



# Xplor Home

App or Webpage

**Xplor is our Child Care Management Software.**

**Using this program is an essential part of your child's enrolment with The Grange Community Centre**

**Please use this guide to assist you with completing your Child's Enrolment.**

- 1. Create Login**
- 2. Download App**
- 3. Create Hub Pin**
- 4. Notifications**
- 5. Auto Debit Setup**
- 6. CWA (Complying Written Agreement)**
- 7. Finances**
- 8. Signing Your Child In/Out of Centre**
- 9. Notifying Absences**
- 10. Viewing Bookings**
- 11. Requesting Bookings**
- 12. Notifying Absences**

**These tasks are essential to finalise your child's enrolment.**

**Your Child will not be able to commence at the service, until these tasks are completed.**

## Create Login

1. Locate email—Your Xplor login details (if you can not find this email check your Junk Box or contact The Grange Community Centre to confirm your email address is correct.)
2. Click on the Orange button in the email that says Create Password
3. Please remember this password, as you will require it again,

Write Down your password here: \_\_\_\_\_

## Download App

1. Go to the App Store / Google Play and download Xplor Home
2. Set up your app, as you will need to use this to view your accounts, notify us of absences and much more.



## Notifications

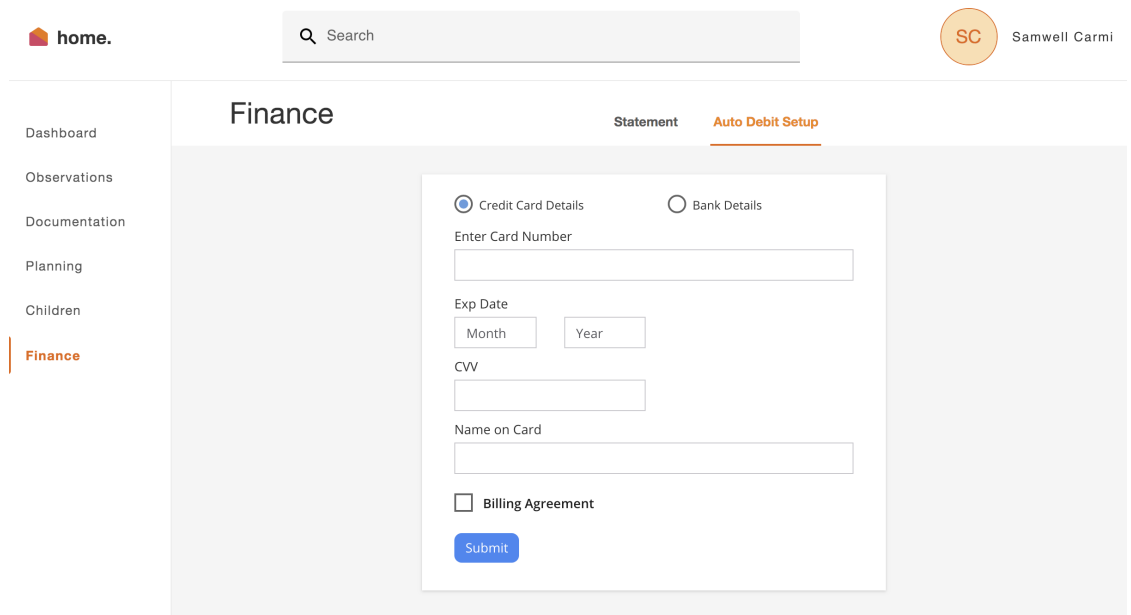
1. Click Accounts Tab
2. Click Notifications
3. Click on Setting icon located top right
4. Select System Notification Settings, choose your preference.

## Create Hub Pin

1. On your child first attendance at The Grange Community Centre you will need to create a pin number to use the Hub Login. An Educator will assist you with this process.
2. Tap "Parent sign in"
3. Tap "Set your PIN". This feature will allow first time users to set up a Hub PIN or reset the Hub PIN if you may have forgotten it.
4. Enter your Xplor email and password.
5. Enter your mobile phone number (10 digits with no special characters)
6. Enter your desired 4 digit PIN (must be only numbers)

# Auto Debit Setup

Please note that only **primary carers** can add and update bank details.



The screenshot shows the 'Auto Debit Setup' form within the 'Finance' section of the 'home.myexplor.com' application. The interface includes a top navigation bar with a search bar and a user profile for 'Samwell Carmi'. A left sidebar lists various menu items, with 'Finance' highlighted. The main content area is titled 'Finance' and contains two tabs: 'Statement' and 'Auto Debit Setup'. The 'Auto Debit Setup' form has two radio buttons: 'Credit Card Details' (selected) and 'Bank Details'. The form fields include: 'Enter Card Number' (text input), 'Exp Date' (Month and Year dropdowns), 'CW' (text input), and 'Name on Card' (text input). There is a 'Billing Agreement' checkbox and a 'Submit' button.

