



# 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!**

XPLOR  
**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](#)

<

**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](#)

<

**Create Password**

Password

Repeat Password

Strength: Good

8 characters

passwords don't match

[Next](#)

<

**Enter mobile number**

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

Mobile

invalid phone number

[Next](#)

<

**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](#)

×

**Welcome Wilma**



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

Email

[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

XPLOR

## Welcome



Hi Emily,

Your childcare centre Galaxy Early Learning Centre has requested you link your Xplor account to their centre.



As a reminder, Xplor allows you to see photos and videos of your child's learning, monitor health, manage bookings, and use contactless sign-in & out.

[Link 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](#)

1

×

## Welcome Emily



You are now a proud new member of Galaxy Early Learning Centre. For all future logins please use the email below.

Email

[Finished](#)

2



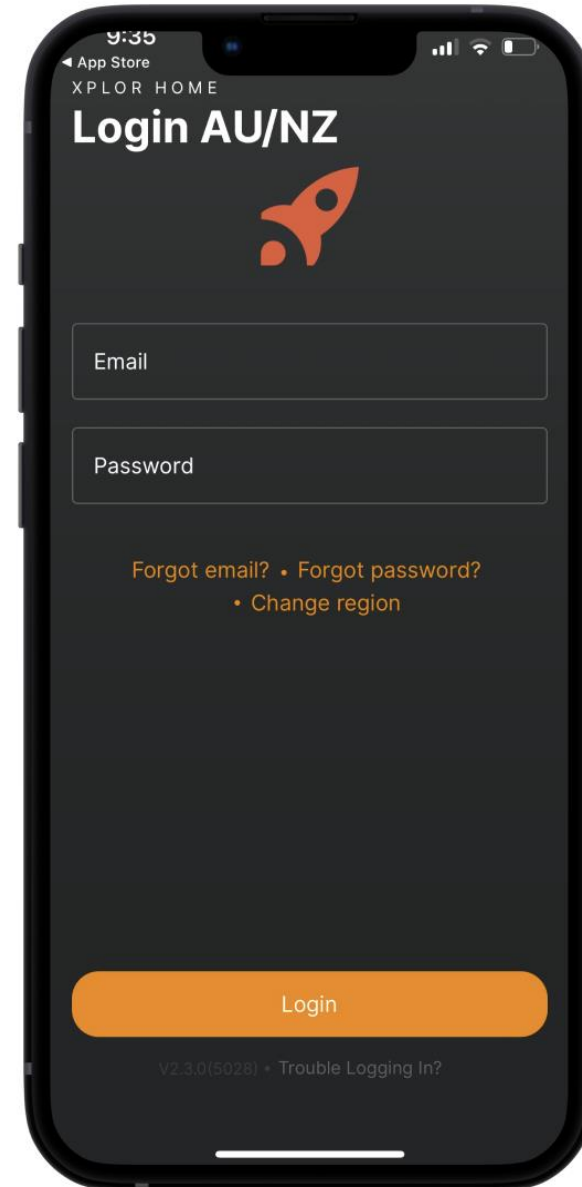
# Logging In

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!

