



XPLO^R

TO RELENTLESSLY MAKE EDUCATION GREAT.



Parents.

BY AUTOMATING ADMINISTRATION WE HELP TEACHERS,
EDUCATORS AND PARENTS FOCUS ON A CHILD'S LEARNING.

Why Xplor?

Everyday essentials.

Xplor 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 Xplor, 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, and 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 Xplor Health, you see three distinct categories: Medication,, Nutrition and Sleep. Each plays an important role in your child's overall health - and in the app. Xplor Health provides great resources from handy hints to great recipes to get you going, and the Today view shows all your child's stats at a glance.

Medication.

Keep track of a child's medication with clear audio-visual alerts whenever something is due. Parents can use the Xplor Health app to create and edit a medication schedule, get reminders and log doses on the go, or simply be notified about their child's medication throughout the day.

Nutrition.

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

Sleep.

Getting a good night's sleep helps restore and repair your body. So going to bed at the same time every night and getting the right amount of rest can improve how you feel. The new Bedtime tab in the Clock app helps you establish a target bedtime and wake time, and also lets you visualise your sleep patterns. It then feeds the information into Health — along with data from your third-party sleep apps — so you can get into a healthier sleep routine.

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XPLOR PARENT PLATFORMS

Xplor Parent Portals

Xplor is here to connect parents to their children and their educators on one automated platform.

There are three portals in which you as a parent will use.

Xplor Hub

- The Hub is designed to be used on a tablet at the entrance/exit to your child's service.
- You will use the Hub to child in/out of service.

Xplor Home App

- The Xplor mobile app - downloaded via the Apple App Store or the Google Play Store
- You will use the App for:
 - Viewing observations
 - Signing your child in/out of care
 - Requesting bookings
 - Adding Hub Guests
 - View billing
 - Signing CWAs

Xplor Web

- Access via home.myxplor.com
- You will use the web portal for:
 - Signing CWAs
 - Viewing child's timeline
 - Viewing incident records
 - View billing

XPLOR

LESSON 02

SETTING UP XPLOR ON YOUR DEVICE.

Setting up Xplor on your device.

1. Setting up Xplor on your device.

You should have received an email from Xplor with your login credentials. If you have not received your welcome email please contact your service administrator and they can resend it to you. Only service administrators can set up your account on Xplor.

