



Xplor Home

For Parents



Setting up your Xplor Account for the first time

- 1 Check for an invitation email in your Inbox and select **Create Account**.
- 2 Click **Create Account**.
- 3 Tap **Password**.
- 4 Enter **Mobile Number**.
- 5 Enter **Account Pin**.
- 6 **All Done!**

1 Welcome

Hi Wilma,

Your childcare centre Bedrock ELC 1 is using Xplor for parents. Xplor allows you to see photos and videos of your child's learning, monitor health, manage bookings, and use contactless sign-in & out.

Create Account

What's next?

GET XPLOR HOME

Download the Xplor Home app once you've created your account to access all of our great features for families.

Download on the App Store GET IT ON Google Play

SECURELY SIGN IN AT CARE

Learn to sign in your child with the Home app or using the Xplor Hub

2 Welcome to Xplor

We are always super excited to welcome new users to Xplor and Bedrock ELC 1.

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

3 Create Password

Password

Repeat Password

Strength: Good

8 characters

passwords don't match

Next

4 Enter mobile number

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

Mobile

0400000000

invalid phone number

Next

5 Create Account Pin

Your four digit PIN can be used with your phone number to sign into Xplor.

Pin

Repeat Pin

4-digits

pins don't match

Next

6 Welcome Wilma

You are now a proud new member of Bedrock ELC 1. For all future logins please use the email below.

Email

xploruser123+wilmaf@gmail.com

Finished

Already have an Xplor account?

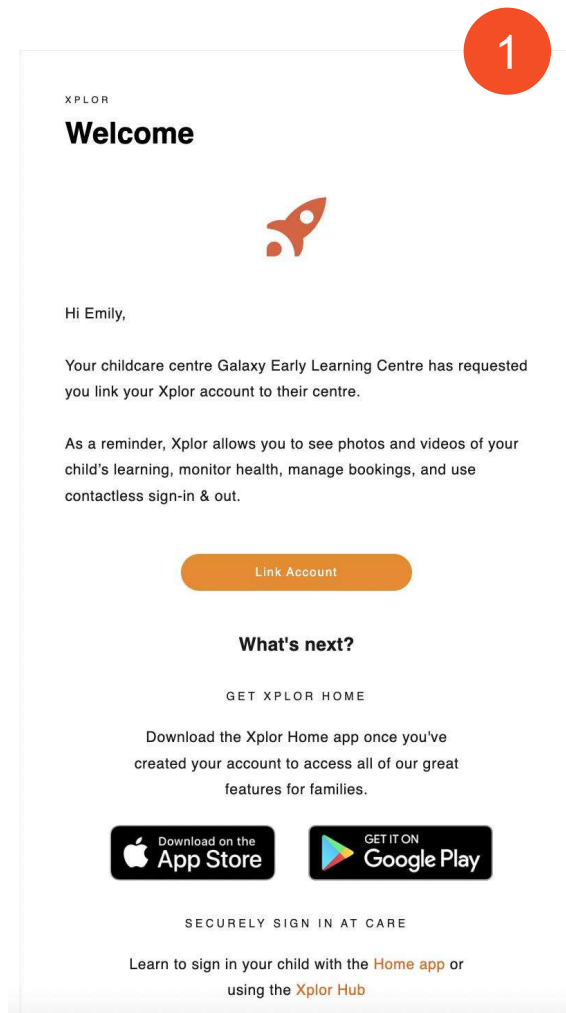
1

Check for an invitation email in your Inbox and select **Link Account**.