## Adding Bank details:

1. Login to [home.myexplor.com](https://home.myexplor.com)
2. Select "Finance" in the left side menu
3. Select "Auto Debit Setup"
4. You can choose to enter your credit card details or your bank account details
5. Read through the billing agreement, then select 'Agree'. If you have any concerns about this, please reach out to us.
6. Once you have saved your banking details successfully, we will set up your preferred billing schedule/or the schedule required by the service
7. You can edit your banking details through this tab at any stage

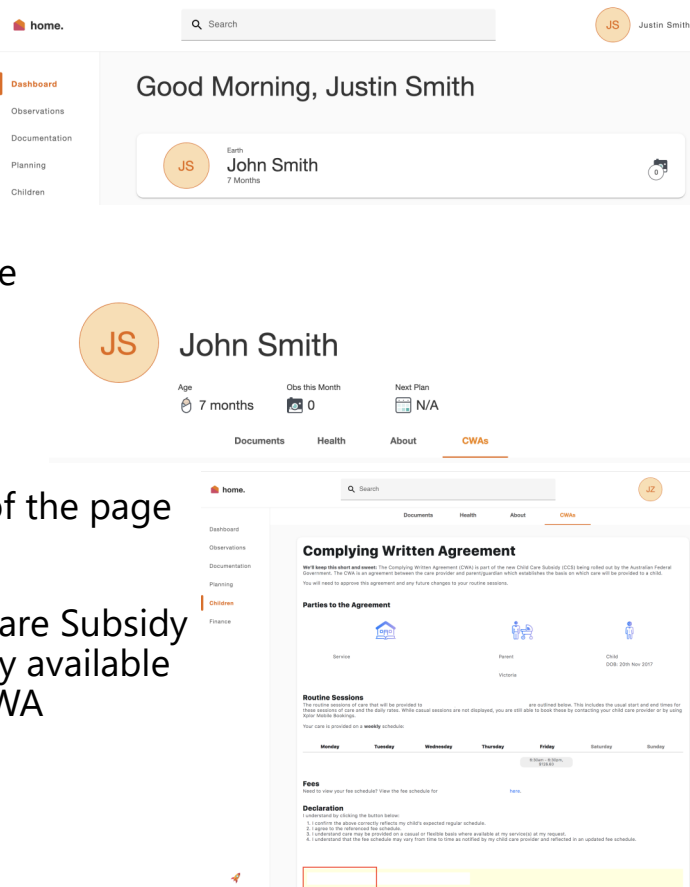
# Complying Written Agreement (CWA)

If you are claiming Child Care Subsidy you should ensure you have lodged an application with Centrelink. Centrelink will not backpay Child Care Subsidy prior to application approval date.

This can be completed through your MyGov Account.

## Completing in Web Browser

1. Log in to [home.myxplor.com](http://home.myxplor.com) using the Primary Carer's account. If you do not know who the primary carer is please contact the centre.
2. Select the name of your child from the dashboard
3. Select CWA on the child's profile
4. Check through the booking and the fees. If correct, scroll to the bottom of the page and click 'Accept'
5. Login to MyGov and Approve Child Care Subsidy Enrolment in Centrelink (This is usually available to view within a couple of hours of CWA acceptance)



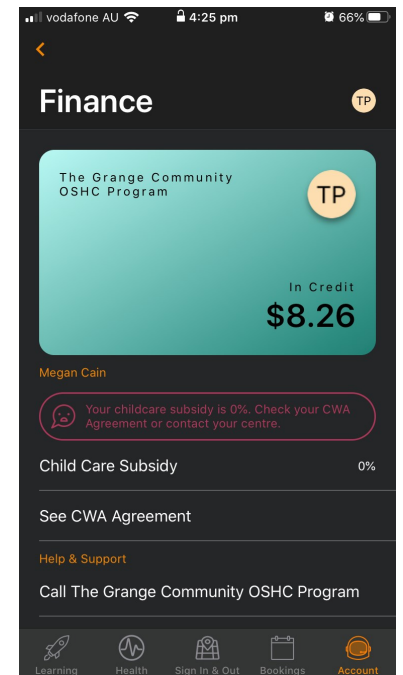
## Completing in App

1. Open App
2. Click on Account
3. Click on See CWA Agreement
4. It may request that you login here.
5. Check through the booking and the fees. If correct, scroll to the bottom of the page and click 'Accept'
5. Login to MyGov and Approve Child Care Subsidy Enrolment in Centrelink (This is usually available to view within a couple of hours of CWA acceptance)