2. Download the Home app.

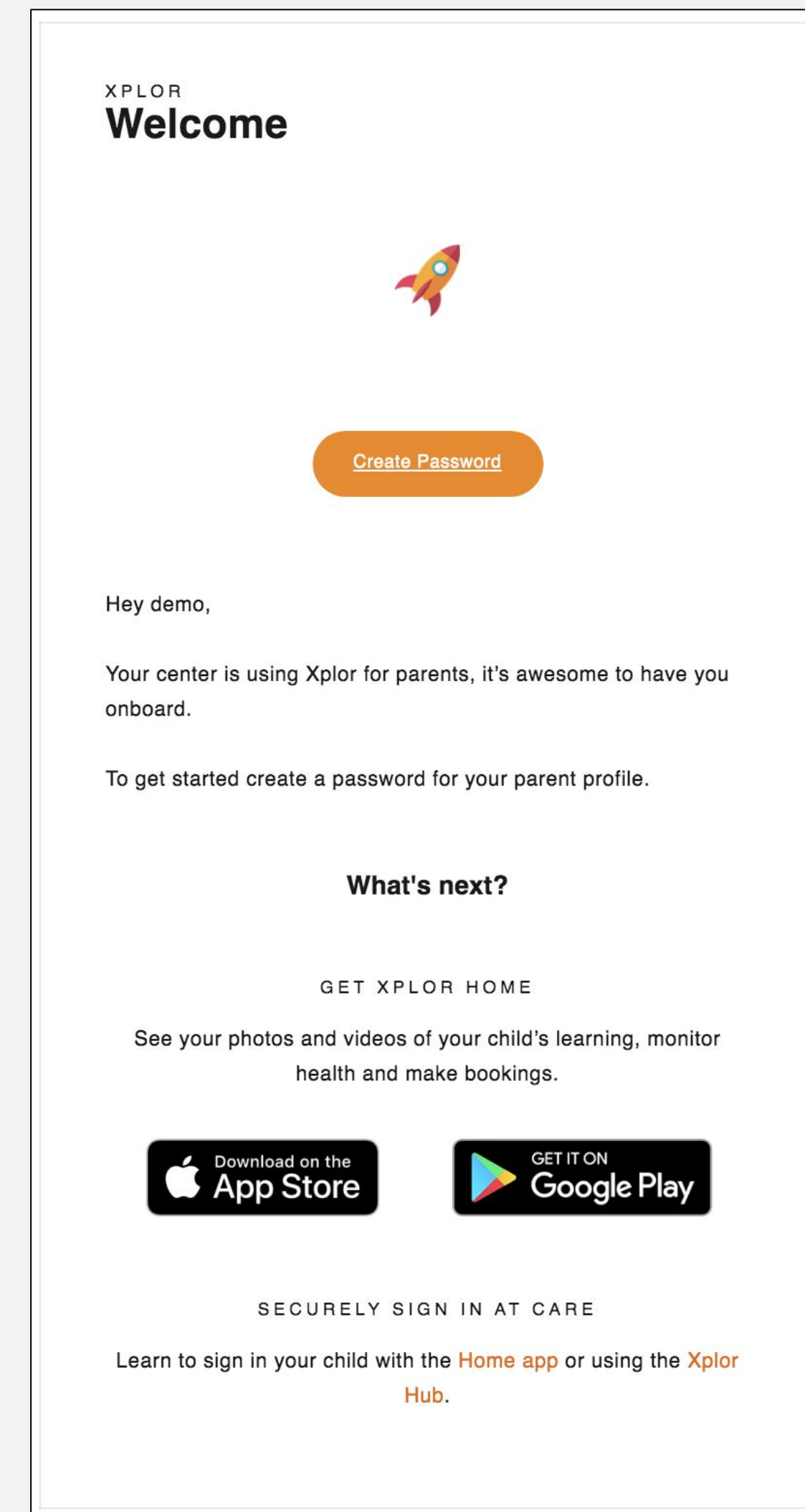
Once you have set up your account via the welcome email, the next step is to download the latest version of the **'Home'** app on your smartphone.

3. Xplor for computer desktop.

Alternatively, you can also access Xplor on the desktop at <https://home.myxplor.com/>.

4. Forgotten your password?

If you have forgotten your password, contact your service administrator or the Xplor support desk and we can easily reset it for you! Email: support@myxplor.com



Email Example.

Note: Be sure to check your junk email.

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LESSON 03

Signing your child in through THE HUB

EARTH
Good afternoon



Sign In
Parents and Educators



Visitor Log
Sign your name



2.

First time using the Hub (Mobile and Pin):

1. Set up an Xplor ID from your Xplor Welcome email
2. Arrive at the Hub and enter your mobile number and access code

1.

The Hub is designed to be used on a tablet at the entrance/exit to your child's service.

The fastest way to sign in is to use the QR Code on the HUB. You can arrive at the HUB and open the Xplor Home App to scan this code and sign your children in.

Please note: You will have set your password via the welcome email you would have already received before using the Hub.

< Dashboard

Xplor Login



Phone number

Access code

Login

Forgot code? • No account?



3.

First time using the Hub (Without an access code)

1. Tap 'Parent sign in'
2. Tap 'Forgot Code'
3. Tap 'use Password'
4. Enter email address and Xplor Password you created from the welcome email
5. To sign in faster next time, check out sign in options 1 or 2 on this slide.

< Dashboard

Xplor Login



Phone number

Access code

Forgot Access Code

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

Try using your Password instead?