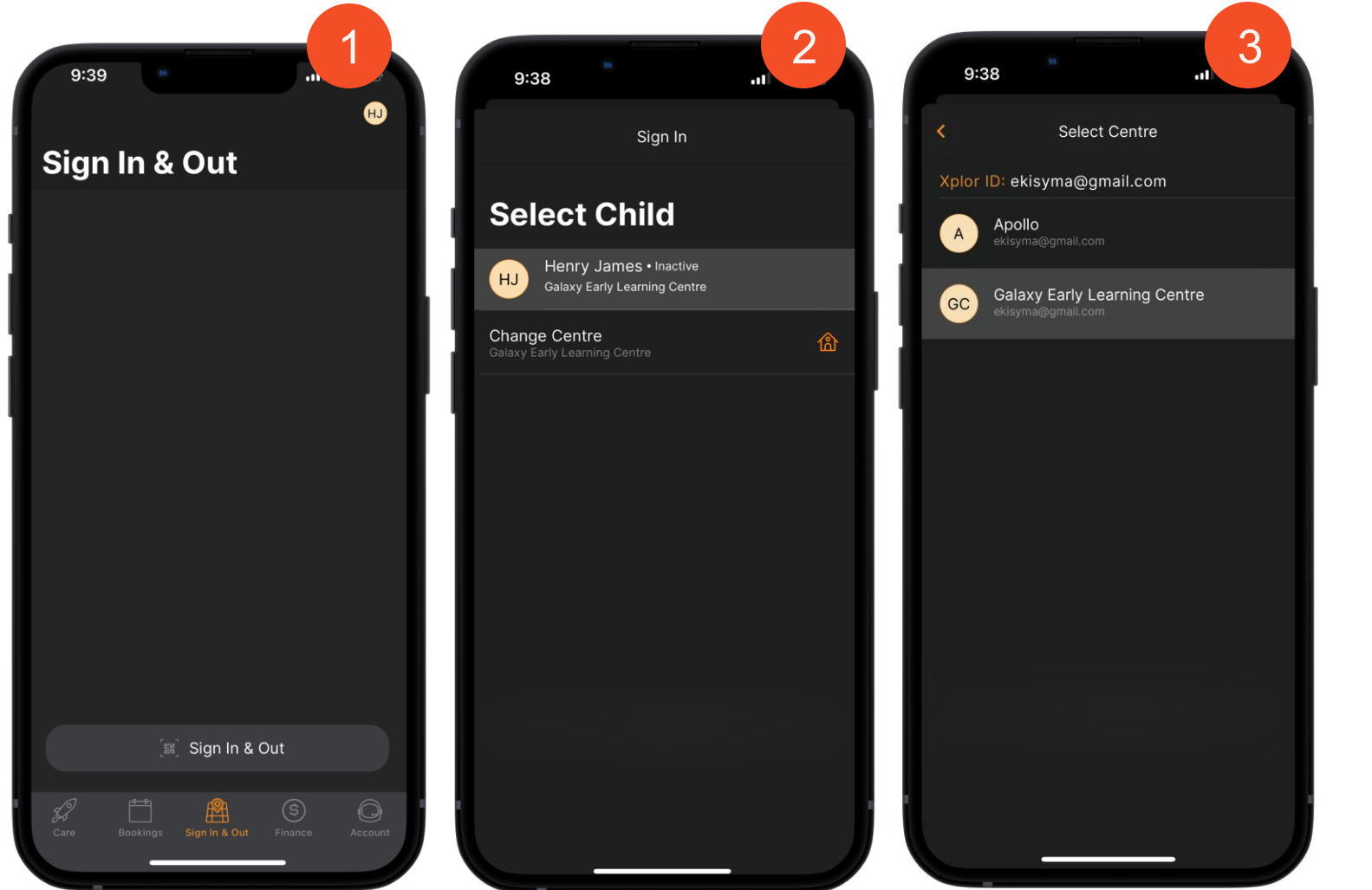
You can also log in any time on the Parent Home Web platform by going to **[home.myxplor.com](https://home.myxplor.com)**.

[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



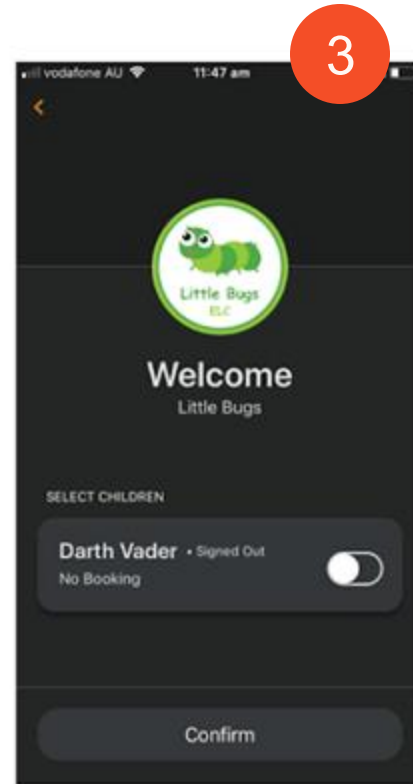
You can sign your child in/out of care through the Home App by using the QR code located on the HUB



