

XPLOR HOME
For Families



ourxplor.com

THE FUEL TO GO FURTHER

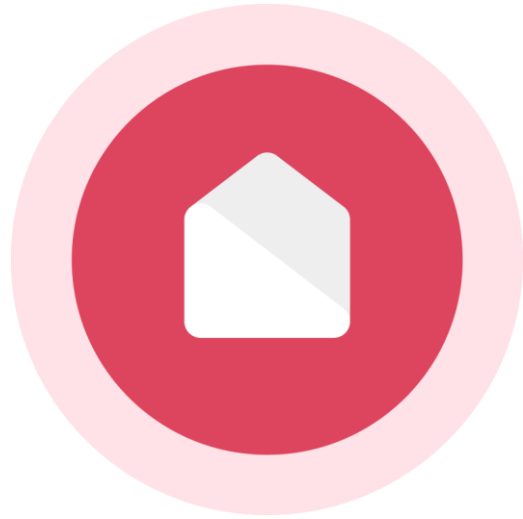


At Xplor Education, we help businesses succeed by giving them the software, payments and Commerce Accelerating Technologies they need to thrive.

We know our customers and partners because we once were our customers. We understand their industry, customers and unique goals and can thus help them overcome obstacles and leave a lasting legacy.

—**Richard North**, Chief Commercial Officer
Xplor Education

**Together, we
supercharge success.**



Xplor Home

For Families


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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 your **mobile number**.
- 5 Enter your **account PIN**.
- 6 **All done!**

XPLOR
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

< **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

< **Create Password**

Password

Repeat Password

Strength: Good

8-characters

passwords-don't-match

Next

< **Enter mobile number**

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

Mobile

0400000000

invalid-phone-number

Next

< **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

× **Welcome Wilma**



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

Email

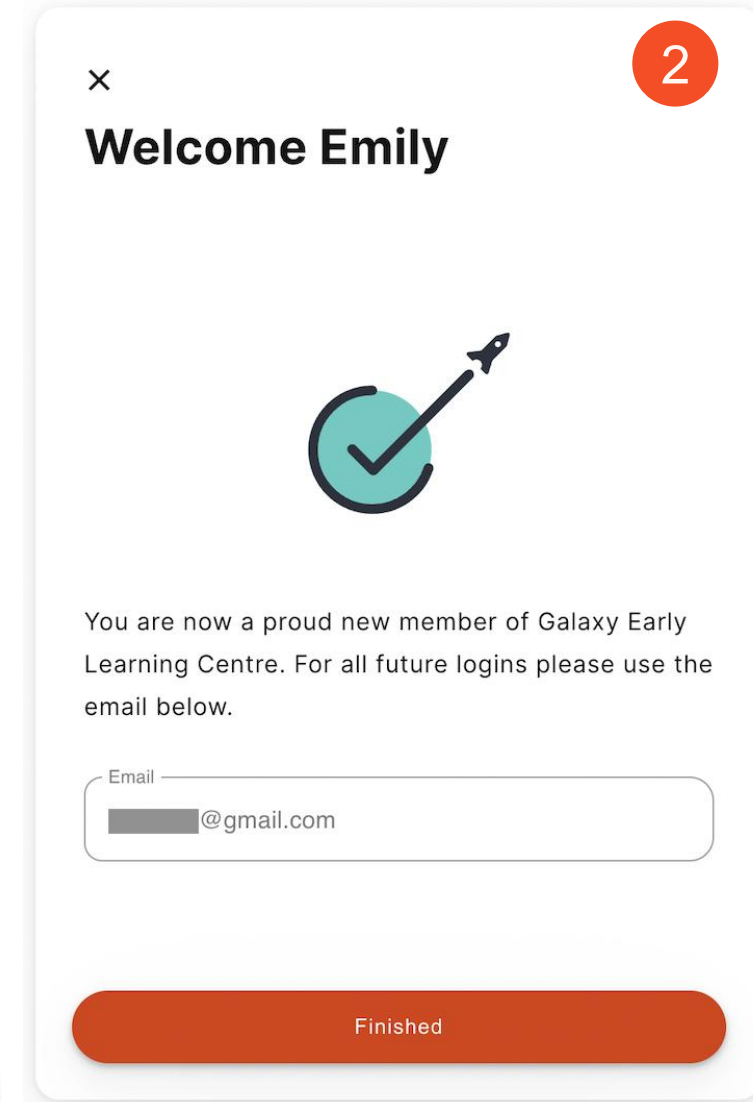
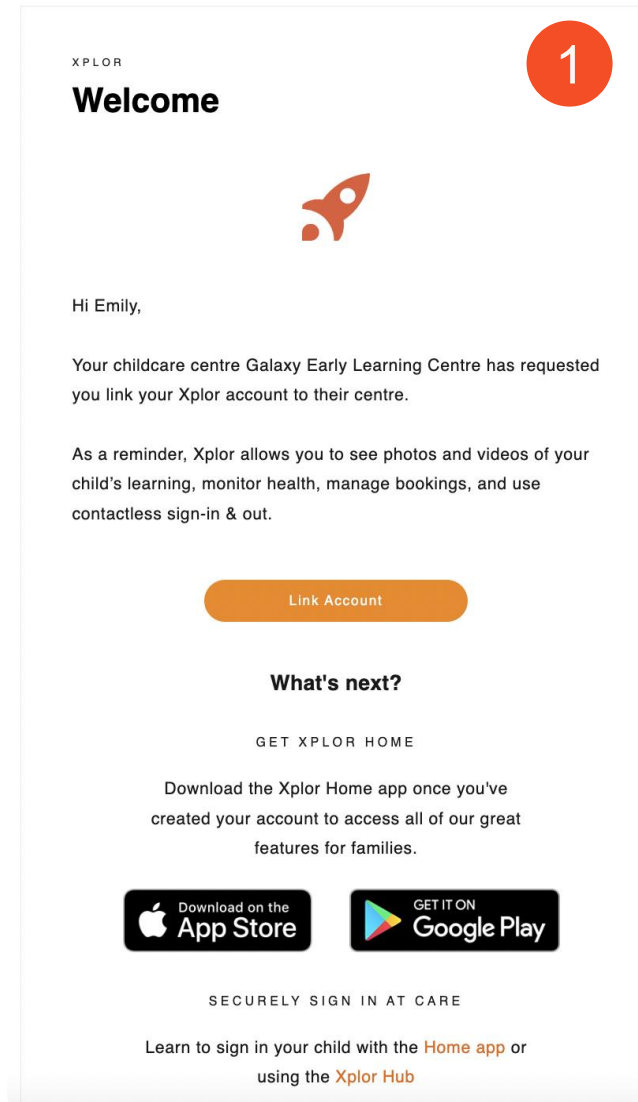
xplouser123+wilmaf@gmail.com