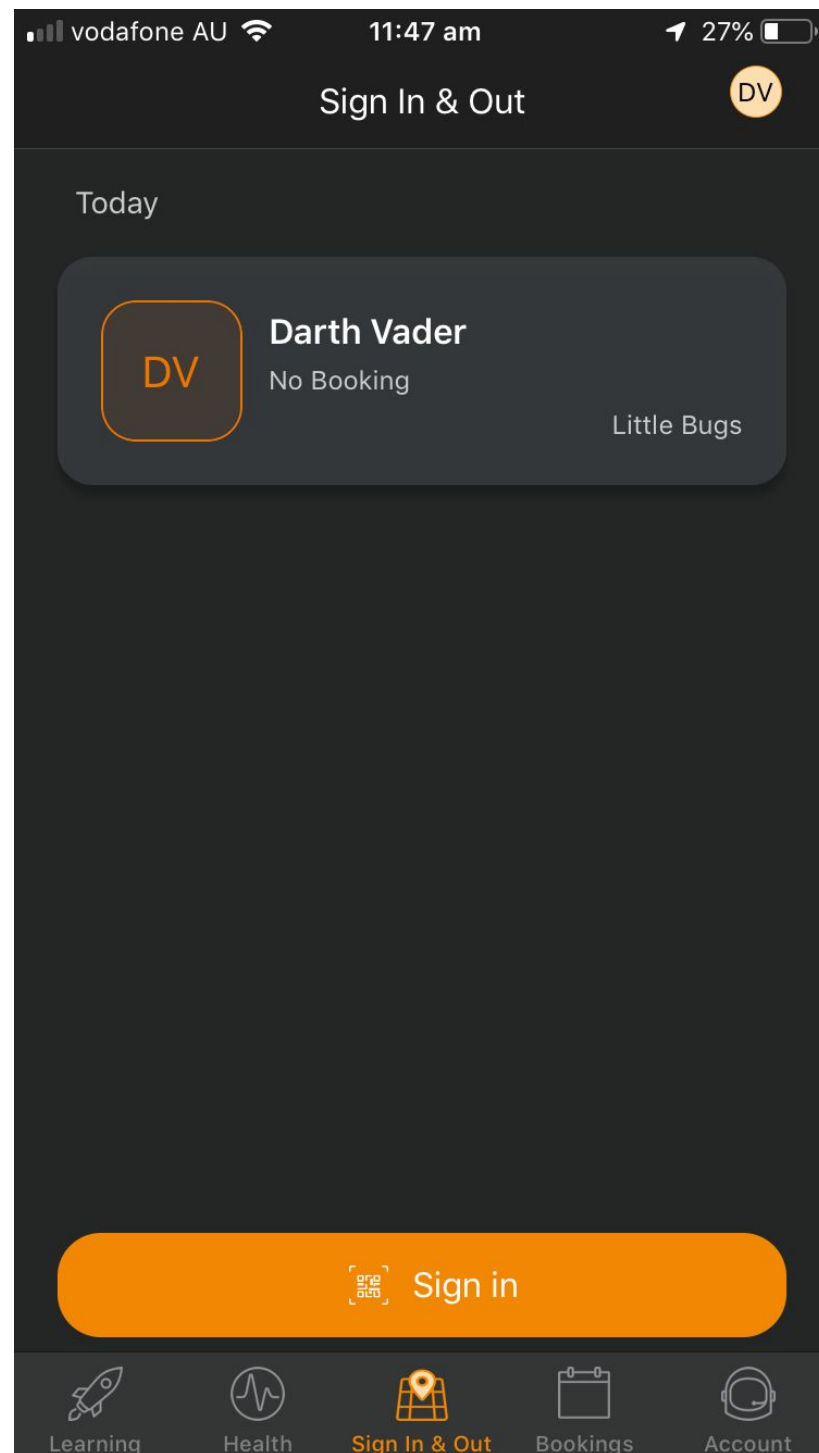
Reset Code

Use Password

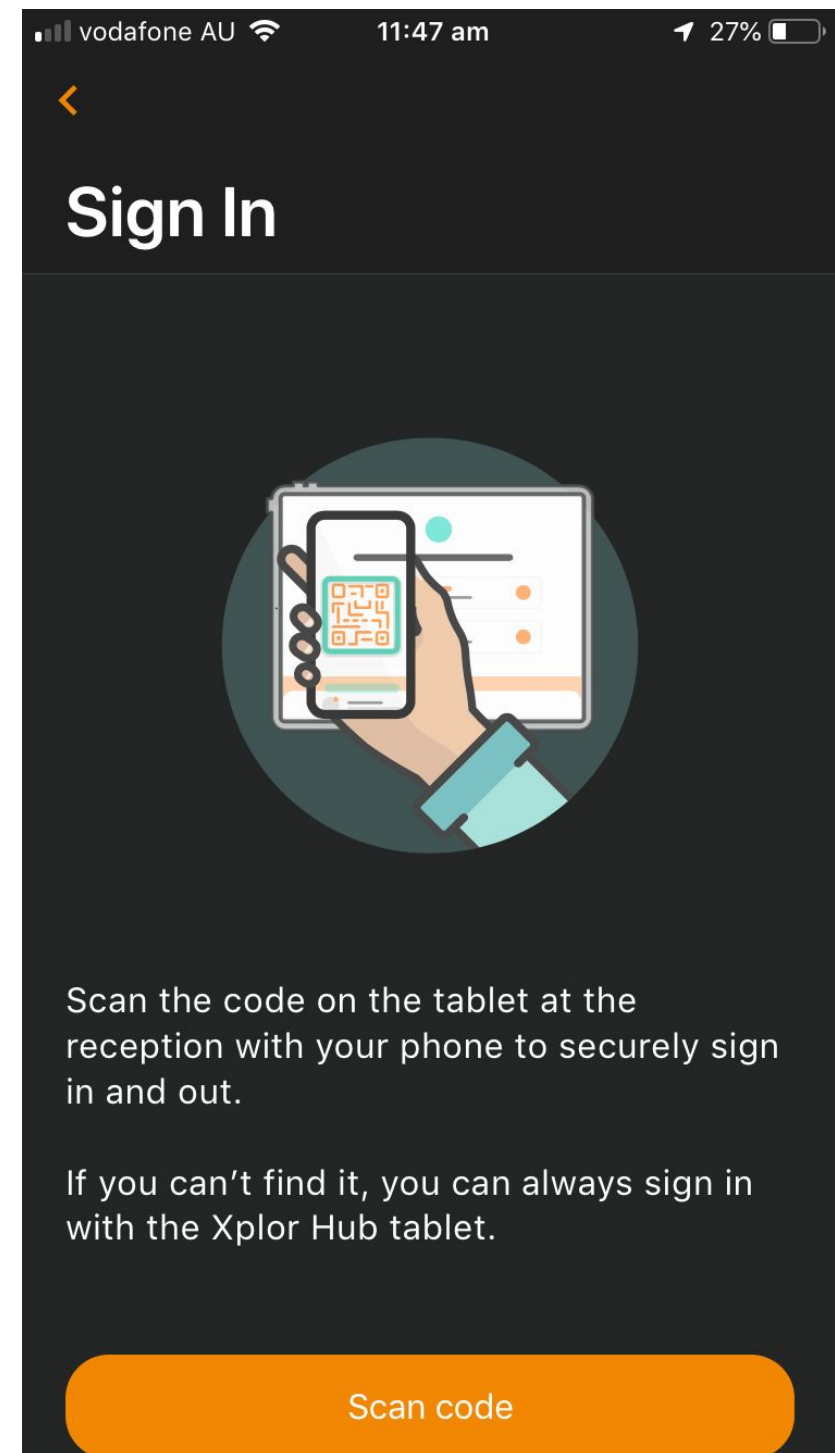
