

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!**

1 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

2 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

3 Create Password

Password

Repeat Password

Strength: Good

8 characters

passwords-don't-match

Next

4 Enter mobile number

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

Mobile

0400000000

invalid-phone-number

Next

5 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

6 Welcome Wilma

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

Email

xploruser123+wilmaf@gmail.com

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?

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SECURELY SIGN IN AT CARE

Learn to sign in your child with the [Home app](#) or using the [Xplor Hub](#)

1

2



×

Welcome Emily



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

Email

██████████@gmail.com

Finished

3

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.

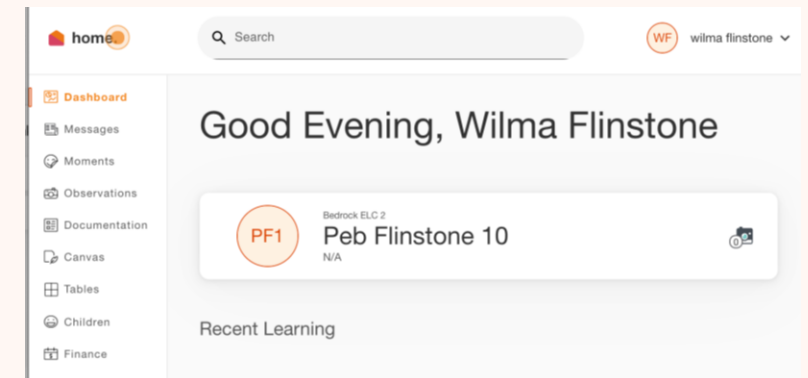
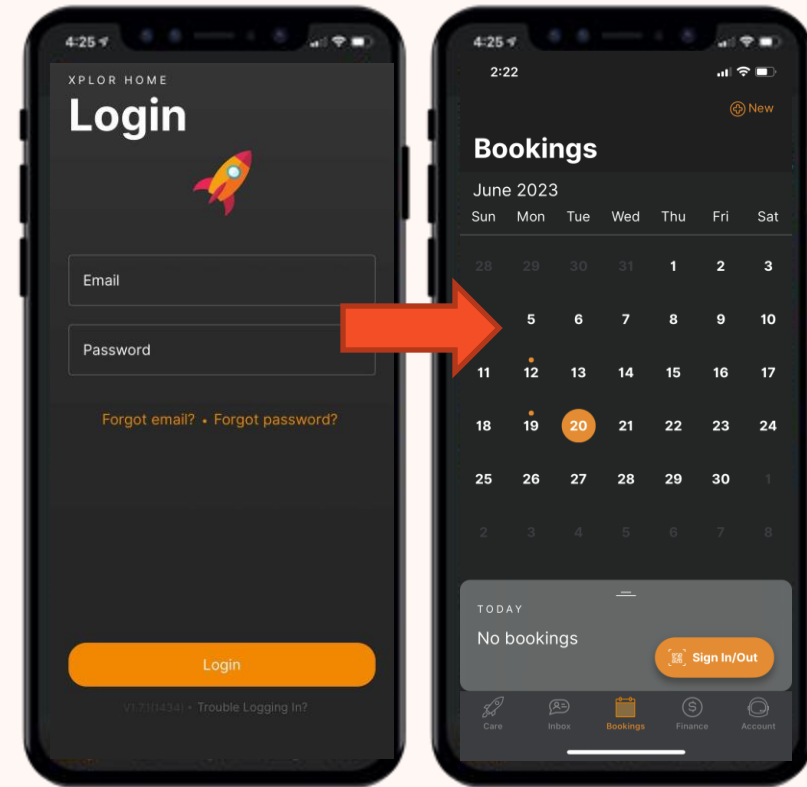


- 2 Login using your **Email & Password**.