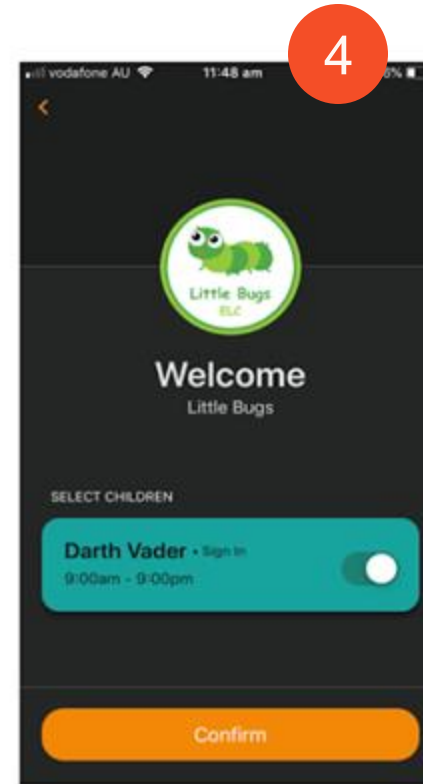
1. Tap the 'Sign in & Out' Tab



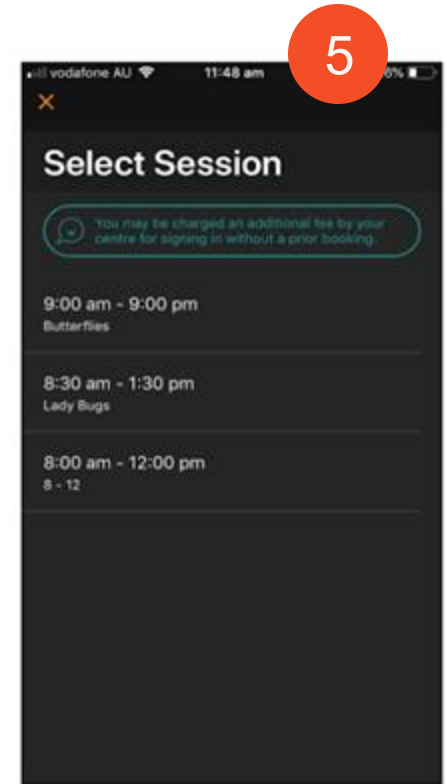
2. Tap scan code and scan the code on the HUB tablet