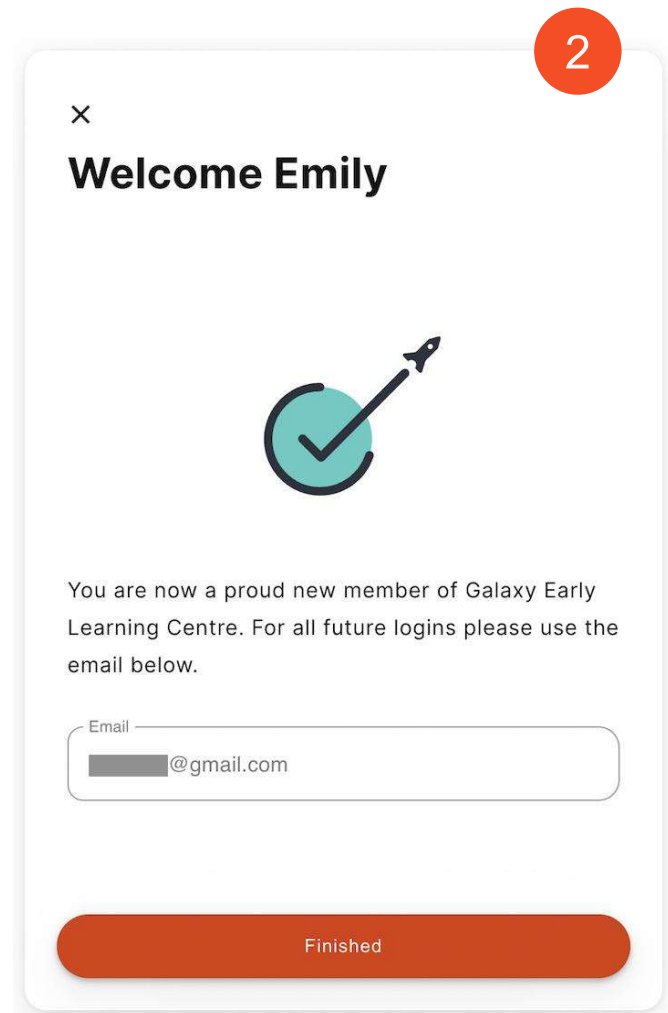
2

All Done!

The system will automatically detect if your email address is currently registered with Xplor and will automatically merge your accounts together



1



2



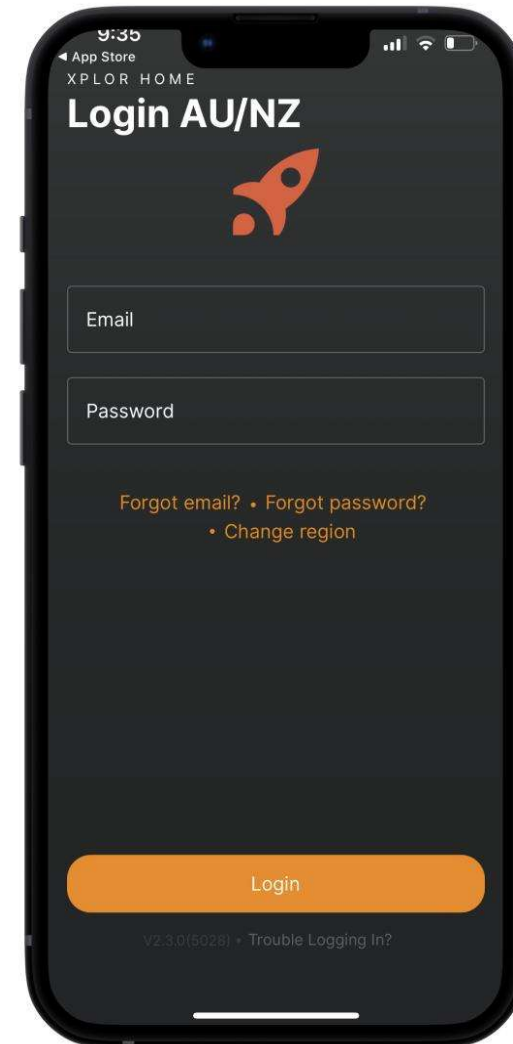
Logging In

Now that you have set up your account with Xplor and your service, you are now ready to log in to either the Home App and Home Web!

- 1 Check for an invitation email in **Download the Home App** via the Google Play Store or Apple Store.
- 2 Login using your **Email & Password**.
- 3 All Done!

