

WELCOME HOME

Connect with those who matter.



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!**

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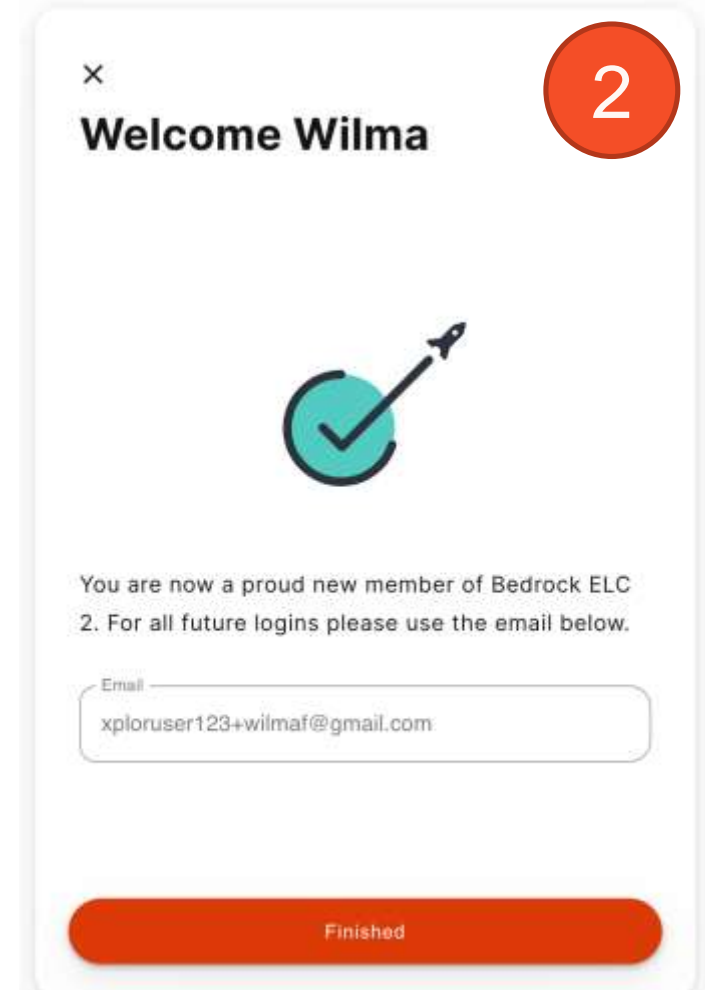
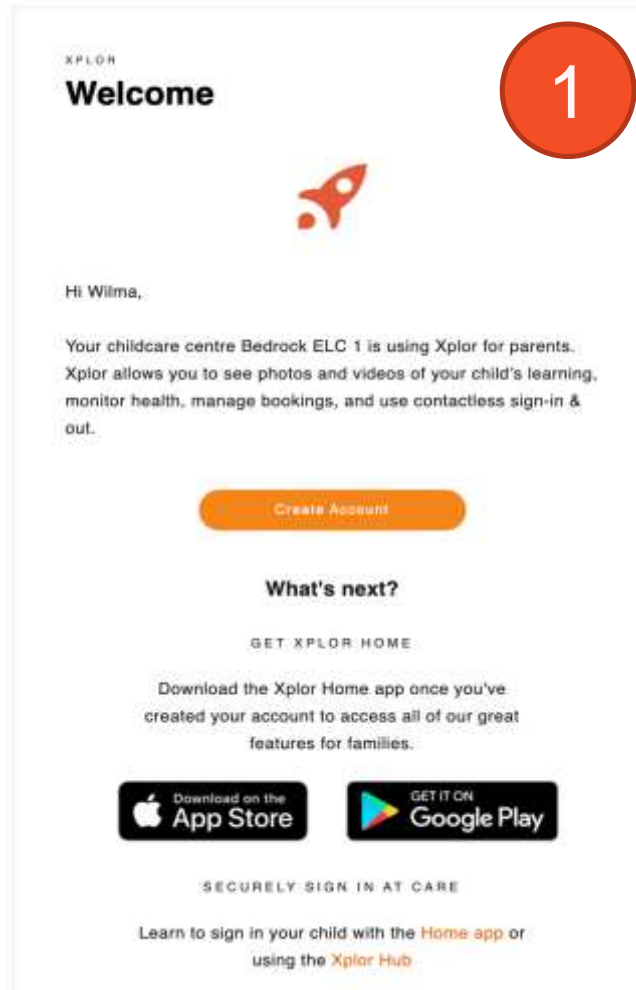


Already have an Xplor account?



1 Check for an invitation email in your Inbox and select **Create 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!



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 Download the **Home App** via the Google Play Store or Apple Store.