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

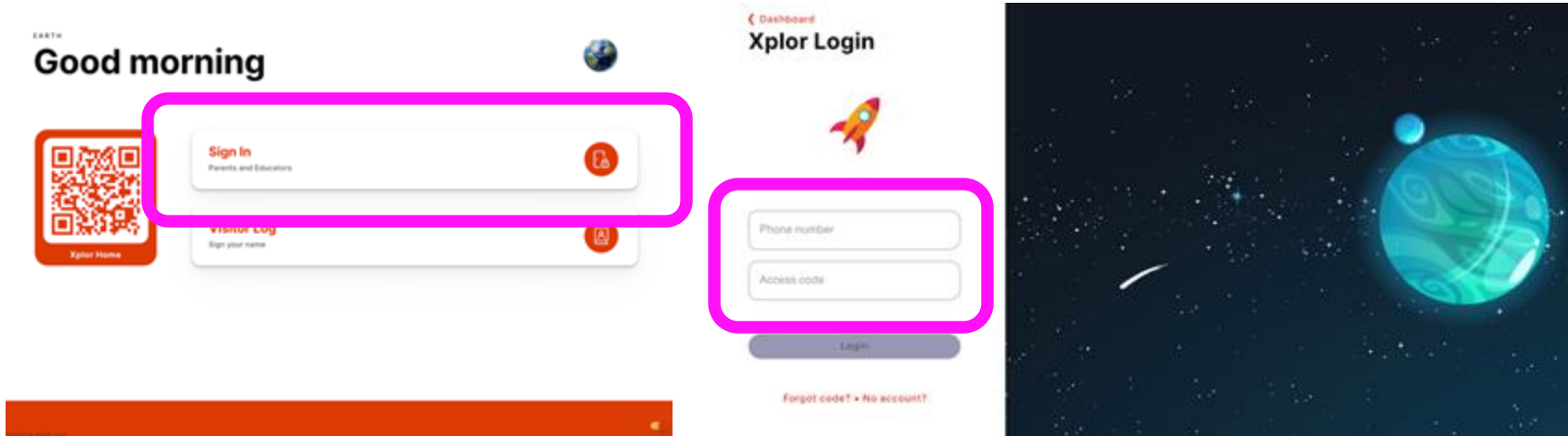


4. Confirm



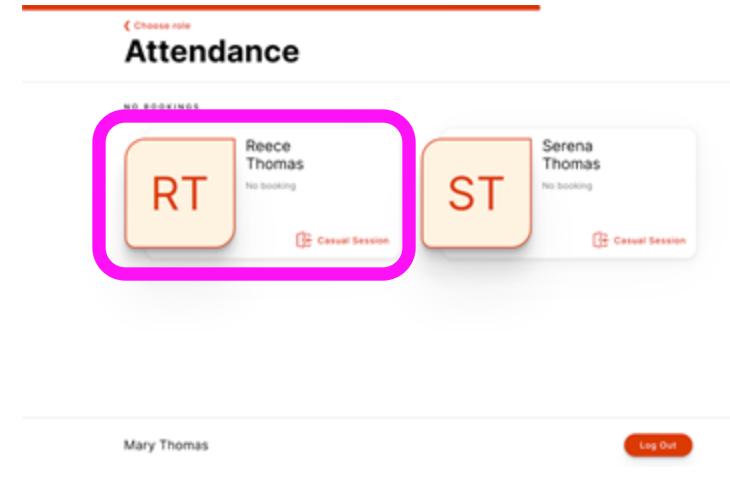
5. Select the session

# Sign In Option 2: Mobile and Pin



1 Tap **Sign In**

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

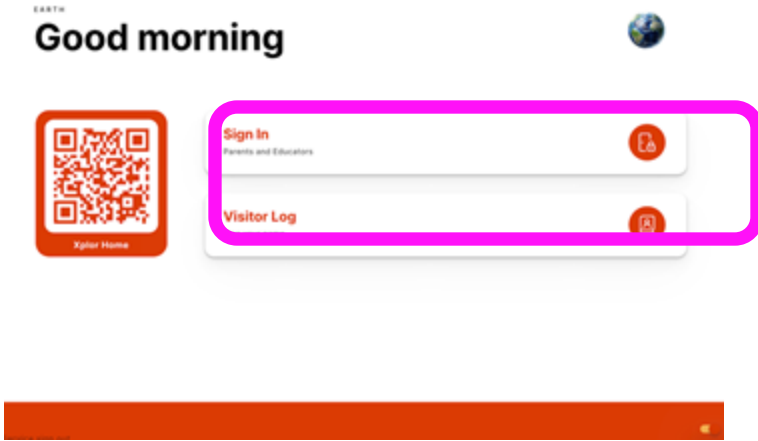