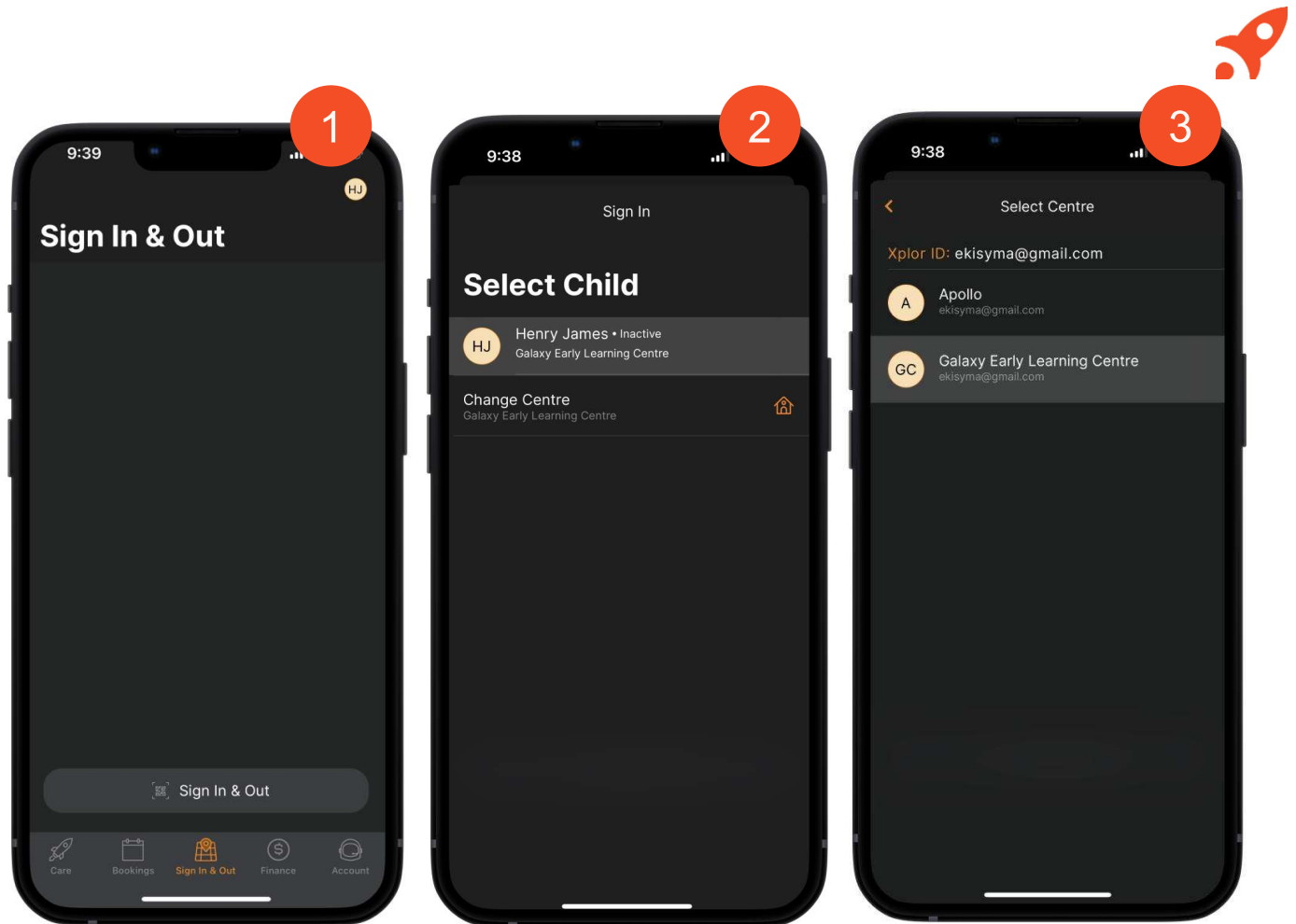
You can also log in any time on the Parent Home Web platform by going to **home.myxplor.com**.

[See here for Home App FAQs](#)



Toggle between different services

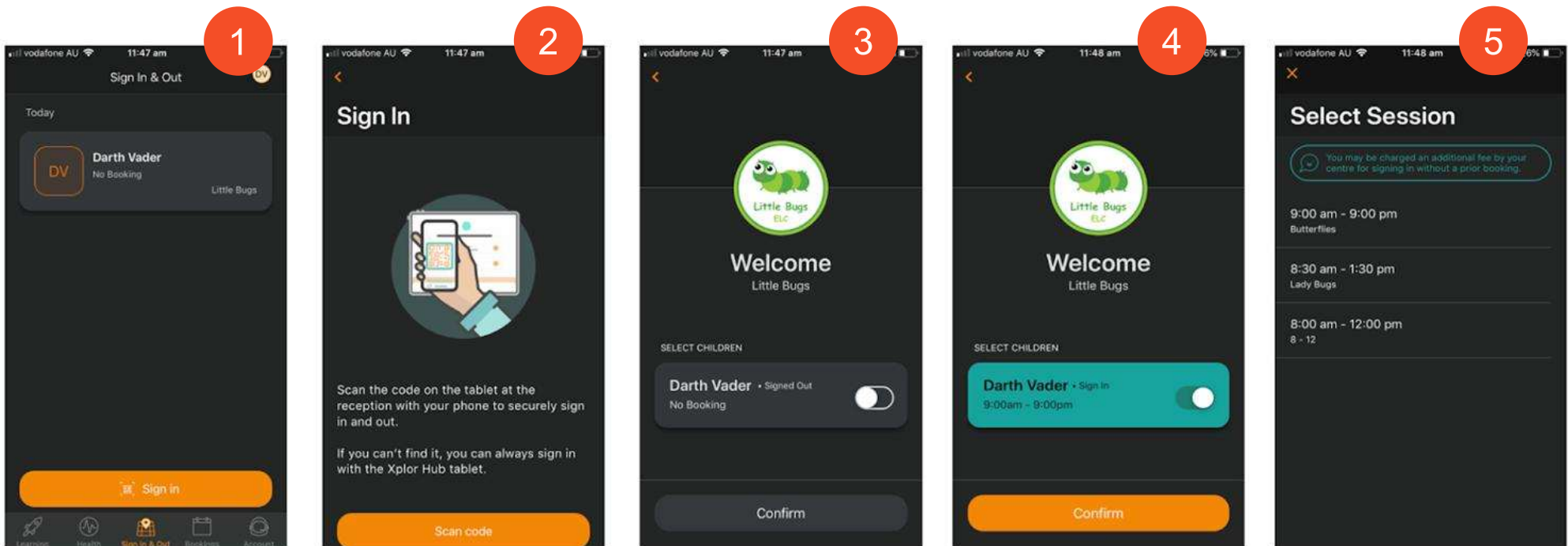
- 1 Open the **Xplor Home App**
- 2 Click on the circle in the **Top Right Hand Corner**
- 3 Select **Change Centre**
- 4 Select the **Service** from the list