- 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

Navigate to the Finance screen

3

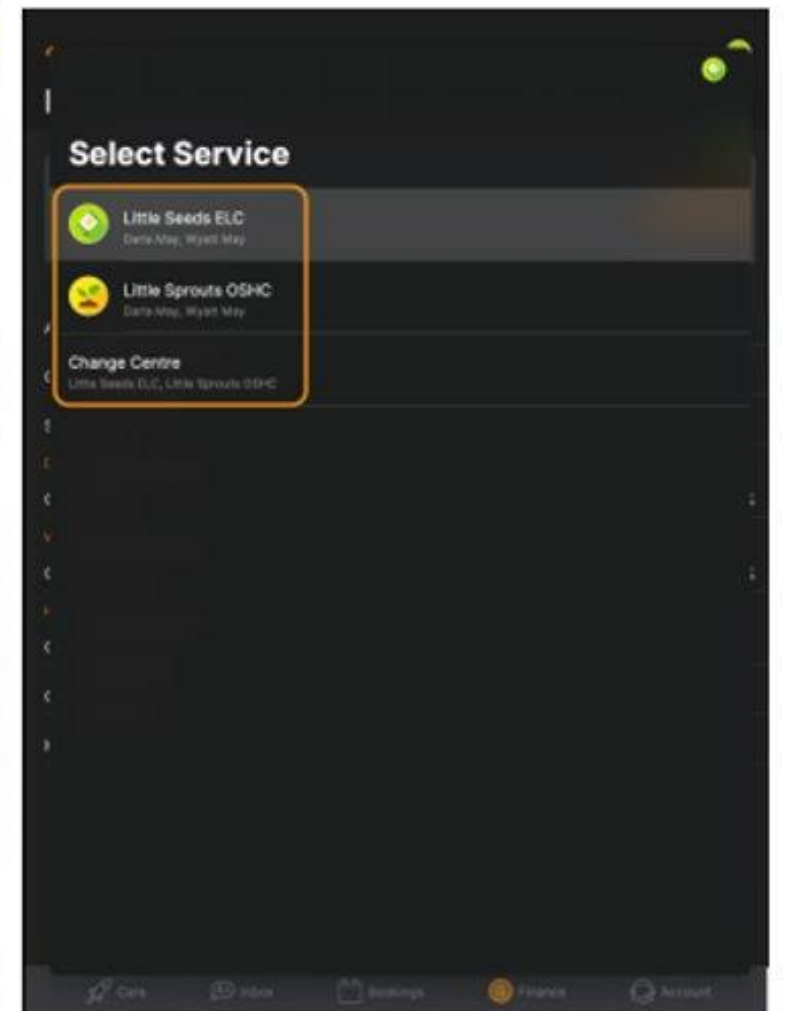
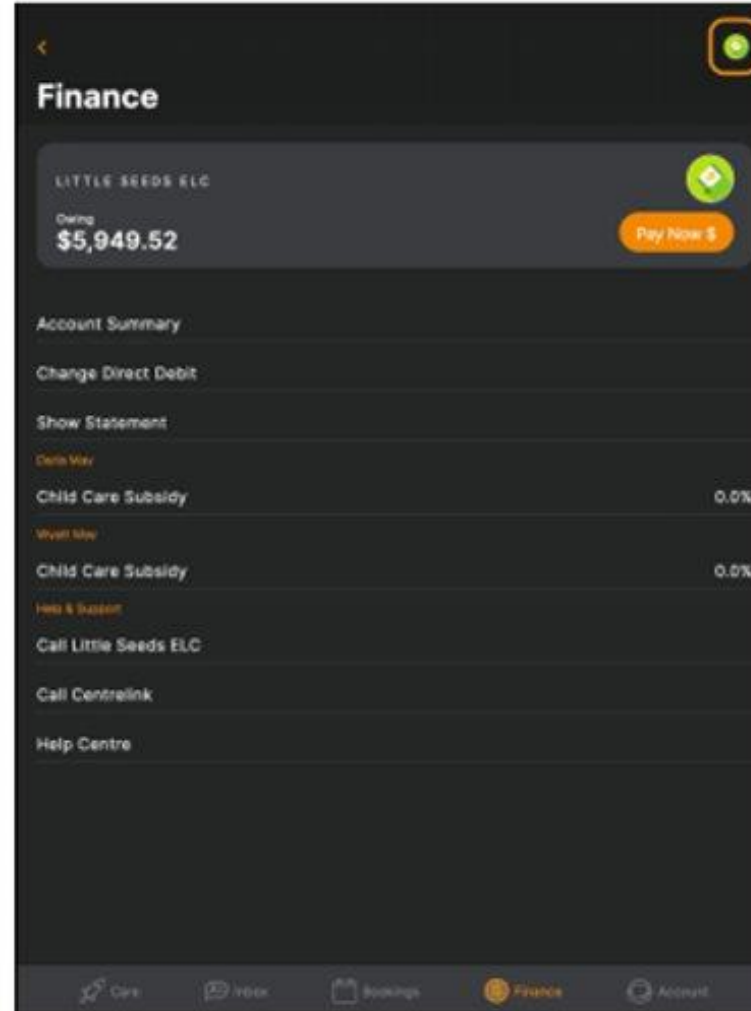
Click on the Centre logo