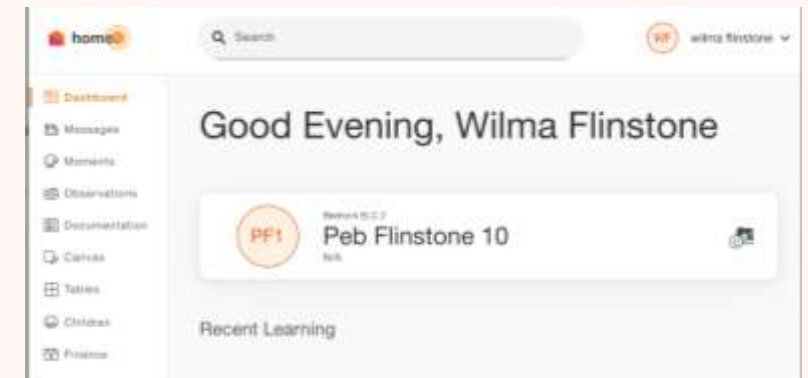
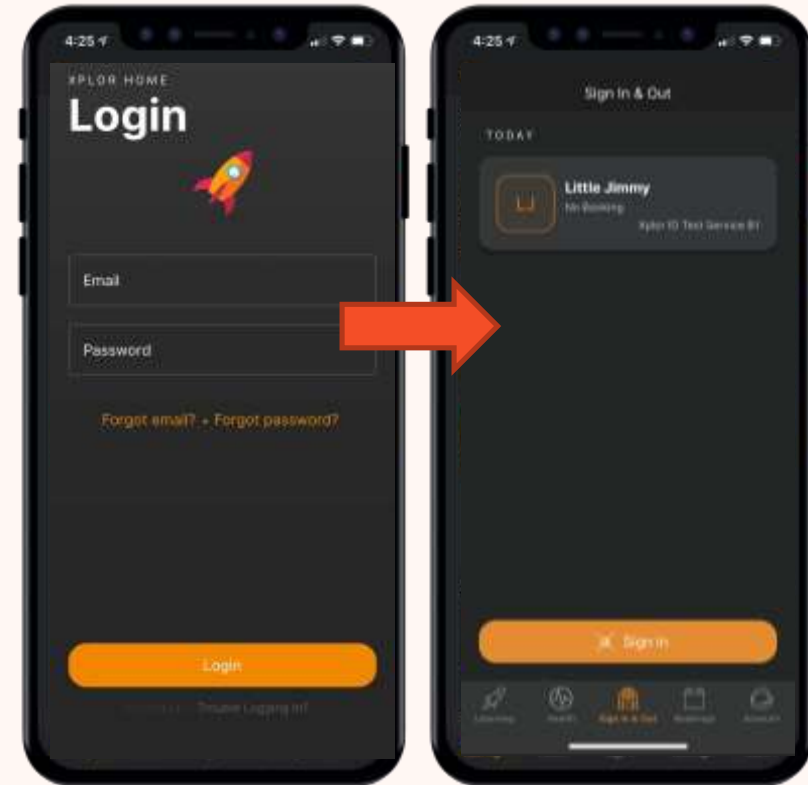


- 2 Login using your **Email & Password**.