Sign In Option 1: QR Code



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

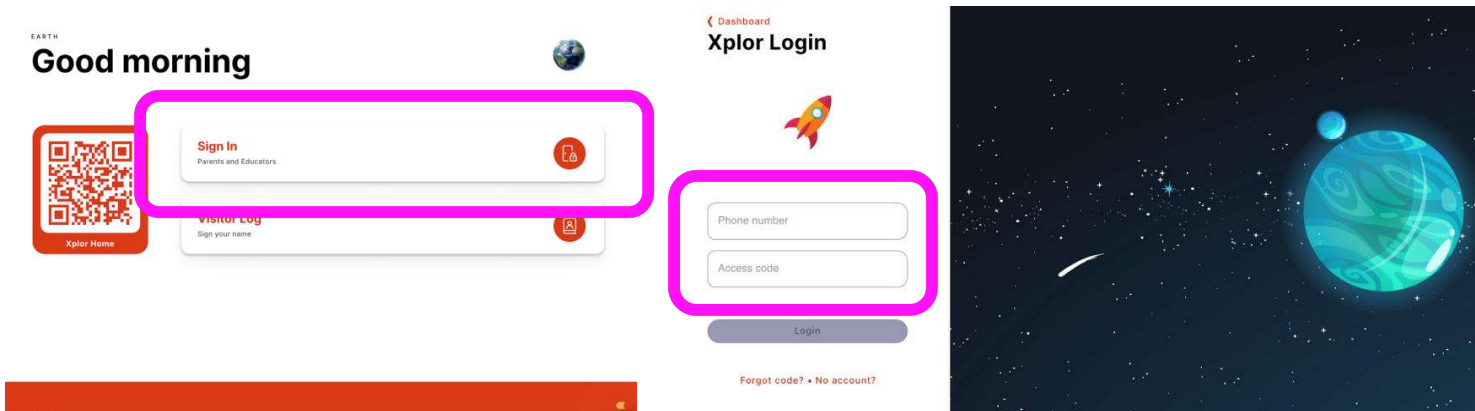
2. Tap scan code and scan the code on the HUB tablet