4

Select the new centre from the list

5

Click on Sign In & Out to return to the sign in/out screen



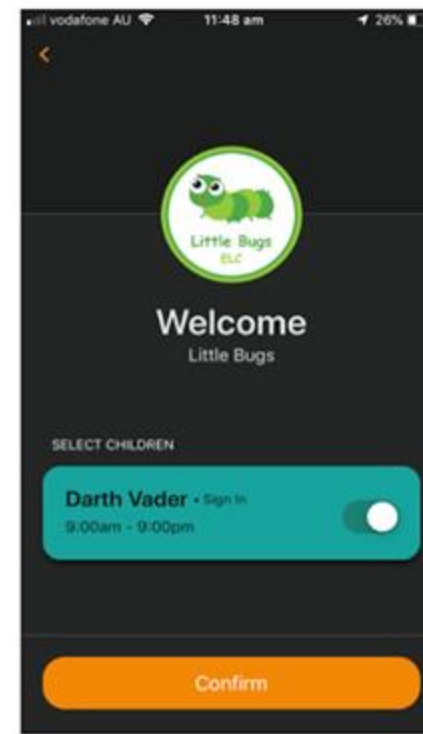
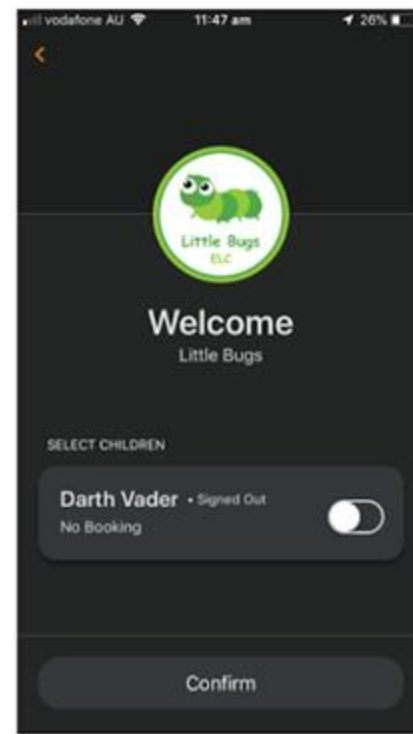
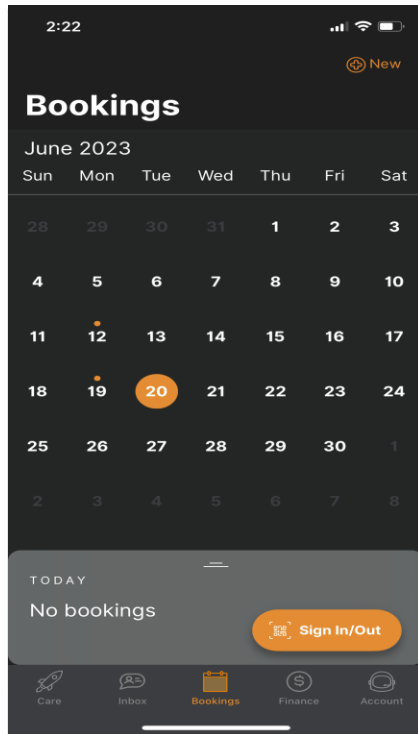
SIGNING YOUR CHILD IN OR OUT