XPLO^R LESSON 04

Signing your child in through the Home App

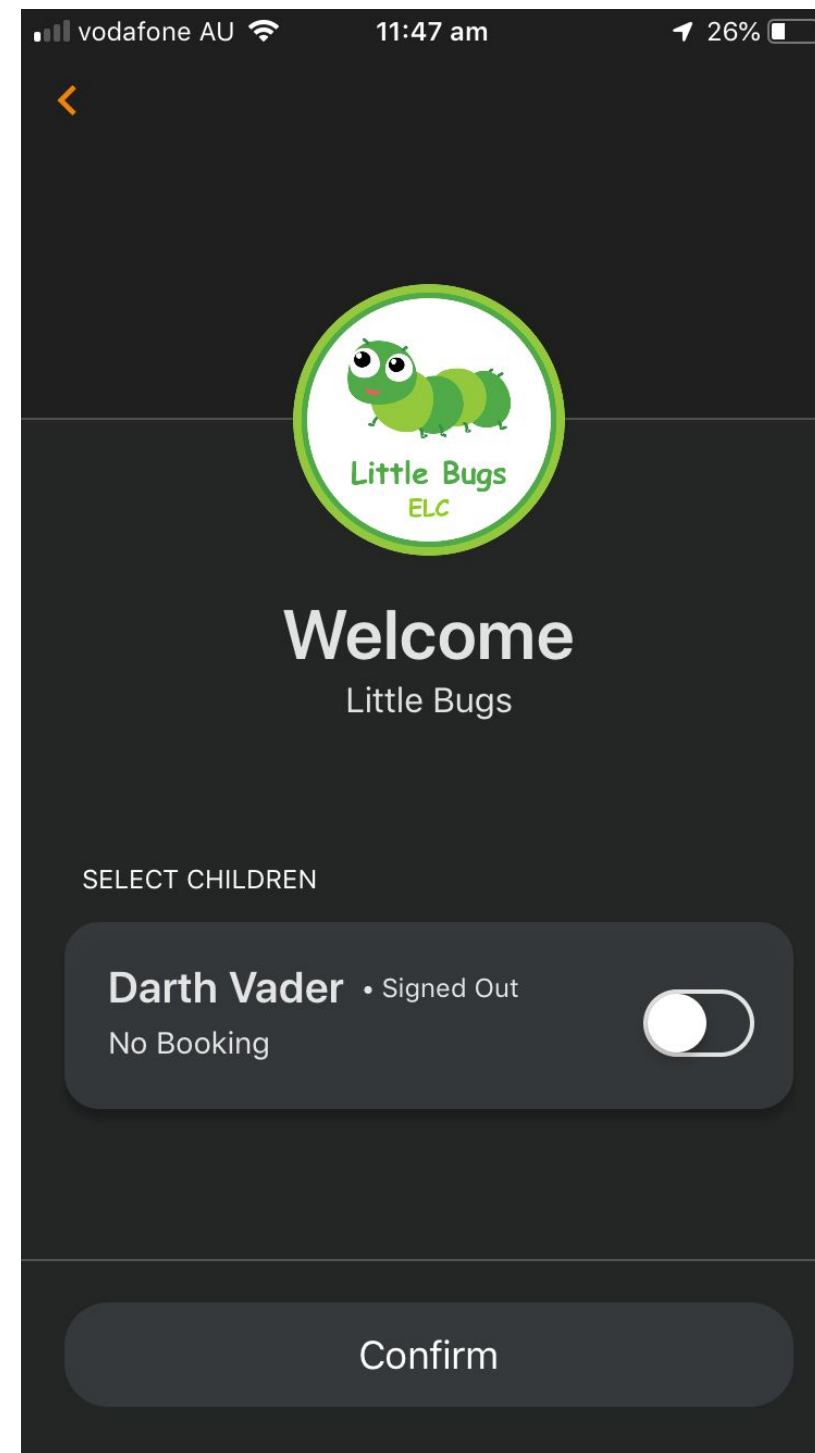
You can sign your child in/out of care through the Home App by using the QR code located on the HUB