3. Toggle on the child you'd like to sign in or out

4. Confirm

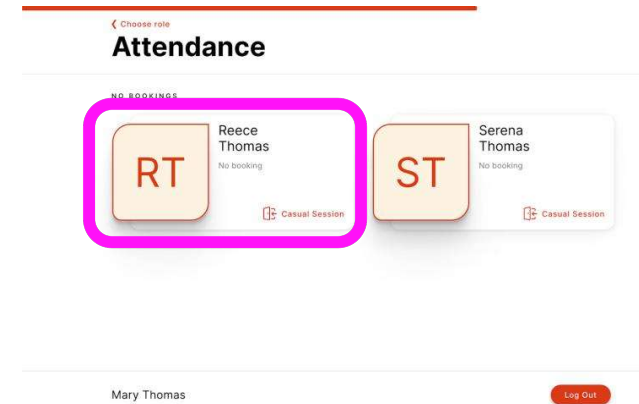
5. Select the session

Sign In Option 2: Mobile and Pin



1 Tap **Sign In**

2 Enter **Mobile Number** and **PIN**

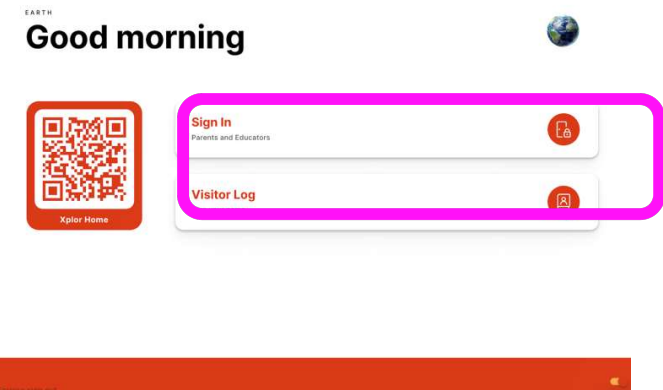


3 Tap your child's name to sign in or out

Sign In Option 3: Email and Password



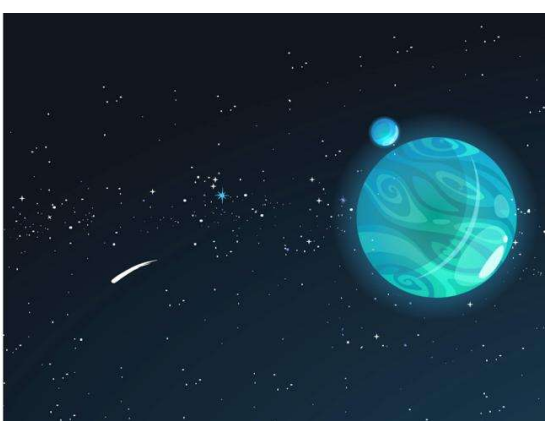
1 Tap **Sign In**



2 Tap **Forgot Code?**



3 Tap **Use Password**



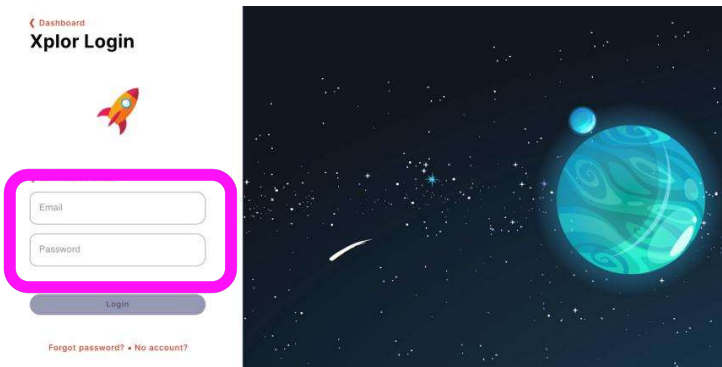
Forgot Access Code

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

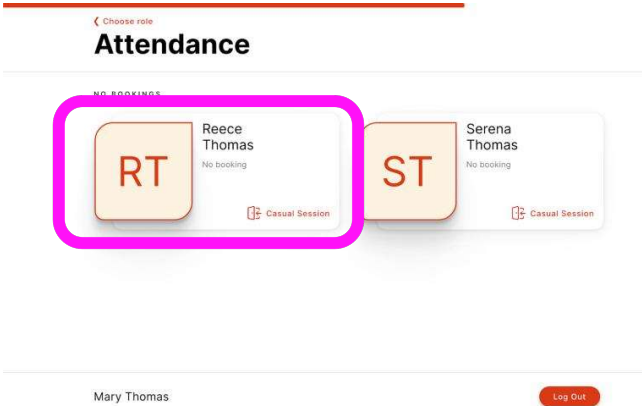
Try using your Password instead?