With Xplor there are 3 different ways you can sign your child in and out of care.

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

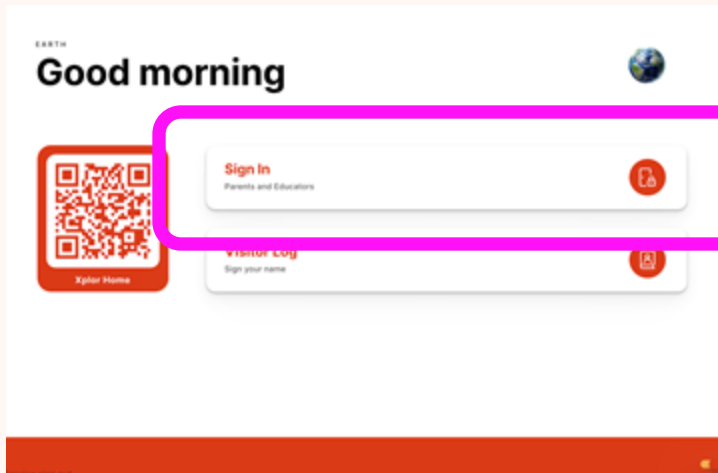
4

Confirm

5

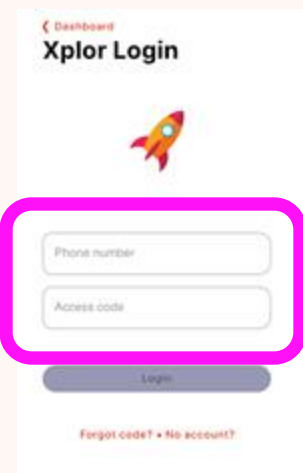
Select the session

OPTION 2: Mobile Number and PIN



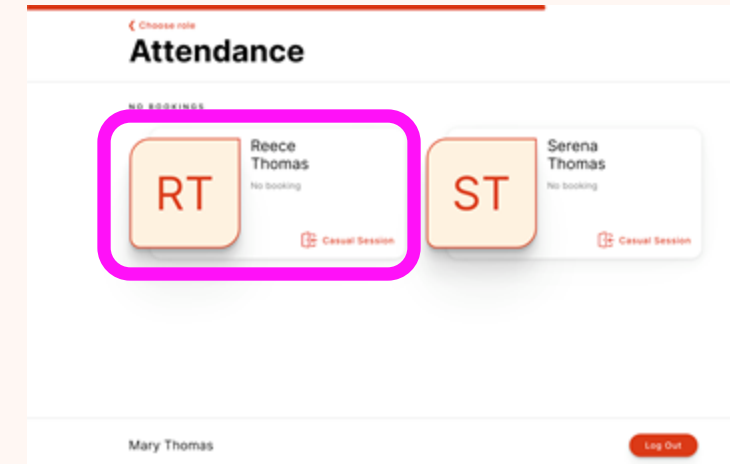
1

Tap **Sign In**



2

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



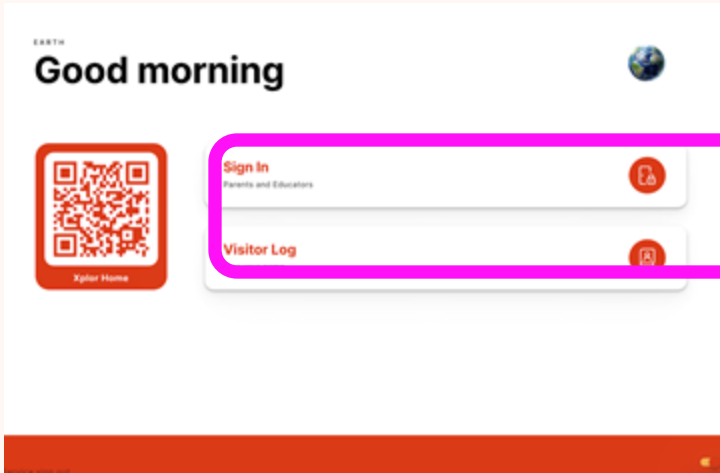
3