- 3 **All Done!**

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

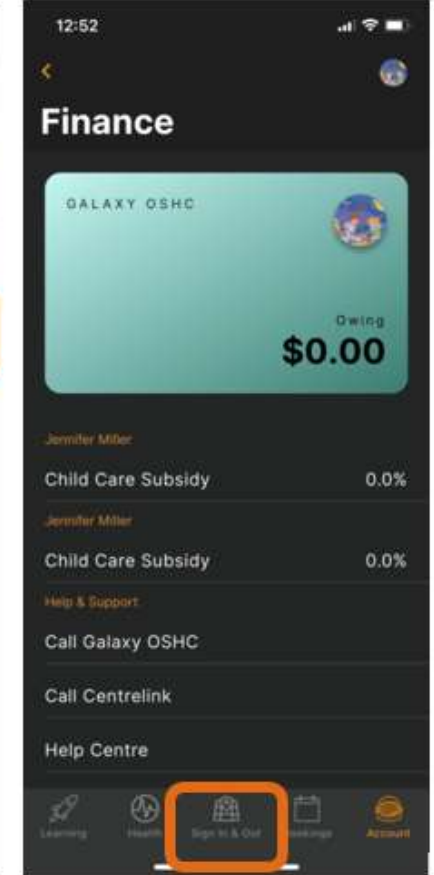
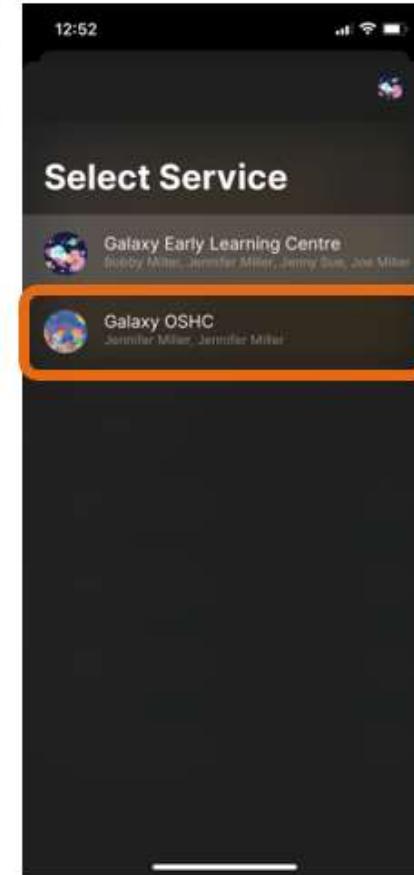
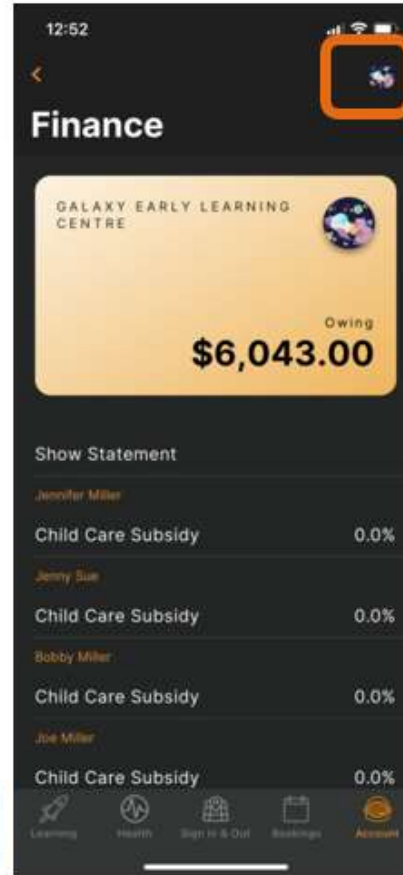
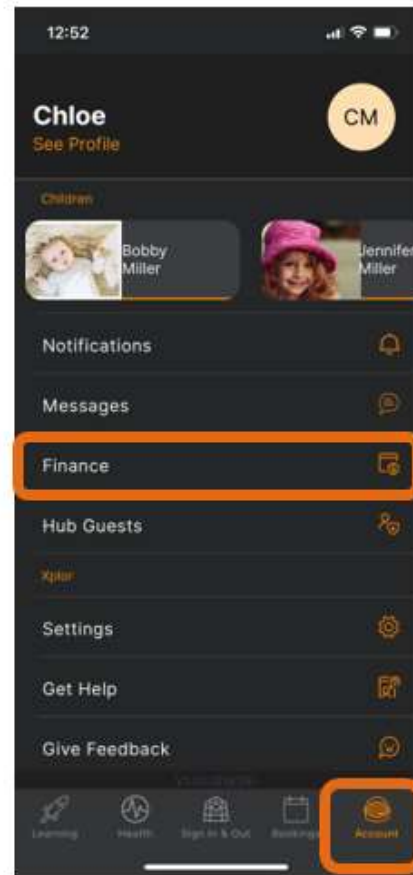
- 5 See here for [Home App FAQs](#)



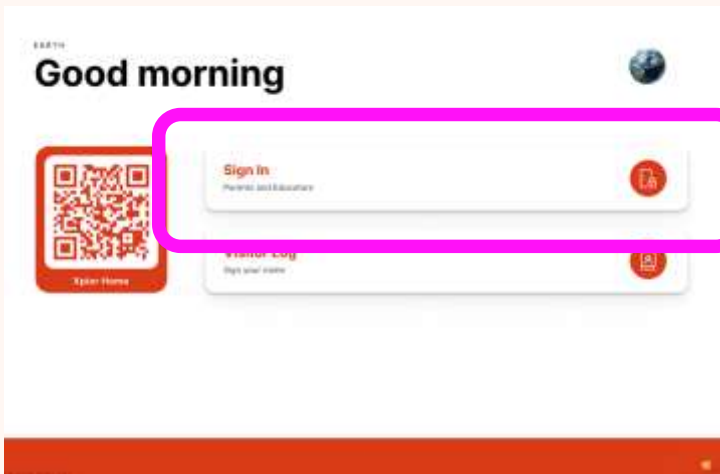
How to Toggle between centres through the Home App



- 1 Open the Xplor Home App
- 2 Tap on the Account Menu
- 3 Click on Finance
- 4 Click on the Centre logo
- 5 Select the new centre from the list
- 6 Click on Sign In & Out to return to the sign in/out screen

