

# **INSTRUCTIONS TO XPLOR**

*Xplor Home* is a management software for parents/carers enabling access to various services including:-

- Signing your child/children in and out each day,
- Accessing financial statements, i.e. invoices and CCS statement of entitlement,
- Adding an additional person who is authorised to drop off and collect your child,
- Updating payment information.

IGS parents and carers are required to download the Xplor Home application into their device. Please note that parents/carers can add additional people who are authorised to collect their child, however the authorised person will not be able to use the Xplor Home app to sign their child out. In this circumstance, our staff member will sign the child in or out.

## Why are we encouraging the use of the Xplor Home app?

By using the Xplor Home app, you will be supporting our School's COVID-19 policy of minimising contact amongst parents/carers and staff members as the process of signing your child in and out is done on your own device.

Furthermore, under the Education and Care Services National Regulations, it is a requirement for IGS Early Learning to maintain a record of attendance of your child, which includes accurate arrival and departure times. For families who are entitled to Child Care Subsidy (CCS), this information is also necessary to claim CCS.

With regards to your child's safety and wellbeing at the Centre, accurate arrival and departure records also ensure the successful implementation of efficient emergency procedures.

#### What happens next?

Prior to your child's commencement at the Centre, you will receive an email from Xplor, inviting you to set up a profile on Xplor Home. Please follow the guide below to create your account. Please also ensure that you have this application installed and set up prior to your child/children's first day at the Centre, so that you have ample time to familiarise yourself with the dashboard features.

Should you encounter any issues with the sign in and out process, please let a staff member know and we will assist you. If you have any other questions with regards to Xplor Home, please do not hesitate to contact the Early Learning Administrator on <u>early.learning@igssyd.nsw.edu.au</u> or call 9219 6700 (ext. 6).

### **Xplor Home**



- As a parent/guardian, you will have access to our 3 platforms:
  - 1. Home app on your phone device
  - 2. Home web on your device or desktop
  - 3. The Hub on the iPad at the Centre

Please note that due to COVID-19 restrictions, the Hub will not be available to parents/carers/authorised persons (for collection) for the time being.

Once IGS Early Learning has finalised your information and made your child active, you will receive a Welcome email that looks like this:

Welc	come
	*
Hi Willy,	
Your chili parents. learning, sign-in &	Service A1 is using Xplor for Xplor allows you to see photos and videos of your child's monitor health, manage bookings, and use contactless 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.
l	App Store
	SECURELY SIGN IN AT CARE
	Learn to sign in your child with the Home app or using the Xplor Hub

1. Click the orange 'Create Account' button, it will take you to the below screen. As a new parent who has not created an account before, select 'Create Account.'

< Welcome to Xplor	< Create Password
We are always super excited to welcome new users to Xplor and Test Service A1. We will now take you through a few simple steps to verify your email and set up your new account.	Pessword Repet Password Strength: Good B characters passwords don't match
Create Account	Next

2. From here, create a password that is 8 characters in length and includes a capital letter, number and special character. Then press 'Next.'



3. Create a 4 digit Account Pin. This can be used to sign in with your mobile number which you will enter in the next step. Press 'Next.'

4. Enter your mobile number. Press 'Next.'

5. Press 'Finished.' That's it! You have created your Xplor Account! You can now use the email address and password listed to log into the Home App or Home Desktop Site.

< Enter mobile number
This mobile number will be used to log into the Xplor Hub. 0412123123
Next



6. Once you select 'Finished' you will automatically be taken to your Home Account.

## Signing In/Out - Home App

The dashboard shows any bookings for the day for your children. If there are no bookings on that day, the child's profile will display with description text that there are no bookings.





Signing into a booking:

1. To sign a child into their session, click the button 'Sign In'.

2. After pressing the Sign In button, the app will open a new screen on which you'll be prompted to scan the QR code available at the service. IGS Early Learning's QR code will be displayed on the main entrance of the Centre on Kelly Street.