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

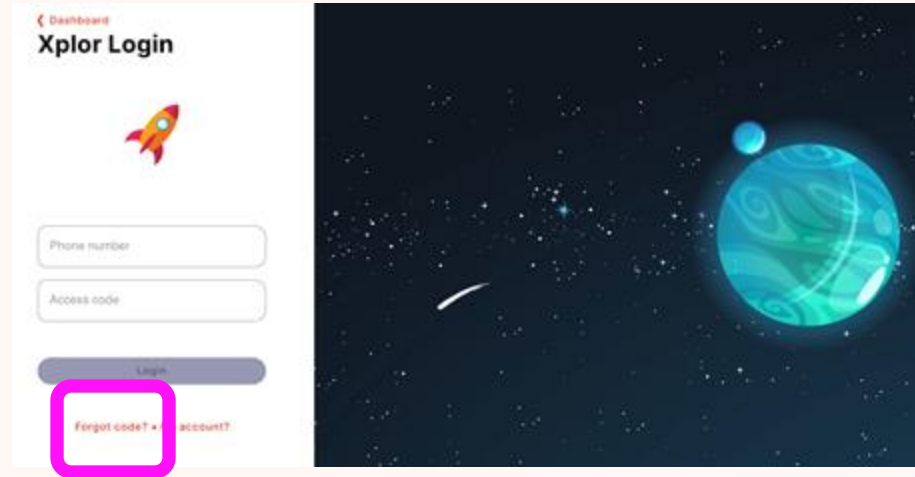
OPTION 3: Email and Password



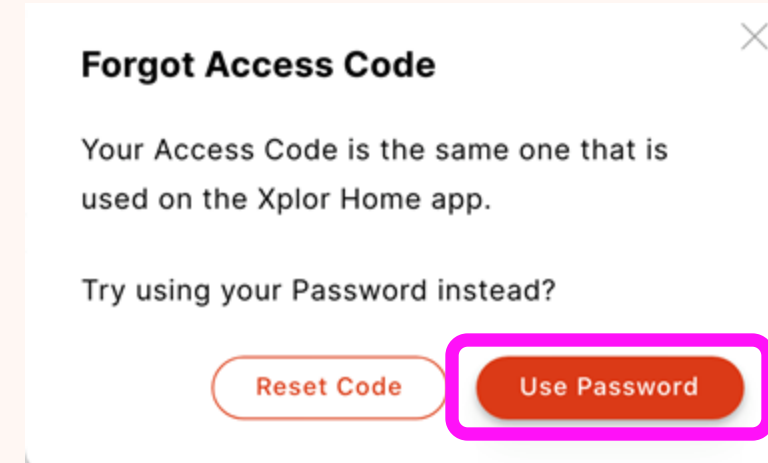
1 Tap **Sign In**



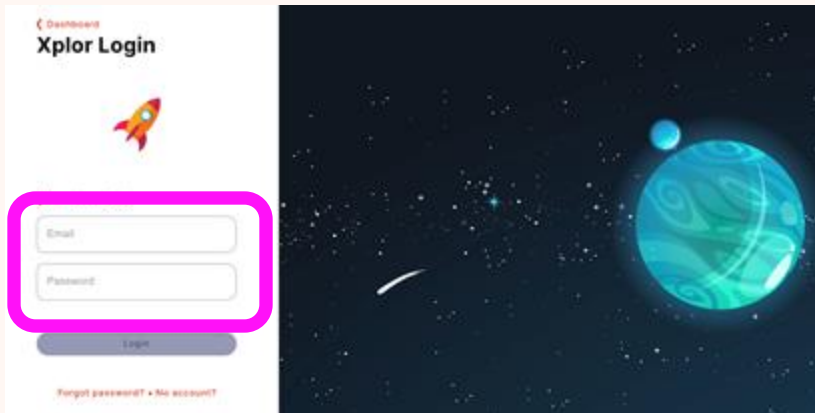
2 Tap **Forgot Code?**



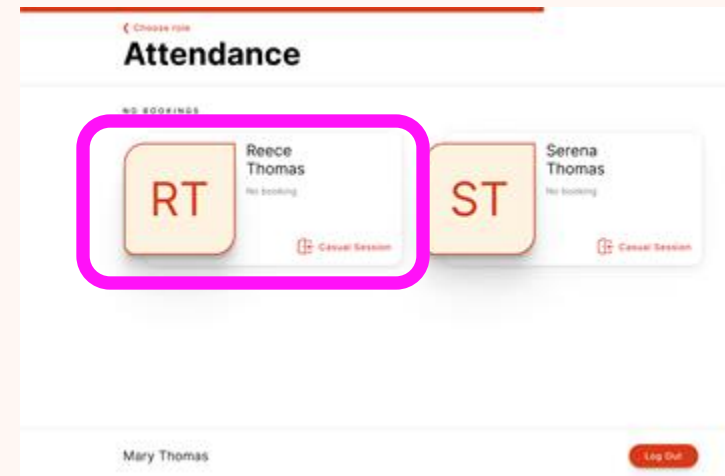
3 Tap **Use Password**



4 Enter **Email and Password**



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



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.