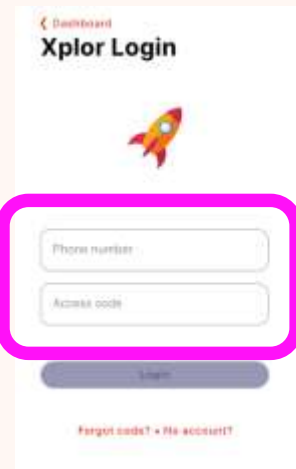


OPTION 2: Mobile Number and PIN



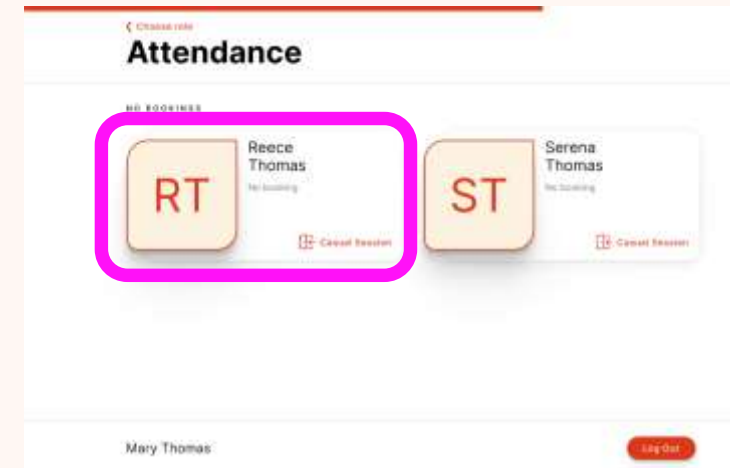
1

Tap **Sign In**



2

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



3

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

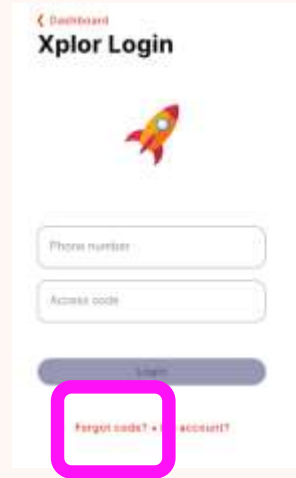
OPTION 3: Email and Password



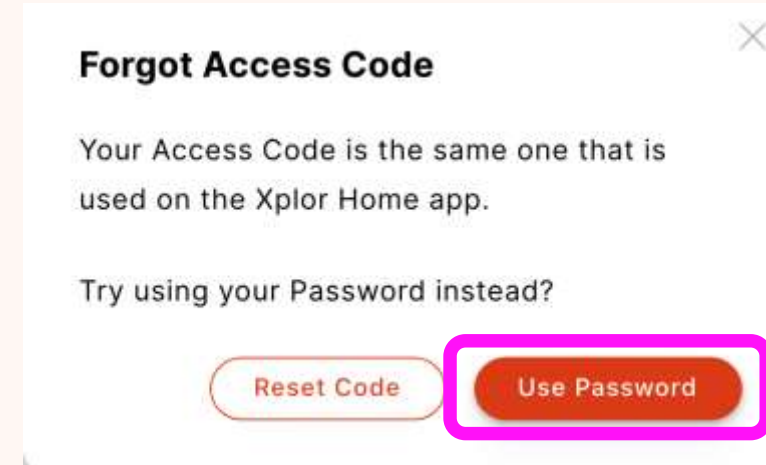
1 Tap **Sign In**



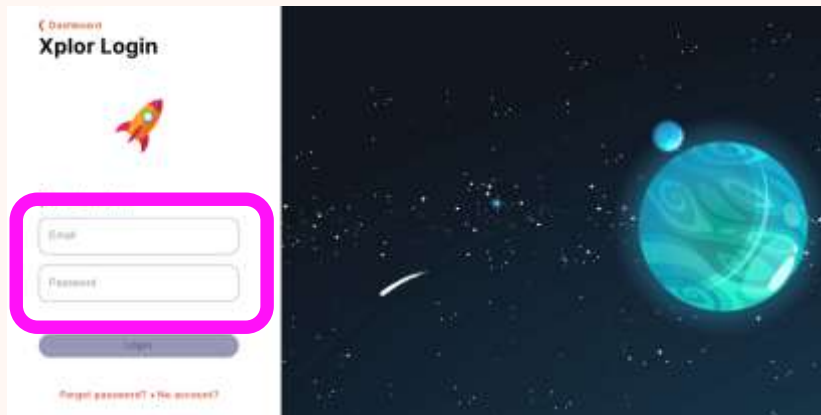
2 Tap **Forgot Code?**



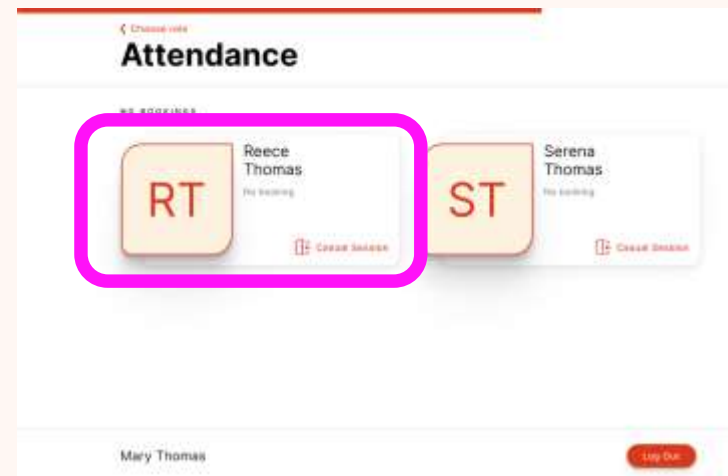
3 Tap **Use Password**



4 Enter **Email and Password**



4 Tap your child's name to sign in or out!



4 MANAGING CONTACTS

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

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, 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**.
8. Once completed, select **Send Invite**