# Finance

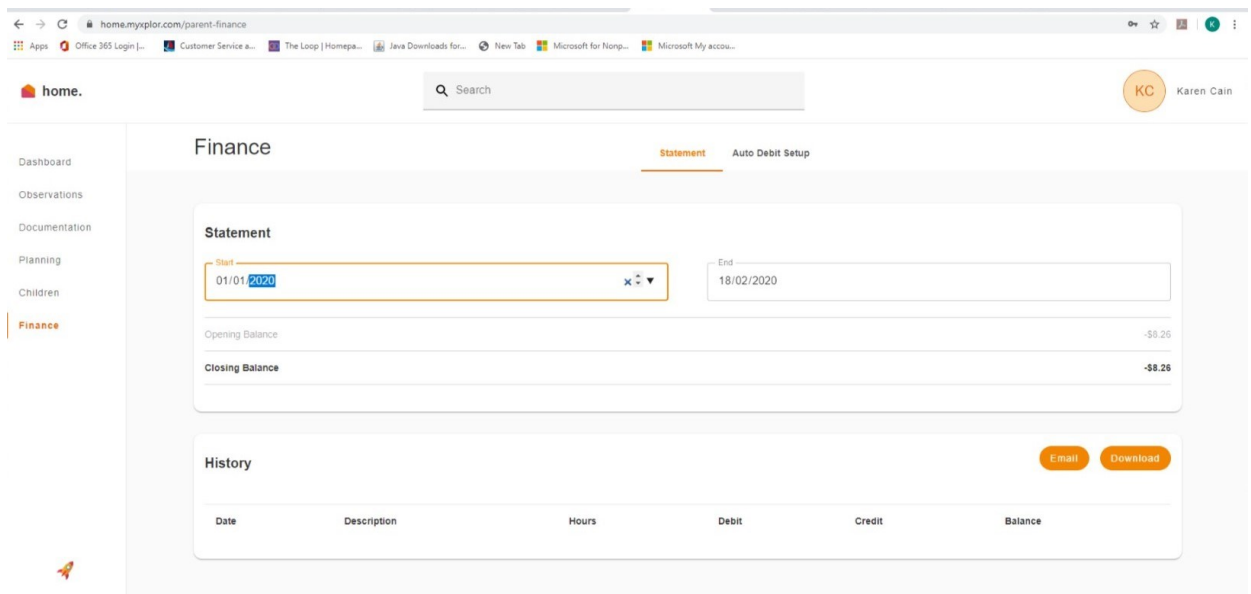
## Viewing Finances in the APP

1. Select Account (here you can see your current balance)
2. Tap on Green Box
3. Select Date Range
4. Download Statement



## Viewing Finances via Web Browser

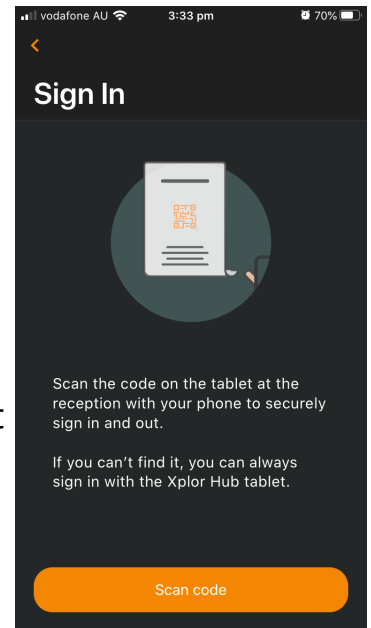
1. Select Finances
2. View Summary of Account
3. Select Date Range
4. Download Statement



# Sign In / Out

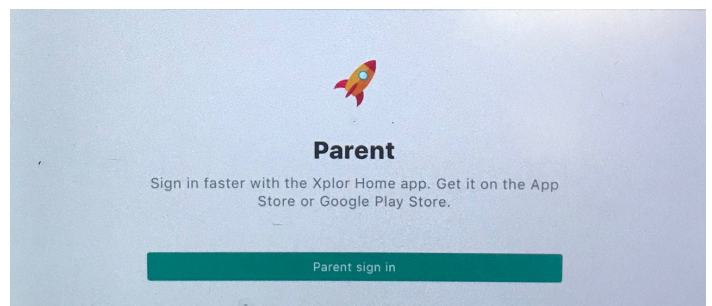
## Signing In / Out on Home App

1. To sign a child into their booking click the button 'Sign In'
2. After pressing the Sign In button, the app will open the following screen, asking to scan the QR code which is located on the Hub sign in.
3. Click on 'Scan Code' to open the camera. If this is the first time signing in through the app, you will need to give permission to access the camera on your phone.
4. Once the camera opens, locate the QR code in the centre. If you are uncertain where this is being displayed, ask the centre staff to point you in the right direction. Ensure the QR code is within the box on the screen. The app will automatically authenticate the code once it is read correctly.
5. Once the code is successfully scanned, the welcome screen for the service will appear. If there is only one child, click the 'sign in' button to sign them into their session.
6. If there are multiple children, select those you want to sign in, and click 'Confirm'
7. Once the sign in is successful, a success screen will display. The child is signed in. Click 'Close' to get back to the dashboard.