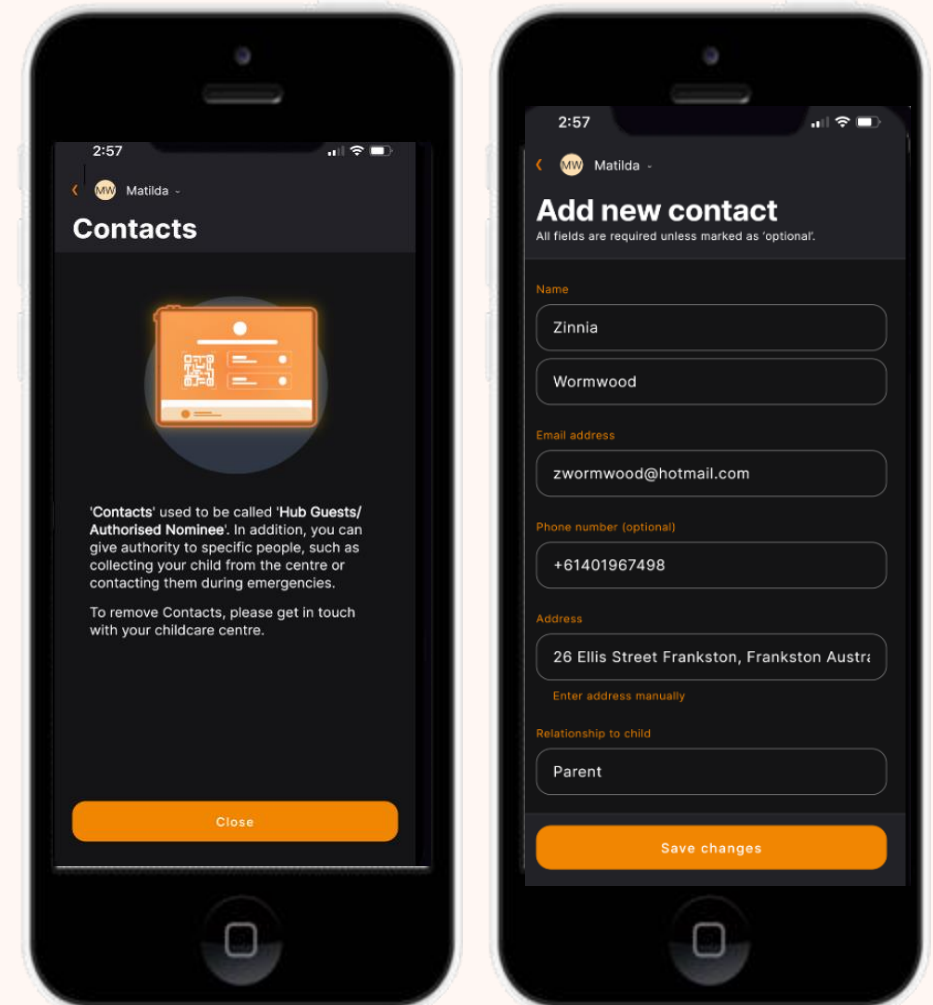
Contact sign in options

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.