Contact Account Creation Steps

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

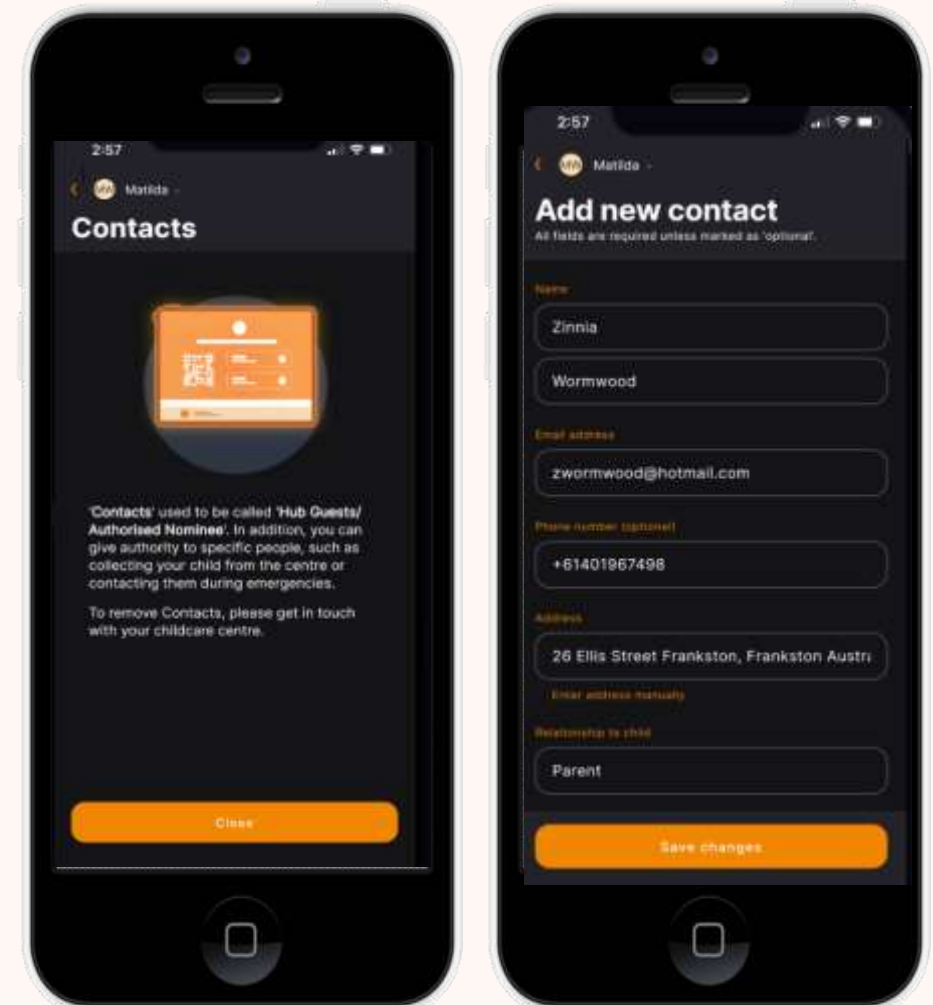
Contact sign in options

Contacts can sign your child in using the two options below.