3 Tap your child's name to sign in or out

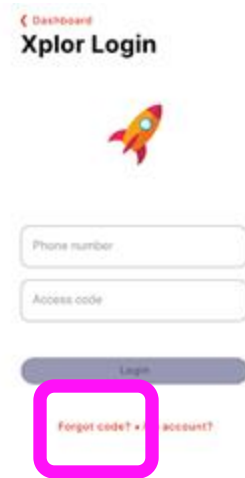
# Sign In Option 3: Email and Password



1 Tap **Sign In**



2 Tap **Forgot Code?**



3 Tap **Use Password**

## Forgot Access Code

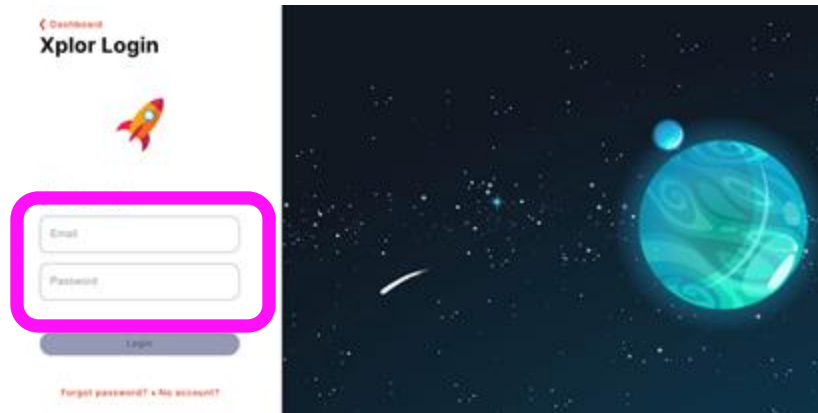
Your Access Code is the same one that is used on the Xplor Home app.

Try using your Password instead?