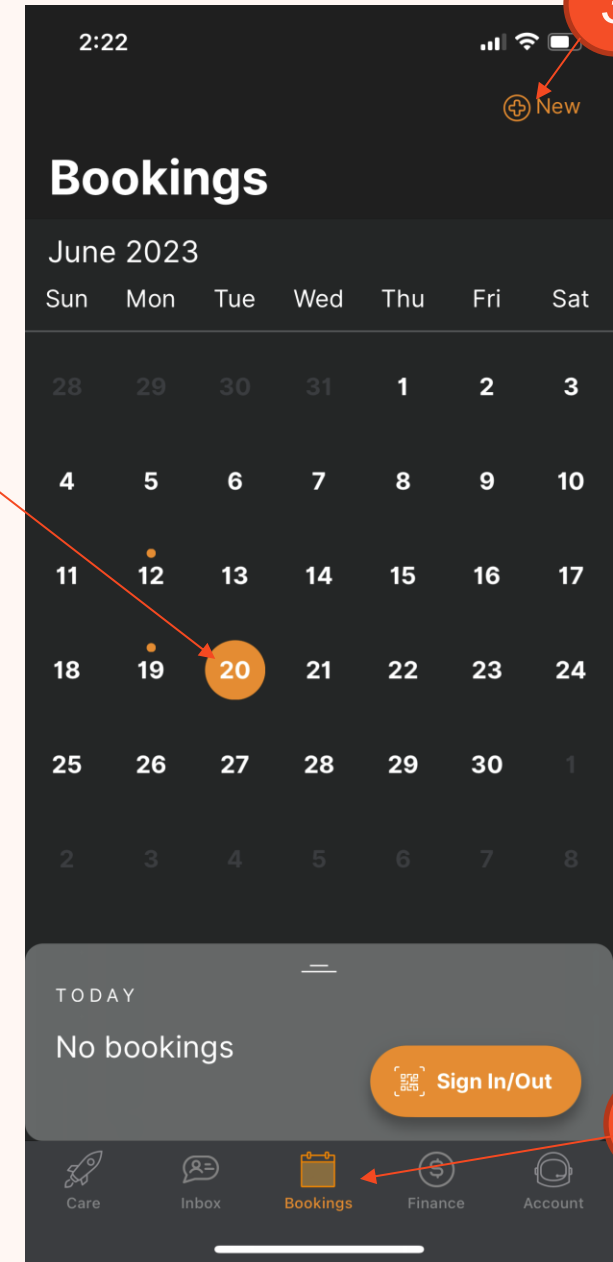
MANAGING YOUR CHILD'S BOOKINGS

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.