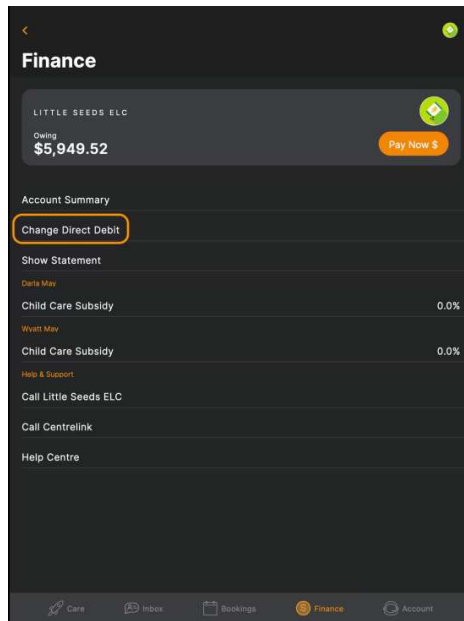
4 Enter **Email and Password**



5 Tap your child's name to sign in or out

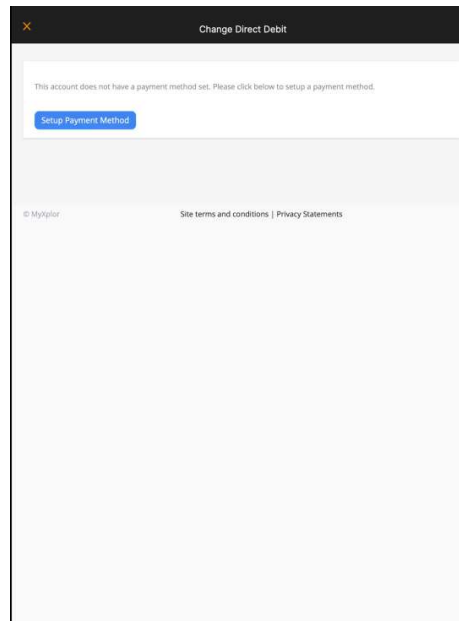


Adding/Checking Direct Debit details through the Home App



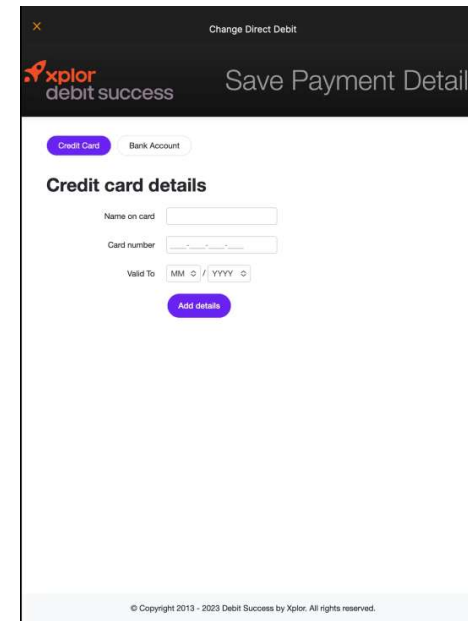
1

In the Home App,
navigate to **Finance**
> **select the centre**



2

Click **“Setup Direct Debit”** and follow the prompts



3

Enter details and
select **“Add Details”**

Adding/Checking Direct Debit details through the Home Web



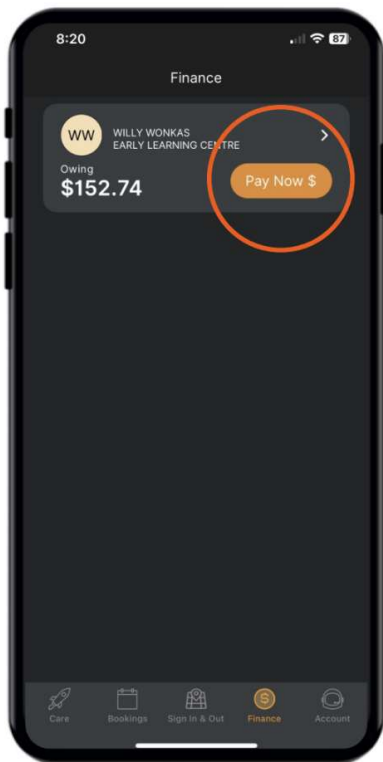
The screenshot shows the 'home.' logo and a search bar at the top. A sidebar on the left lists navigation options: Dashboard, Moments, Observations, Documentation, Planning, Children, and Finance (highlighted with an orange bar). The main content area is titled 'Finance' and has a sub-tab 'Stater'. Under the 'Statement' section, there is a 'Start' date field set to '17/04/2020' with a calendar icon. Below this are fields for 'Opening Balance' and 'Closing Balance'. A 'History' section is visible at the bottom.

The screenshot shows the 'home.' logo and a search bar at the top. A sidebar on the left lists navigation options: Dashboard, Moments, Observations, Documentation, Planning, Children, and Finance (highlighted with an orange bar). The main content area is titled 'Finance' and has sub-tabs 'Statement' and 'Auto Debit Setup' (highlighted with an orange bar). Under the 'Auto Debit Setup' section, there is a form for 'Earth XPay Create Account'. The form includes fields for First Name (Mary), Middle Name, Last Name (Thomas), Email (justinec+mary@myxplor.com), Phone, Address 1, Address 2, Country, State, Suburb, and Postcode. Below the form, there is a section for 'You warrant, declare and acknowledge that:' with two numbered prompts.

