the QR Code on the HUB is not yet available for HUB GUESTS. They must use the HUB with e-mail/password or mobile/pin**

# Hub Guests

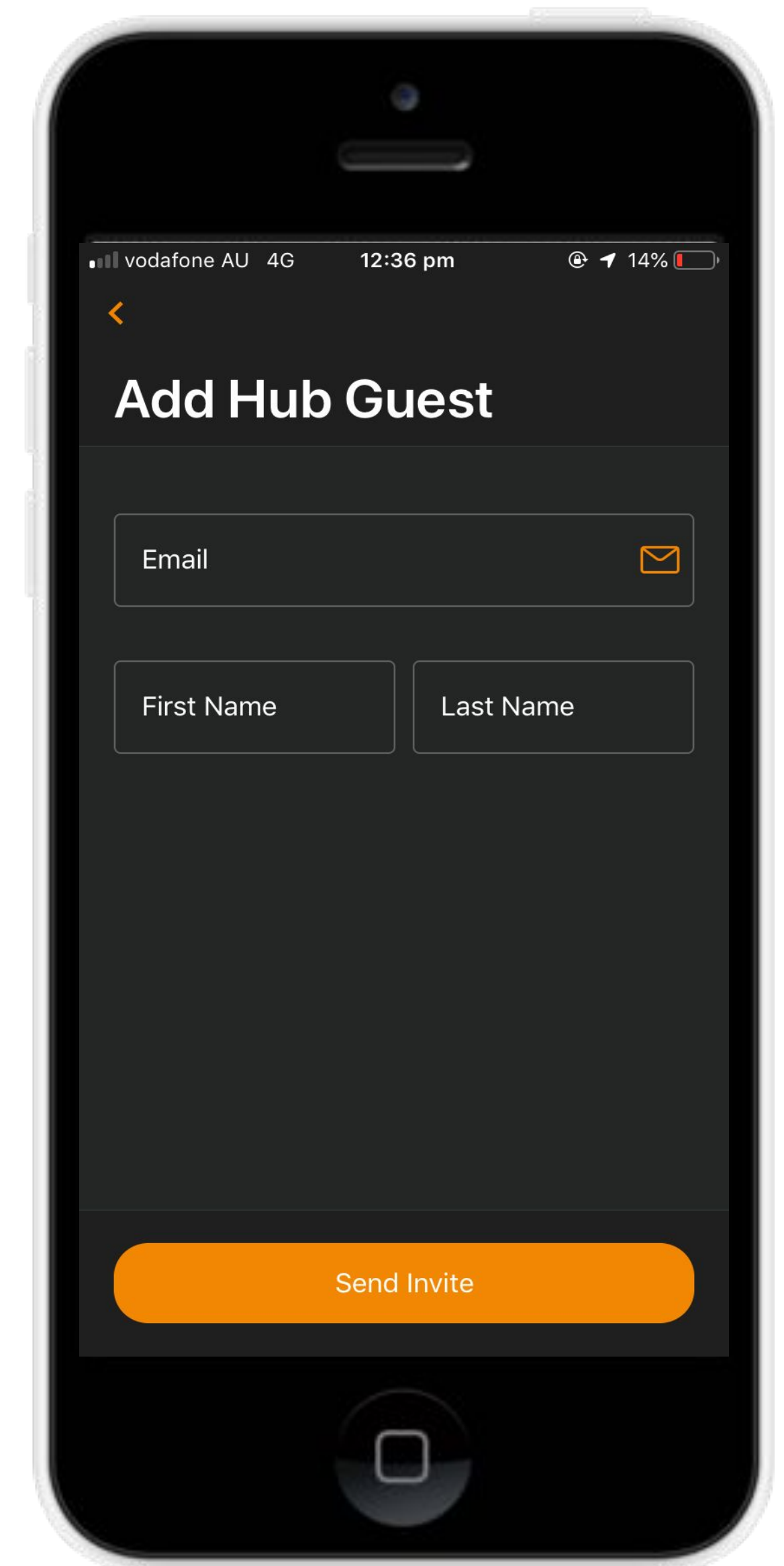
## Adding Hub Guests

Hub Guests are family and/or friends who have an account to pick up and drop off your child.

To give someone access to this feature, a parent needs to invite the person via email from their Home App.