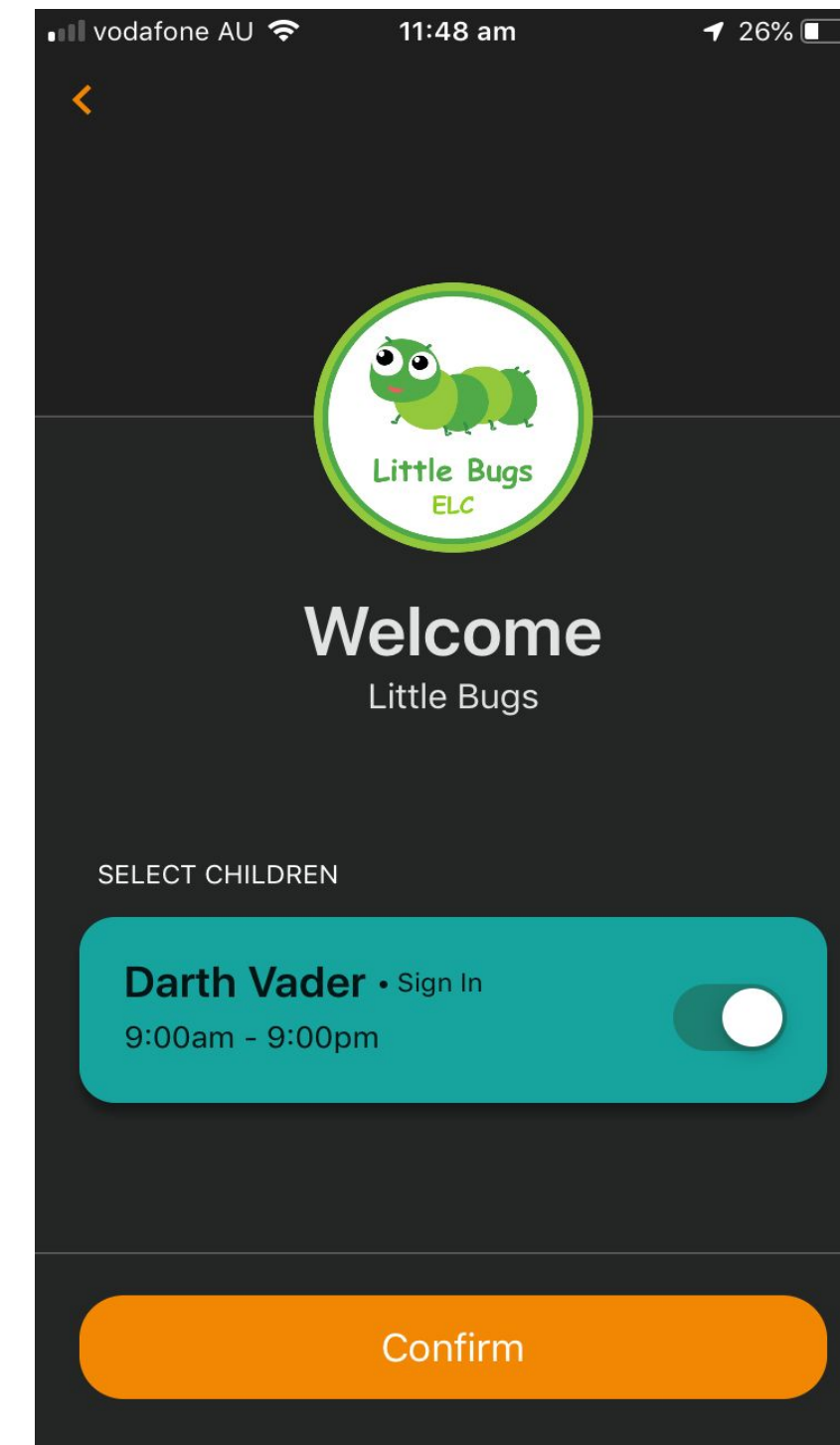
1. Tap the 'Sign in & Out' Tab