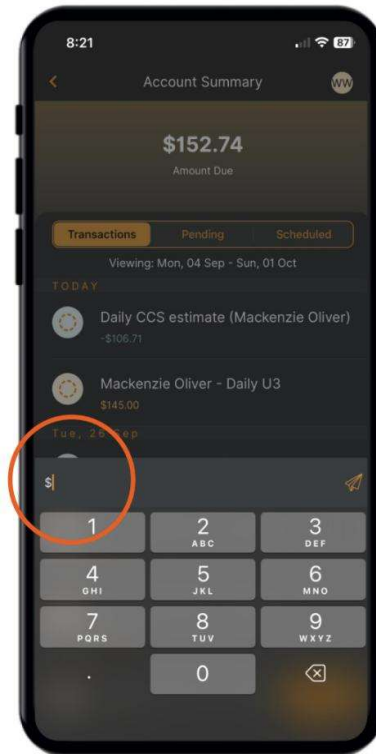
1 Login to home.myxplor.com then click “Finance”

2 Click “Auto Debit Setup” and follow the prompts

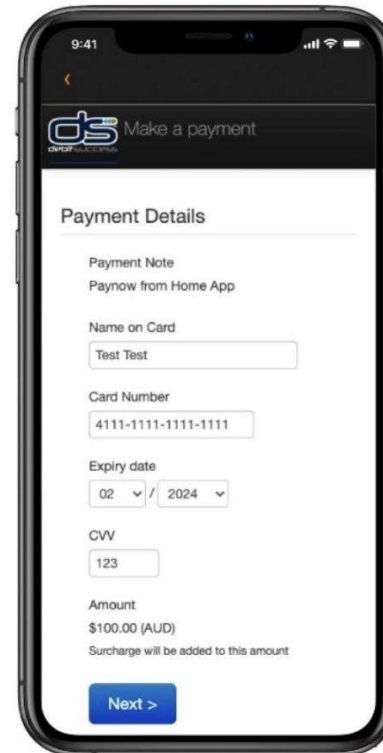
Using Pay Now



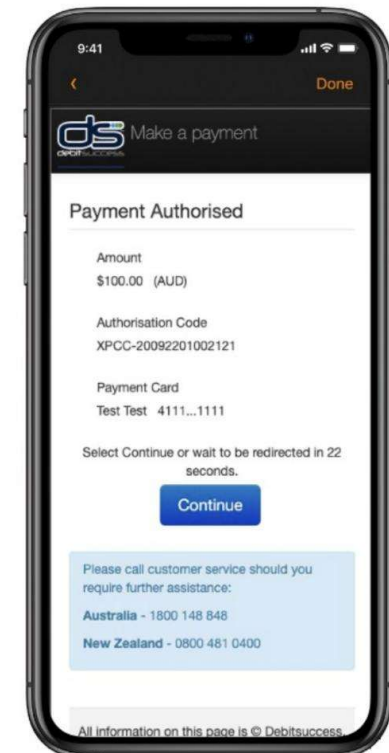
1 Go to **Finance** then click **Pay Now**