Option 1: Use Mobile Number and PIN

Option 2: Email and password

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



5 MANAGING YOUR CHILD'S BOOKINGS

View and manage your child's future bookings using Xplor Home App

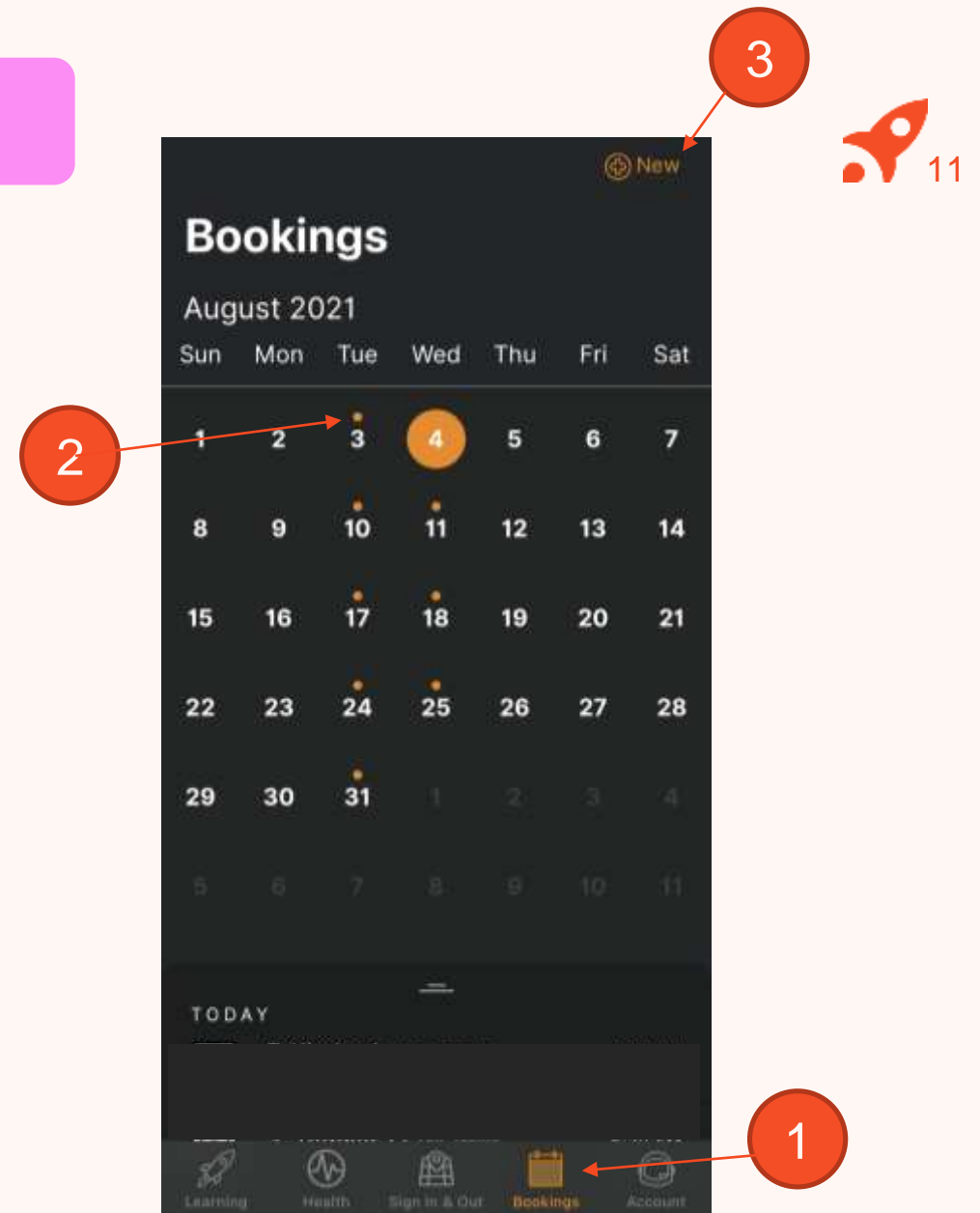
Managing your child's bookings on the Home App

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.

You will receive a push notification once the service admin has rejected/accepted the booking request.