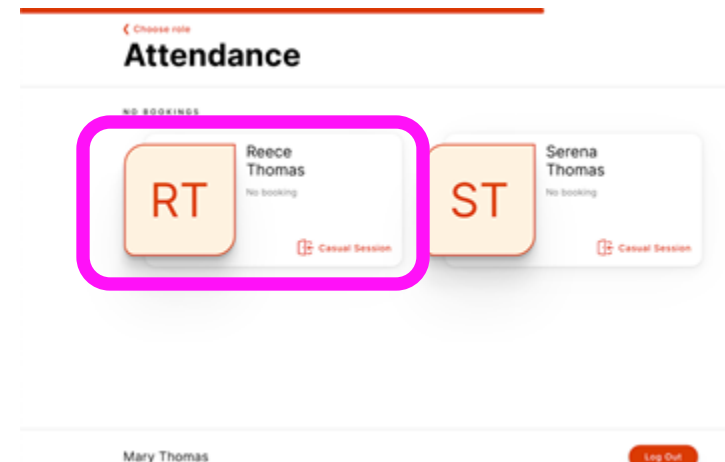
Reset Code

Use Password

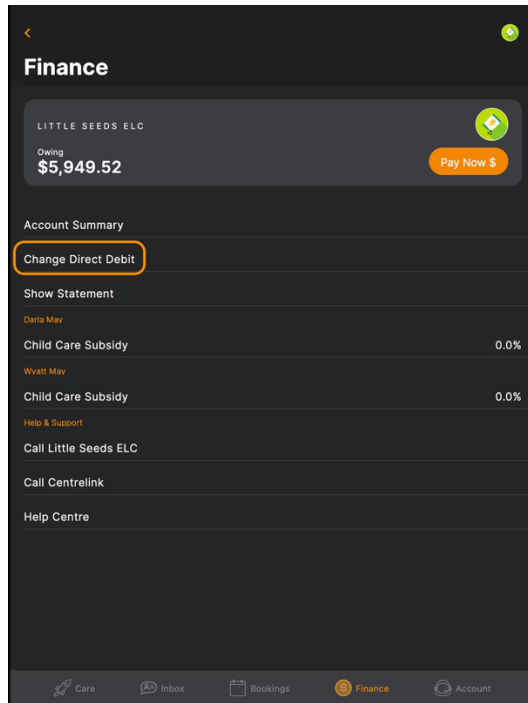
4 Enter **Email and Password**



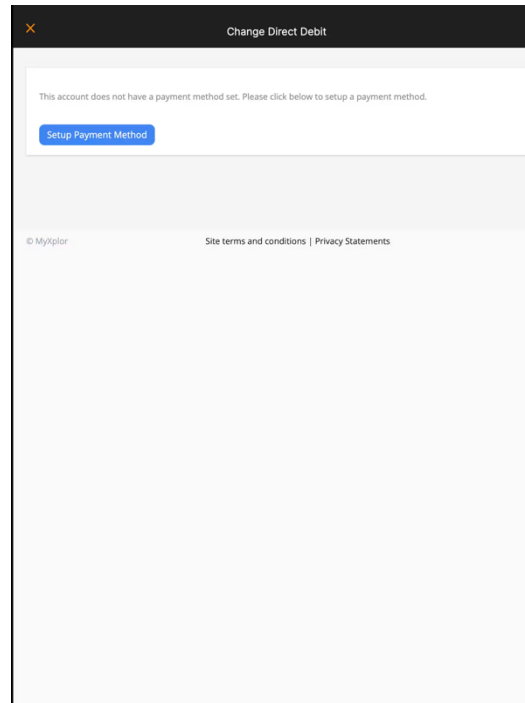
5 Tap your child's name to sign in or out



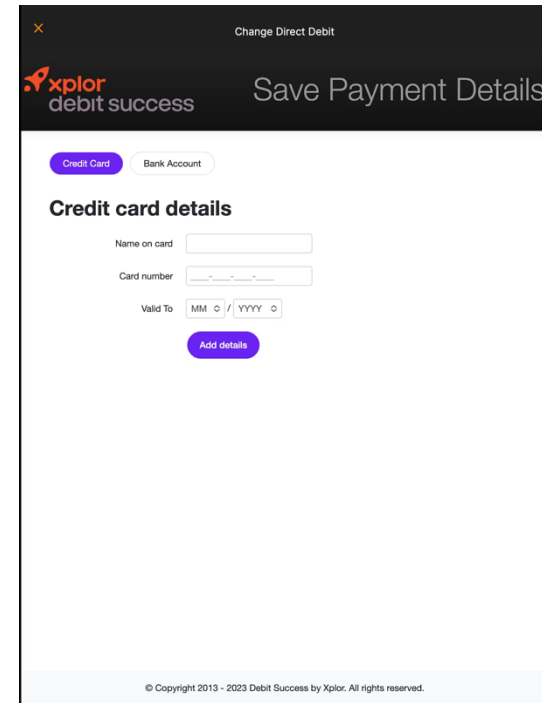
# Adding/Checking Direct Debit details through the Home App



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



home. Search

Dashboard  
Moments  
Observations  
Documentation  
Planning  
Children  
**Finance**

Finance Stater

**Statement**

Start  
17/04/2020

Opening Balance

Closing Balance

History

home. Search

Dashboard  
Moments  
Observations  
Documentation  
Planning  
Children  
**Finance**

Finance Statement **Auto Debit Setup**

Earth  
XPay Create Account

First Name  
Mary

Middle Name

Last Name  
Thomas

Email  
justinec+mary@myxplor.com

Phone

Address 1

Address 2

Country  
Country

State  
State

Suburb

Postcode

You warrant, declare and acknowledge that:

1. The information given by you in entering this agreement is correct and will be relied upon by us.
2. You have read this agreement (including the XPay Service and the XPay Terms and Conditions) before arranging them.