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, scan the QR code in the centre, ensuring 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 shift.

If there are multiple children, select those you want to sign in, and click 'Confirm'



6. Once the sign in is successful, a success screen will display. The child is signed in. Click 'Close' to get back to the dashboard.

7. To sign your child out, please access the dashboard and tap on your child's name. A button will appear to prompt you to "Sign out". Tap on Sign out.

#### **Child Care Subsidy and Xplor Home**

If you are a new IGS Early Learning parent and you are entitled to Child Care Subsidy (CCS), there are a few steps you need to take within Xplor Home in order to ensure your CCS is paid through.

Before starting the below steps, ensure you have completed your Centrelink claim and Activity Test in MyGov.

**<u>Step 1</u>**: Signing the Complying Written Arrangement (CWA) is the first step to complete a child's CCS enrolment. The date the CWA is agreed to will be the start date of the CCS enrolment. Once the CWA is signed, the enrolment will need to be confirmed through MyGov as well.

There are two ways a CWA can be signed.

#### **Option 1: via the Home App**

1. Open up the Home App. Click "Account" then "Finance"



2. Click on "View CWA Agreement". If you do not see this button, please reach out to your administrator. If you have multiple centres, you may need to google between centres in the Home App.



3. The CWA should appear. Click "I Agree". If there are any questions in relation to the session days or fees, please get in touch with our IGS Early Learning Administrator.



# Option 2: via Home web (home.myxplor.com)

1. Log in to https://home.myxplor.com/ using the Primary Carer's account. If you do not know who the primary carer is, please ask the IGS Early Learning Administrator.

2. Select the name of your child from the dashboard.

💼 home.	Q Search	JS Justin Smith
Dashboard	Good Morning, Justin Smith	
Documentation Planning	JS John Smith	7
Children	7 Months	

## 3. Select "CWAs" on the child's profile.

JS	John Smith					
	Age Ø 7 months Docume	Obs this Month	Next Plan	CWAs		

4. Check through the bookings and the fees. If correct, scroll to the bottom of the page and click 'Accept'.

💧 home.	Q 8	Search						JZ
		Do	ocuments	Health	About	CWAs		
Dashboard								
Observations	Complyi	ng Writ	ten Ag	reeme	nt			
Documentation	We'll keep this short and eveet: The Complying Written Agreement (CWA) is part of the new Child Care Subsidy (CCS) being rolled out by the Australian Tederal 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.							
Planning	You will need to approve this agreement and any future changes to your routine sessions.							
Children	Parties to the Ag	reement						
Finance					ġ.		G	)
	Service			-	Parent		Child	No. 2012
				5	fictoria		DOB: 20th	NOV 2017
	Routine Sessions The routine sessions of car shace sessions of cars an Xalor Mobile Bookings. Your cars is provided on a Monday	se that will be provid d the daily rates. Whi weekly schedule: Tuesday	led to le casual sessions a Wednesday	re not displayed, ye Thursda	are ou u arc still able to t	tlined below. This in ook these by contac	cludes the usual s sting your child ca Saturday	tart and end times for re provider or by using Sunday
					8:30an	- 8:30cm,		
	Foes       Need to view your lee schedule? View the lee schedule for       have.         Declaration       Indexstand by clicking the button balow:         1.1 confirm the above correctly reflects my child's expected regular schedule.       2.1 agree to the research searchadite.         2.1 agree to the research searchadite.       3.1 agree to the researchadite.         3.1 agree to the researchadite.       4.1 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.							
4								

Step 2: Confirming in MyGov

After the CWA is signed, give the system some time for the CCS enrolment to appear in MyGov. The steps to confirm the enrolment can be found <u>here</u>. Confirm your child's enrolment.

Note: Any granted CCS Percentage (%) will not reflect on the Xplor App if you have yet to sign the CWA and confirm in MyGov. If you attend multiple services, you will need to set up your financial information at both services.