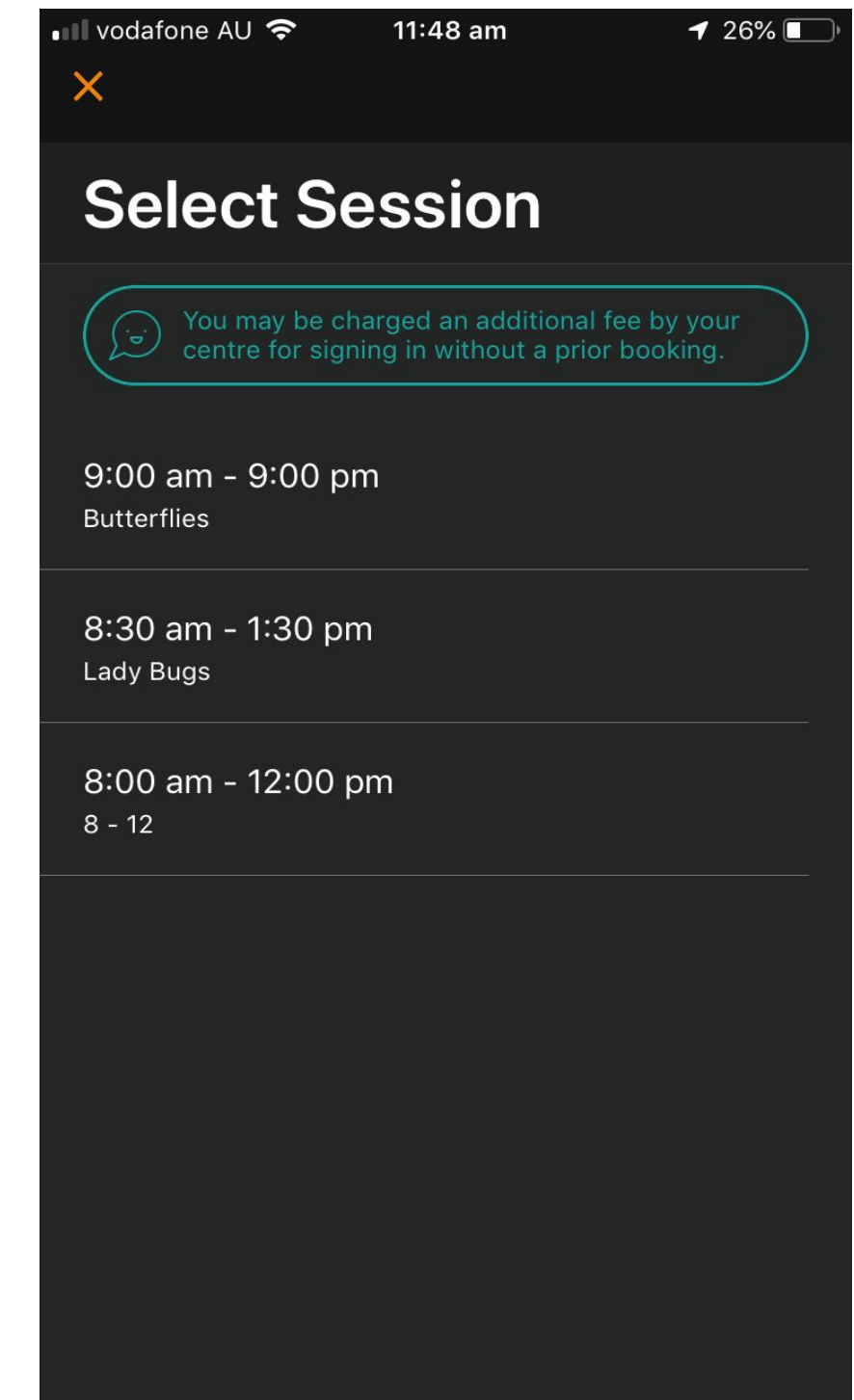
2. Tap scan code and scan the code on the HUB tablet