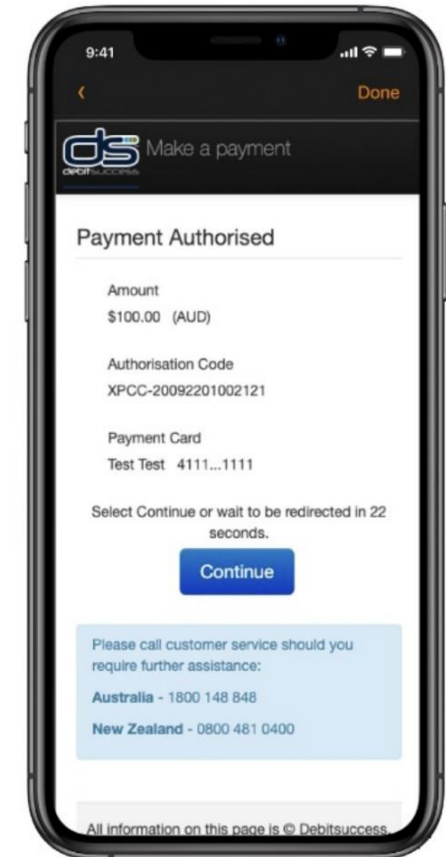
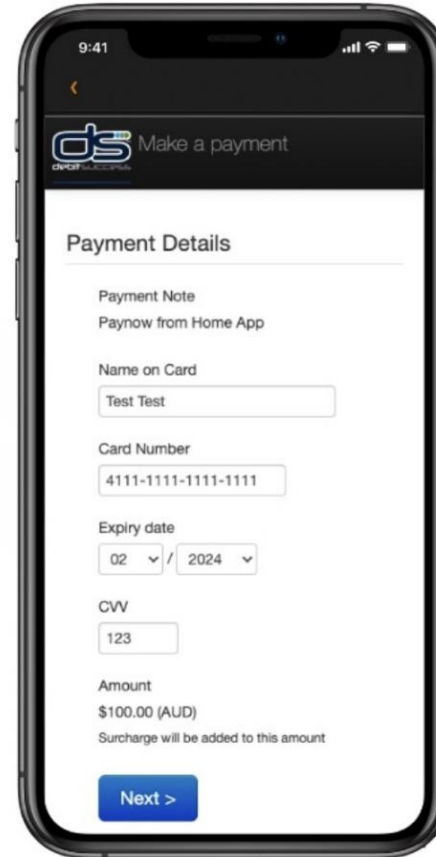
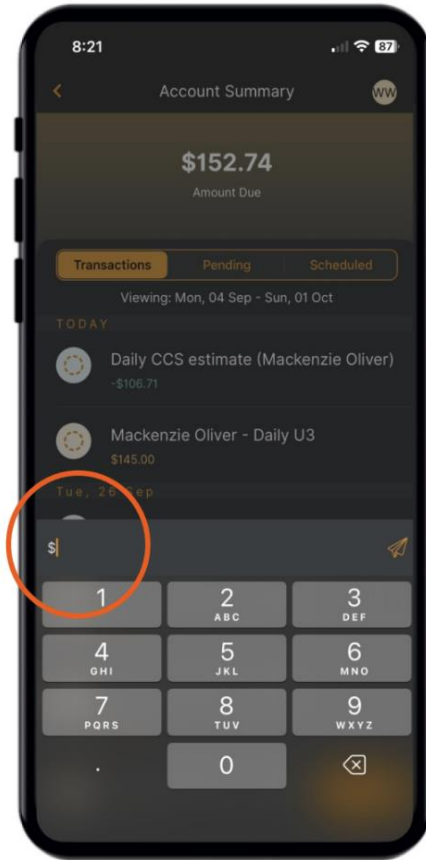
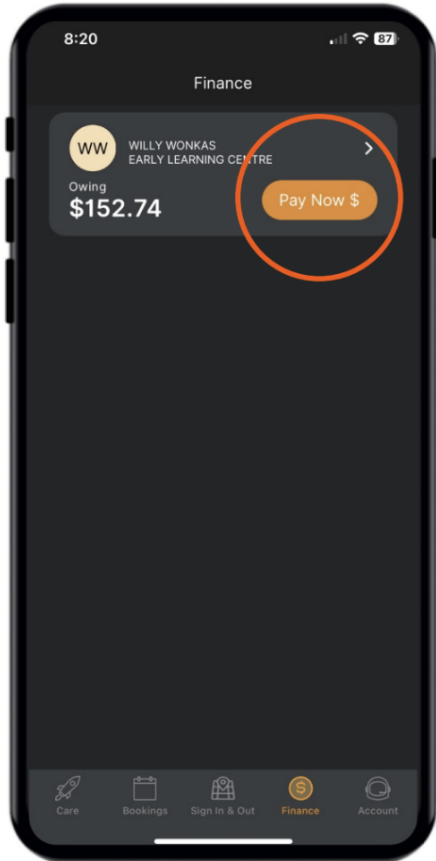
1