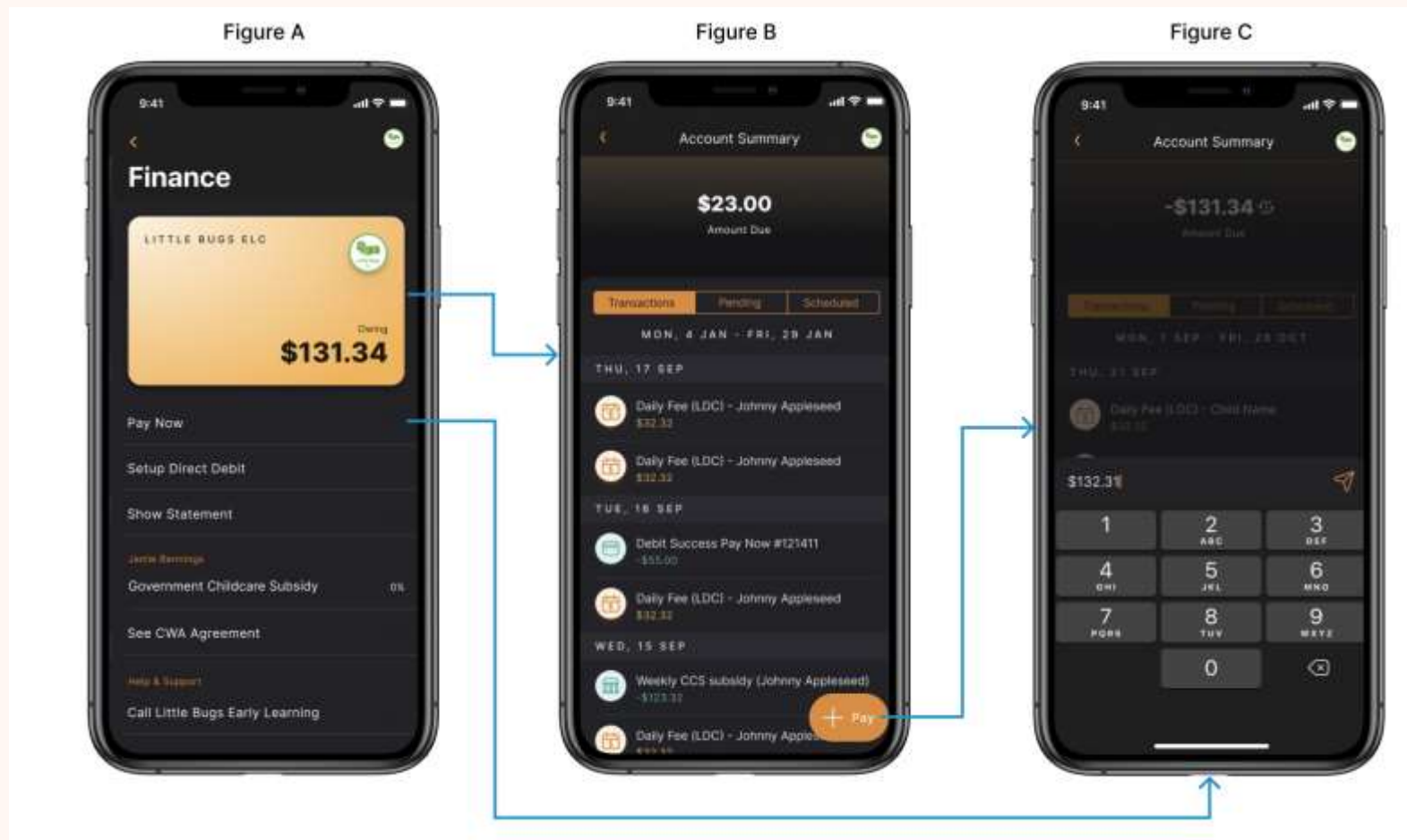


Note: You may not see future bookings until after your services Go Live date.

6 USING PAY NOW

Please note: only the primary carer of the child will be able to see financial statements and make payments.