2 Enter the **amount** then click the **send icon**



3 Enter your **card payment details** and confirm the amount is correct

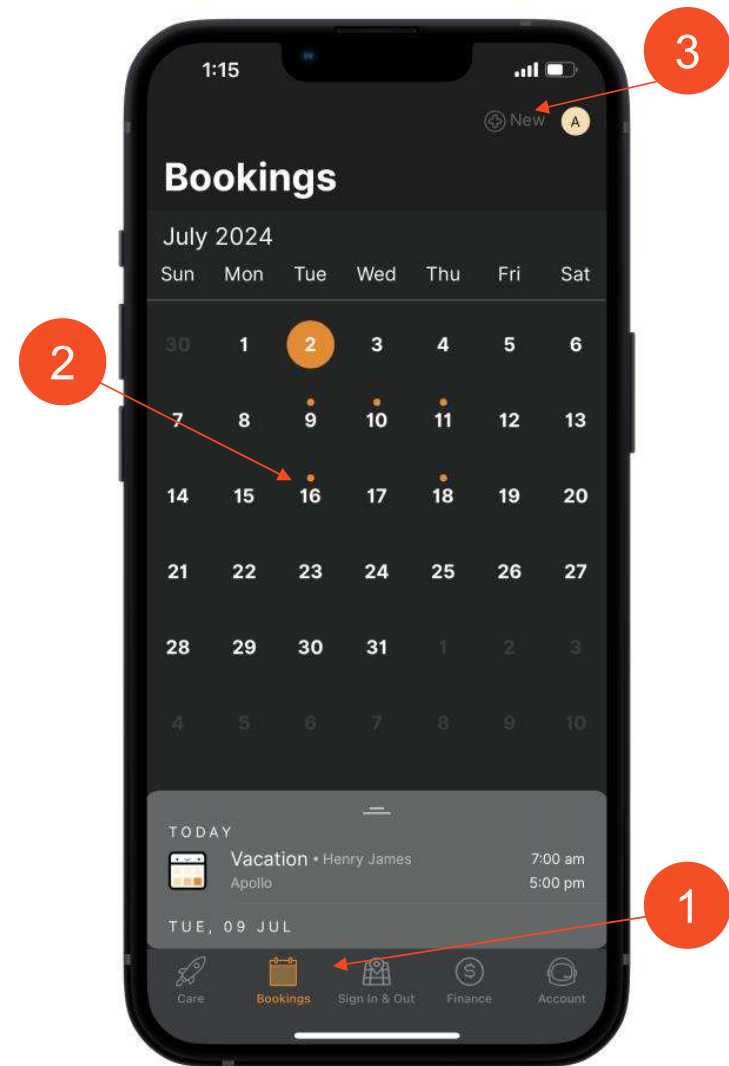


4 **Review** your payment details and submit your payment

Managing your child's bookings on the Home App

- 1 Select the **Bookings** option in your **Home App**
- 2 Any future bookings will be indicated by an **orange circle** in the calendar. You can tap on those dates to view more details about the booking
- 3 Tap the **+ New** icon on the top right corner to request for additional bookings/absences
- 5 You will receive a push notification once the service admin has rejected/accepted the booking request

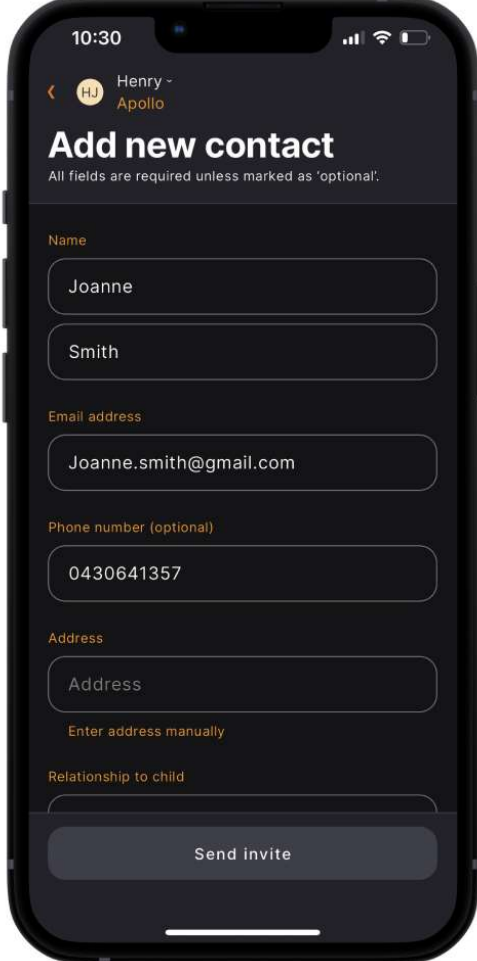
Note: You may not see future bookings until after your services Go Live date



Invite family and/or friends to pick up and drop off your child

How to invite a Contact via the Home App for Collection

- 1 As the Primary Carer, navigate to **Account** then select **Contacts**
- 2 Select the Child you are wanting to add a contact to
- 3 Press the **+ADD** on the top right of the screen
- 4 Select either **Add Existing Contact** or **Add New Contact**
- 5 Fill out the **Contact details**
- 6 Once completed, select **Send Invite**



10:30

< HJ Henry - Apollo

Add new contact

All fields are required unless marked as 'optional'.

Name

Joanne

Smith

Email address

Joanne.smith@gmail.com

Phone number (optional)

0430641357

Address

Address

Enter address manually

Relationship to child

Send invite



Invite family and/or friends to pick up and drop off your child - continued

Contact Account Creation Steps

- 1 Contact will receive a Welcome email to create **password and pin** once you have sent an invite
- 2 The Contact is to press '**Accept Invite**' and follow the steps to create their account.

Contact sign in options

Option 1: Use Mobile Number and PIN

Option 2: Email and password

Note: Contacts do not have access to the Home App.