Login to [home.myxplor.com](https://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**

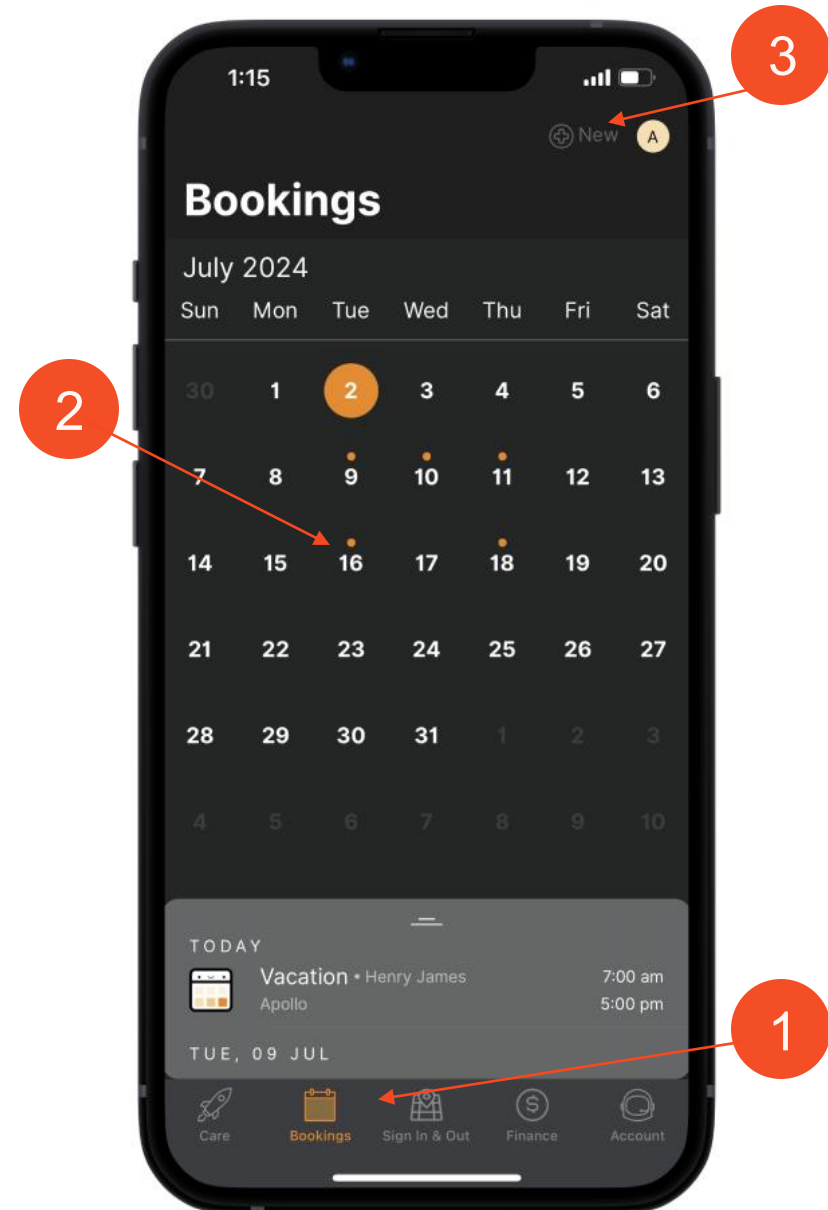
3 Enter your **card payment details** and confirm the amount is correct

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**

A screenshot of a mobile app interface showing the 'Add new contact' form. The form is displayed on a dark background with white text and input fields. At the top, the time is 10:30 and the user is identified as Henry ~ Apollo. The form fields are: Name (Joanne Smith), Email address (Joanne.smith@gmail.com), Phone number (optional) (0430641357), Address (Address), and Relationship to child. A 'Send invite' button is at the bottom.

10:30

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.