### How to invite an Xplorer via the mobile App?

1. Parent needs to download the Home App and login
2. In the Home App, go to 'Account'
3. Click the 'Hub Guests' menu.
4. Click the '+' icon in the top right corner of the page.
5. Input the details required for the new Hub Guest and click 'Sent Invite'



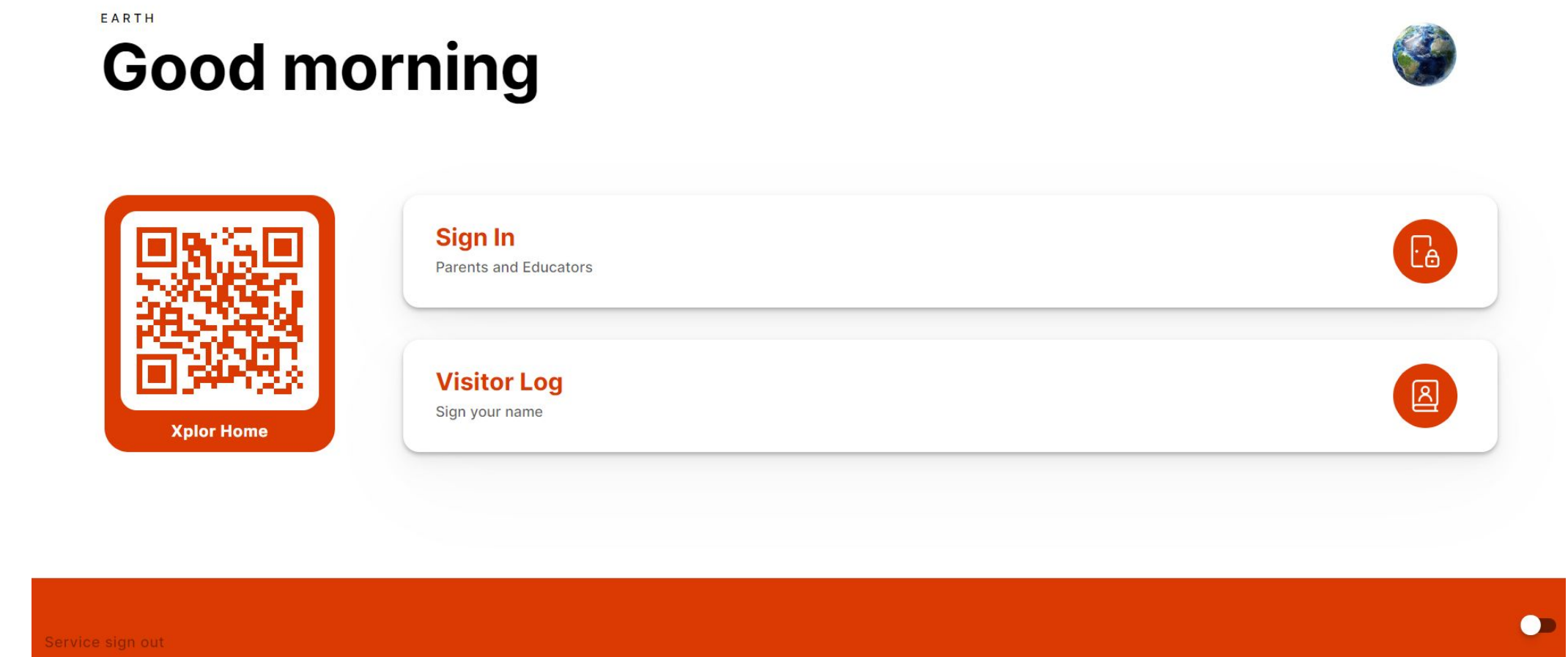




# E-MAIL HUB SIGN IN FOR HUB GUESTS

As a HUB GUEST you can sign in/out a child with your e-mail address & password. Follow these steps:

1. From your Xplor Welcome email, create a Password
2. Arrive at your service and on the HUB, tap 'Sign In'
3. Select 'Forgot Code' and then tap 'Use Password'
4. Enter your Email address and password to sign in the child



## 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



# MERGING PROFILES



# MERGING PROFILES - XPLOR ID

Xplor ID is a tool that allows you to link multiple Xplor Profiles (with different email accounts), and sign in to all your profiles on the HUB with one easy access code.

This is particularly useful if you are a parent who is also an educator, or if you are a parent of children at multiple services using Xplor, or if you are a parent and a hub guest of another child.

1. From your Xplor Welcome email, create a Password
2. From your Xplor Welcome email or, select 'create your Xplor ID'
3. Enter your e-mail address and password.
4. Select 'Merge Profiles'
5. Enter in your email address of your other Xplor profiles and follow the prompts to set up an access code and confirm
6. Arrive at any of your services and on the HUB, tap 'Sign In'
7. Enter your 'Access Code' (Mobile and Pin) to sign in the child or to your shift if you are an educator.





# Get in touch with us.

WE'RE HERE TO HELP

## LOCATION

3/520 Bourke Street  
Melbourne, VIC 3000

## HOURS

MON-FRI  
7am - 7pm AEDT

## CONTACT US

[support@myxplor.com](mailto:support@myxplor.com)

## MORE INFO

<https://support.ourxplor.com/>