## Signing In / Out on Hub

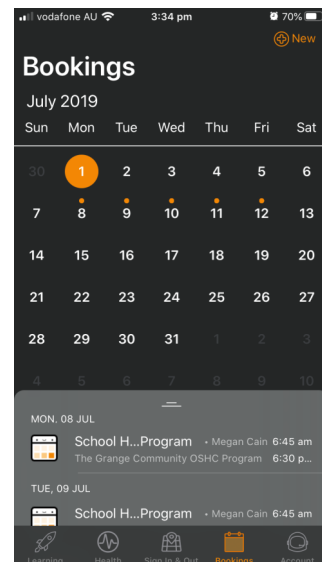
1. On the tablet, tap "Parent Sign In"
2. Enter your mobile phone number and 4 digit PIN
3. The children linked to your account will appear. Tap "Sign In" next to the child that is being signed in.
4. When all children have been signed in, select "Done"
5. **Note:** To sign out, repeat the steps above but select 'sign out' next to the child's name in the final step



# Bookings

## View Bookings

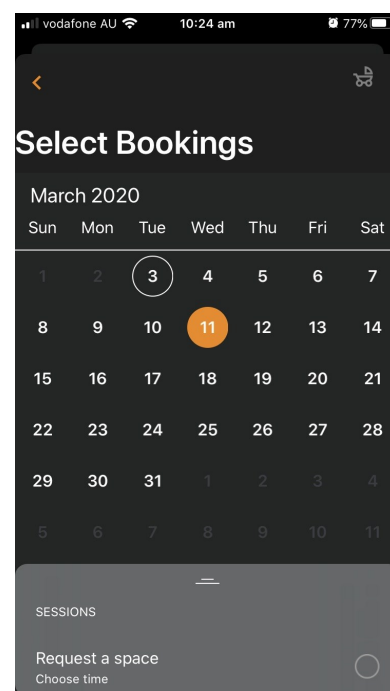
1. Open Xplor Home
2. Click on Bookings tab
3. Current Bookings are indicated with an orange dot
4. Swipe Grey box up to view all bookings.
5. If there is an error or you wish to change your bookings please email [enquiries@grangecommunity.org.au](mailto:enquiries@grangecommunity.org.au)



## Adding Additional Bookings (Out of School Hours Program ONLY)

**If you wish to add an additional booking online, you must complete this booking at least 24 hours (Monday to Friday) prior to the session requested. For bookings outside this 24 hour notice period, please call 8742 8000.**

1. Open Xplor Home
2. Click on Bookings tab
3. Click New
4. Select Bookings
5. Select Date
6. Click Request a Space
7. Insert times for session and in Comment Box include Before or After School Care etc
8. Click the cart symbol at the top of the screen to view requested booking
9. Click request (*this request is not a confirmation until it has been approved*)

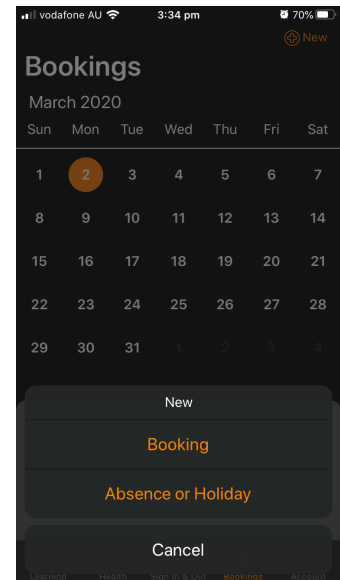


## Notifying Absences & Holidays

Notification of absences or holidays can be completed online prior to 2pm on the day of the absence.

After this time please phone 8742 8000.

1. Open Xplor Home
2. Click on Bookings tab
3. Select date
4. Click new
5. Select Absence or Holiday
6. Insert Start and End Date
7. Insert Comment Program that your child will not be attending eg. Before, After School Care, 3+ Activity Group etc
8. Choose Absence or Holiday
9. Click Request



## Other Features

### Messages

This feature is an important way for our administration team to be able to communicate important information quickly for example in the event of an emergency or other large group messages.

### Hub Guests

If you have family members / carers / friends who are on your contact list and regularly pick up your child you can set them up as a Hub Guest so they are easily able to sign your child in or out of the service on your behalf.