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



4. Confirm



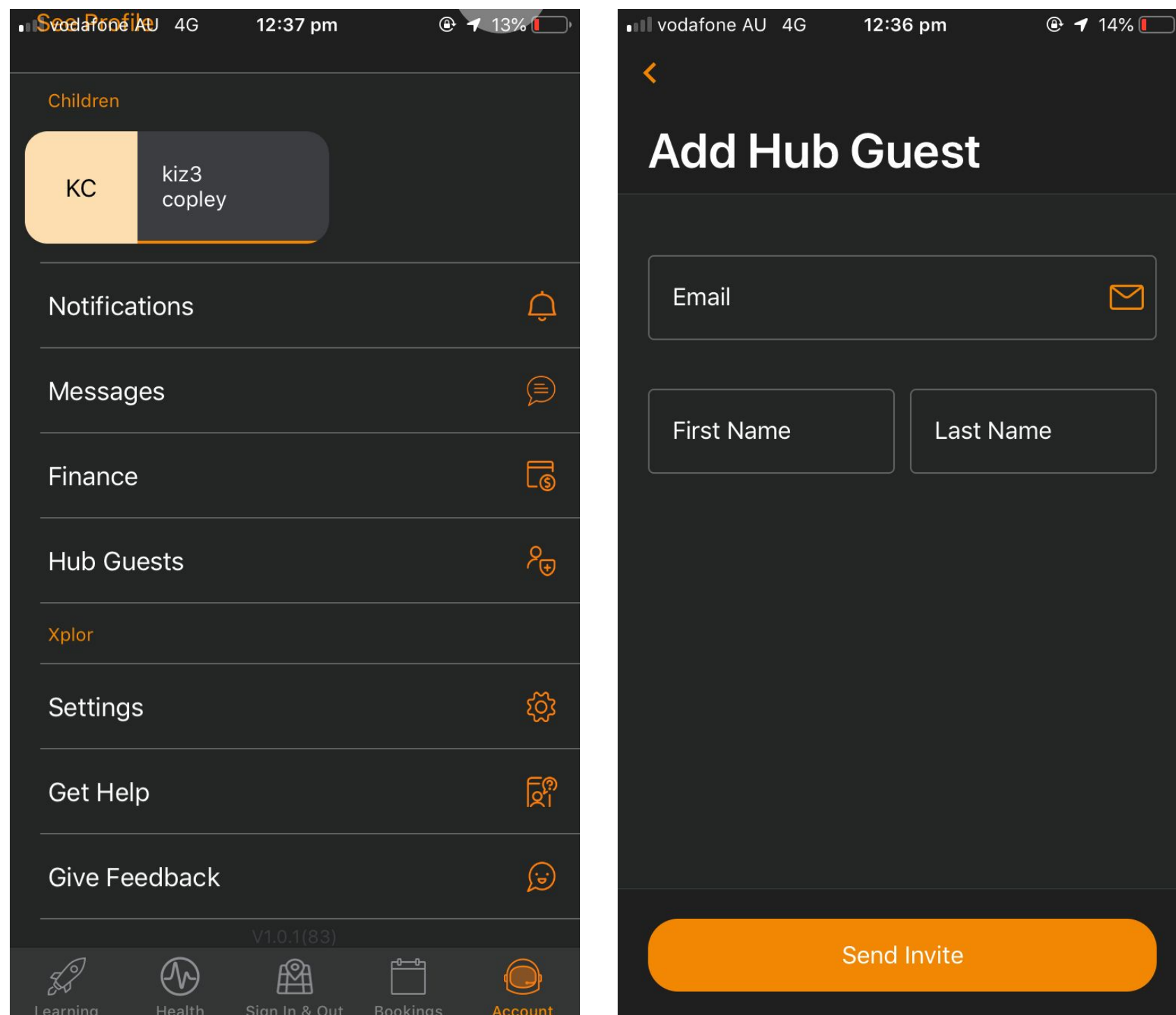
5. Select the session

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LESSON 05

ADDING HUB GUESTS

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' > click the 'Hub Guests' > click the '+' icon in the top right corner of the page.
3. Input the details required for the new Hub Guest and click 'Sent Invite'

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LESSON 06

CCS

CCS. Signing a CWA

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]

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. Parents can sign a CWA via the Home App or via Home web.

Signing your CWA via Home Web:

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.

Signing your CWA via the Home App:

1. Primary carer logs into the Home App
2. Click on the Account tab, located across the bottom of the screen.
3. Under the Child Care Subsidy Section you can click to access the CWA.
4. You will be redirect to a web page. Here you will be able to sign the CWA.

CCS. MyGov Steps

Once you have approved the CWA in Xplor, 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>

Get in touch with us.

WE'RE HERE TO HELP

LOCATION

Xplor HQ
3/520 Bourke Street
Melbourne, VIC 3000

HOURS

MON-FRI
7am - 7pm AEDT



CONTACT US

support@myxplor.com

MORE INFO

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