

## Enrolling At Our Service

To complete your enrolment and be able to attend care there are a few actions that you will need to take to get set up in the Xplor System. These include Direct Debit details and accepting your enrolment with MyGov to ensure that you can claim your Childcare subsidy.

We will be using the Xplor App for sign in/sign out when you collect your children and/or drop off during Vacation Care. All payments will also be taken by Direct Debit using DebitSuccess through the Xplor system.

Through Xplor Home you will be able to receive daily updates about our program and your child's participation in the program, sign in/out your child contactless through QR code scanning, view your statements at any time, and much more.

You should have received an email from the system titled "Welcome to Xplor".

Follow the prompts to set up your password. As soon you first log in you will be asked if you want to merge profiles & create an Xplor ID. Please don't skip this and refer to these instructions to guide you through setting up your phone number and PIN code: <https://support.ourxplor.com/hc/en-us/articles/900000617423-Xplor-ID-Merging-accounts-together>

### Step 1. Complete Digital Enrolment Form

You will receive an email with a digital enrolment link, please select the link and follow the prompts to complete the digital enrolment form. Ensure you upload all documents as requested. Once we receive your enrolment, our friendly admin team will call you to confirm your details.

### Step 2: Adding Bank Details

You will need to add your bank details as part of your digital enrolment so that you can be directly debited for your fees. Your first payment will be scheduled when you receive a phone call from our friendly admin team confirming your enrolment. All accounts are to be kept two weeks in advance as per our fees and attendance policy with all payments debited weekly or fortnightly on a Monday.

### Step 3: Download the Home Mobile App

The easiest way to sign in/out your children is using the Home App which can be downloaded from the App/Android store. Use your email address and chosen password to sign in.

The Logo looks like this:



### Creating an account and downloading the Xplor Home app will allow you to:

- Sign your child in using a contactless QR code or mobile and pin
- View important messages from our centre
- Manage your finance, view your statements
- View your child's learning
- Mark your child as absent or running late
- Book into childcare

**This app is for both parents/guardians of your child, you will need separate accounts.**



## What you need to do

- You have been invited via email to set up your account. Please be sure to action it and complete the entire process by entering your mobile and pin for sign in purposes.
- Once you have set up your account, please download the parent app called 'Xplor Home' and log in. This will allow you to sign in your child the following week with the QR Code scanner.
- If any additional people need authorisation to pick up your child from care, you should add them as a contact.

## Parents that already have an Xplor account

- If you already have an Xplor account as a Parent or Educator, you must still action the email you receive.
- Follow the prompts from the email you receive – it will register your account and link your existing account with our service.
- You will be able to toggle between service

## Step 4: Invite a Contact

1. As the Primary Carer, log into your **Xplor Home App**
2. Navigate to **Account**
3. Select **Contact**
4. Select the **Child** you are wanting to add a contact to
5. Press the **+ADD** on the top right of the screen
6. Select either **Add Existing Contact** or **Add New Contact**
7. Fill out the Contact **details**.

**Note:** the below information is required.

- Email is required and must be in a standard format (ie [hello@myxplor.com](mailto:hello@myxplor.com))
- First name is required
- Last name is required
- Mobile Number
- Authorisations

8. Once completed, select **Send Invite**
9. You will now be able to see the Invitee under Contacts attached to the child you selected.
10. Done

**Note:** The Contact recipient has 24 hours to create their account before the email invite expires.