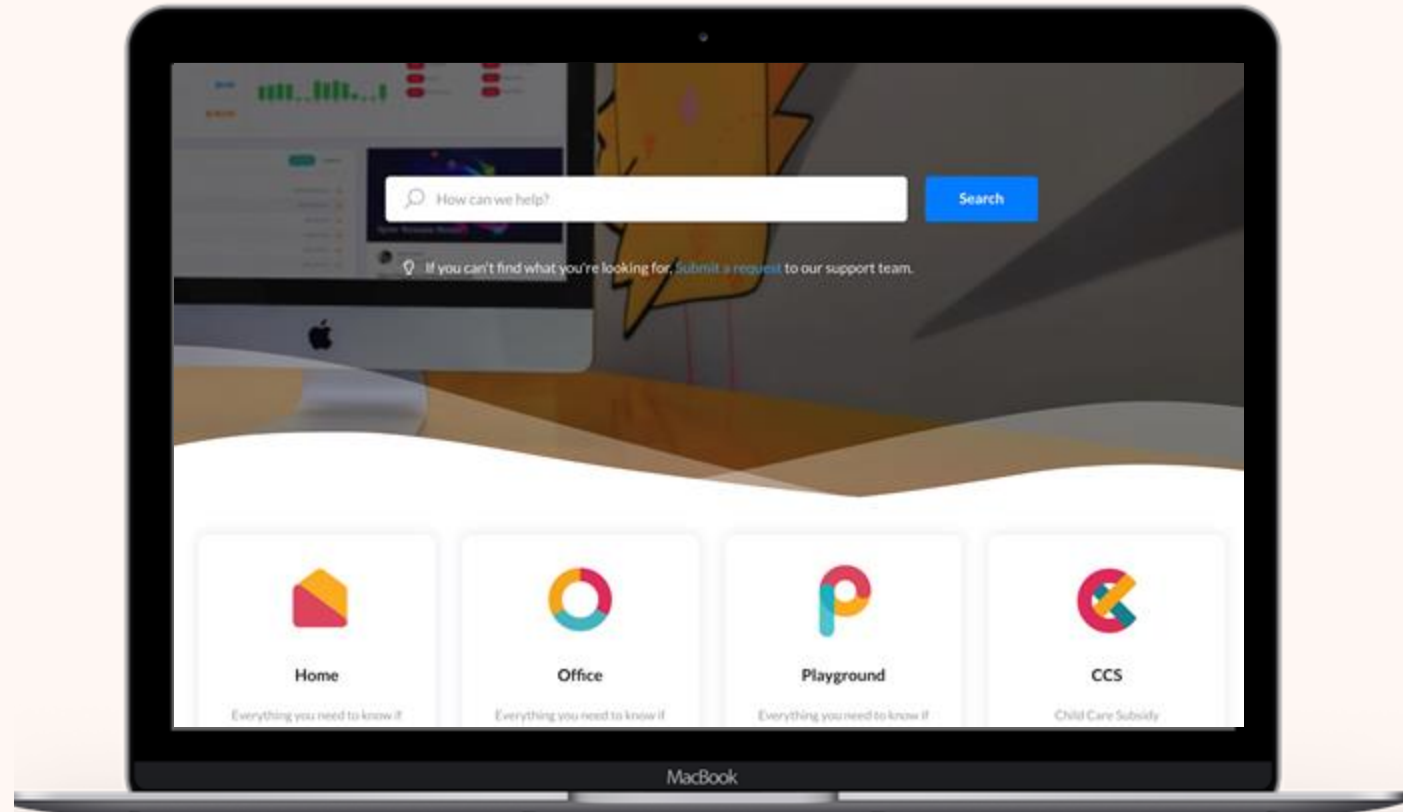
Note: You may not see future bookings until after your services

Go Live date.

XPLOR SUPPORT



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



THANK YOU