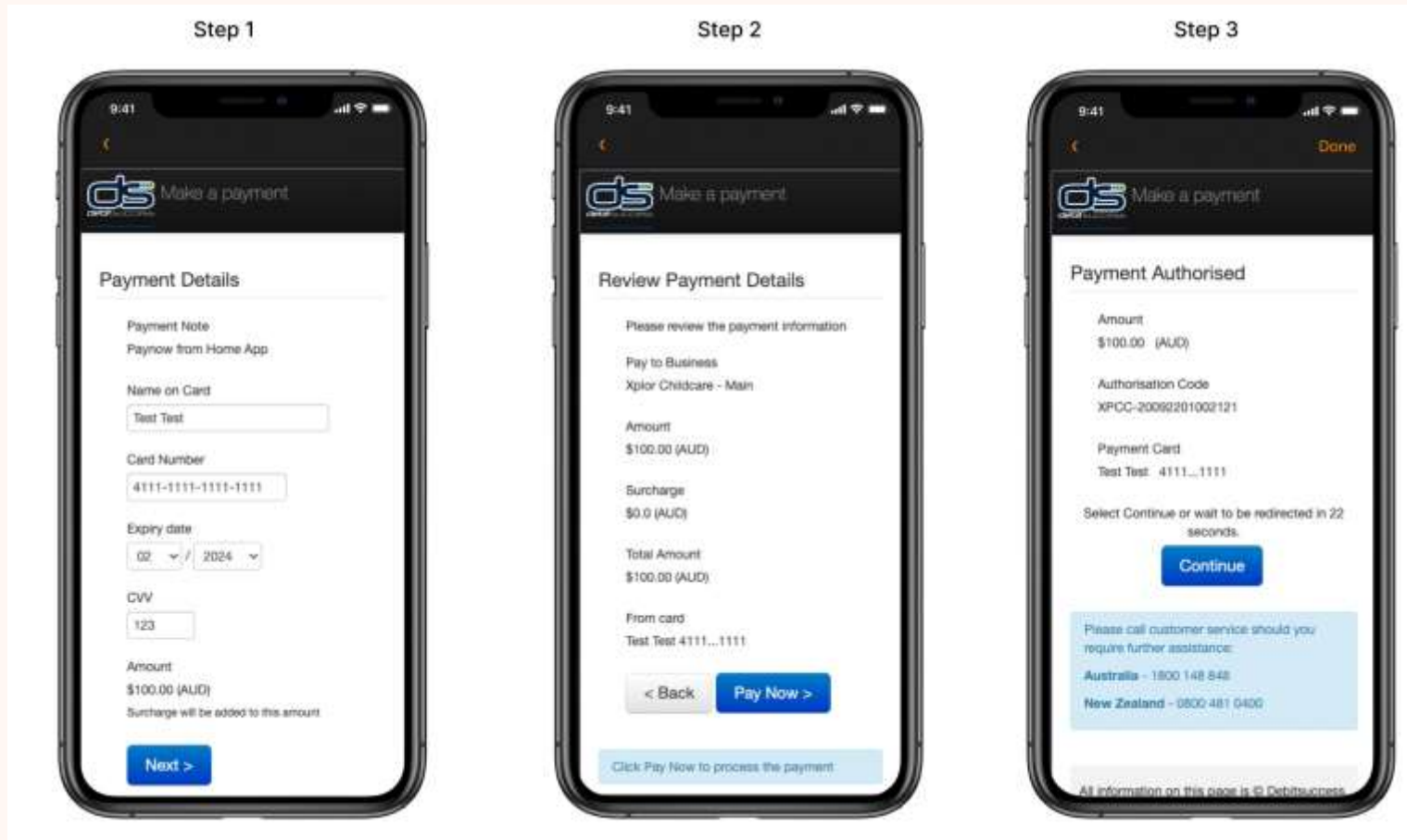
Making a payment via Home App



1 In the Home App, navigate to **Settings > Finance**.

2 Tap "**Pay**" in the bottom righthand corner

3 Choose an amount to pay.



4

Enter your **card payment details** into the secure form and confirm the amount is correct.

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Review your payment details.

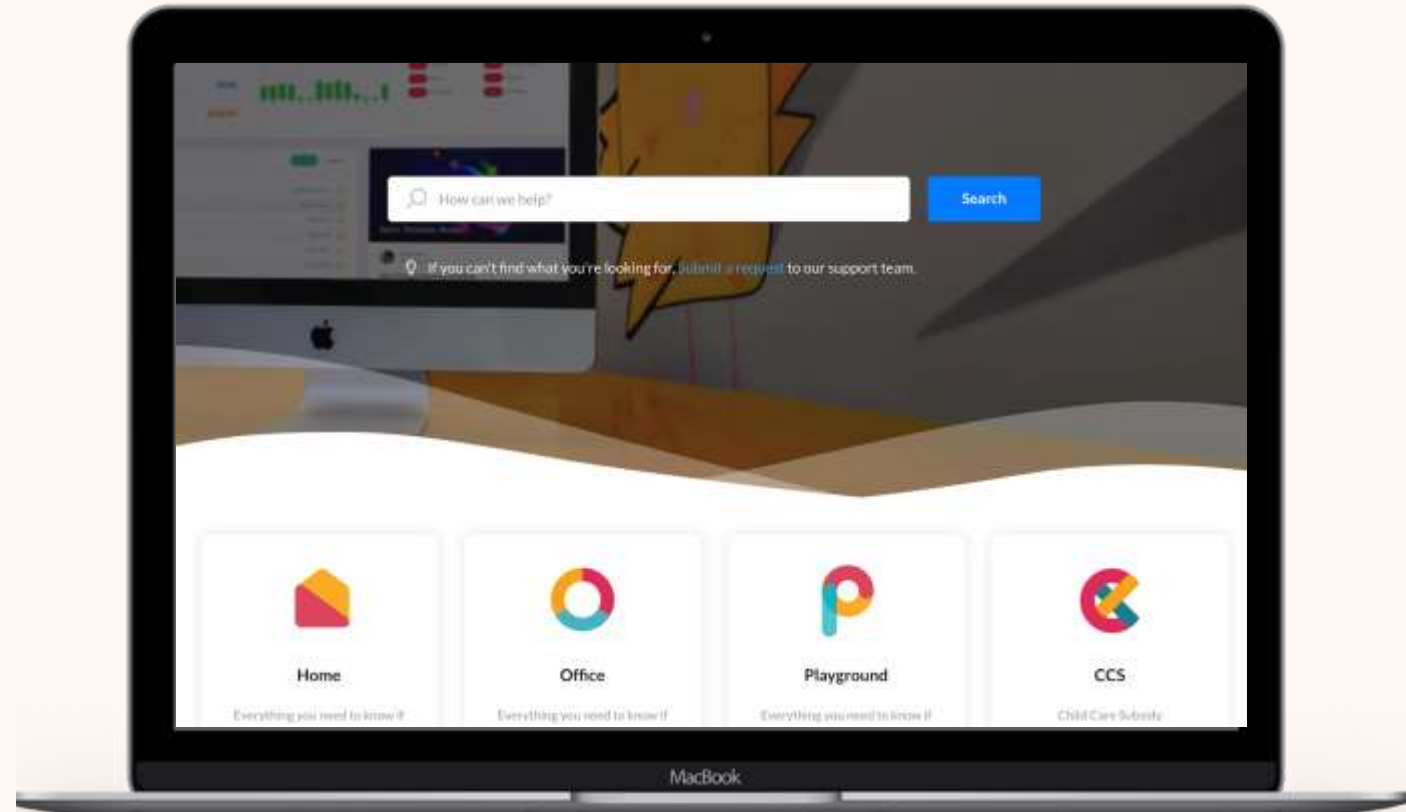
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Submit your payment. All done!

XPLOR SUPPORT



For more resources,
Visit our online knowledge base
<https://support.myxplor.com/s/>



THANK YOU