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 detect if your email address is currently registered with Xplor and will automatically merge your accounts together.



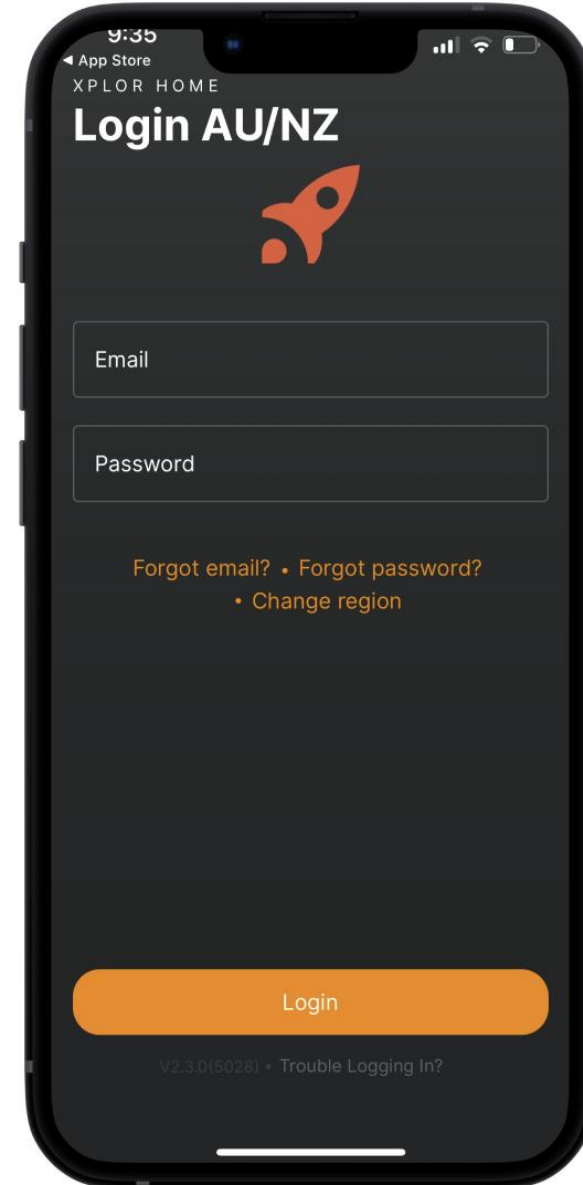
Logging In

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 or the Home web platform!

- 1 **Download the Home App** via the Google Play Store or Apple Store.
- 2 Login using your **Email & Password**.
- 3 All done!

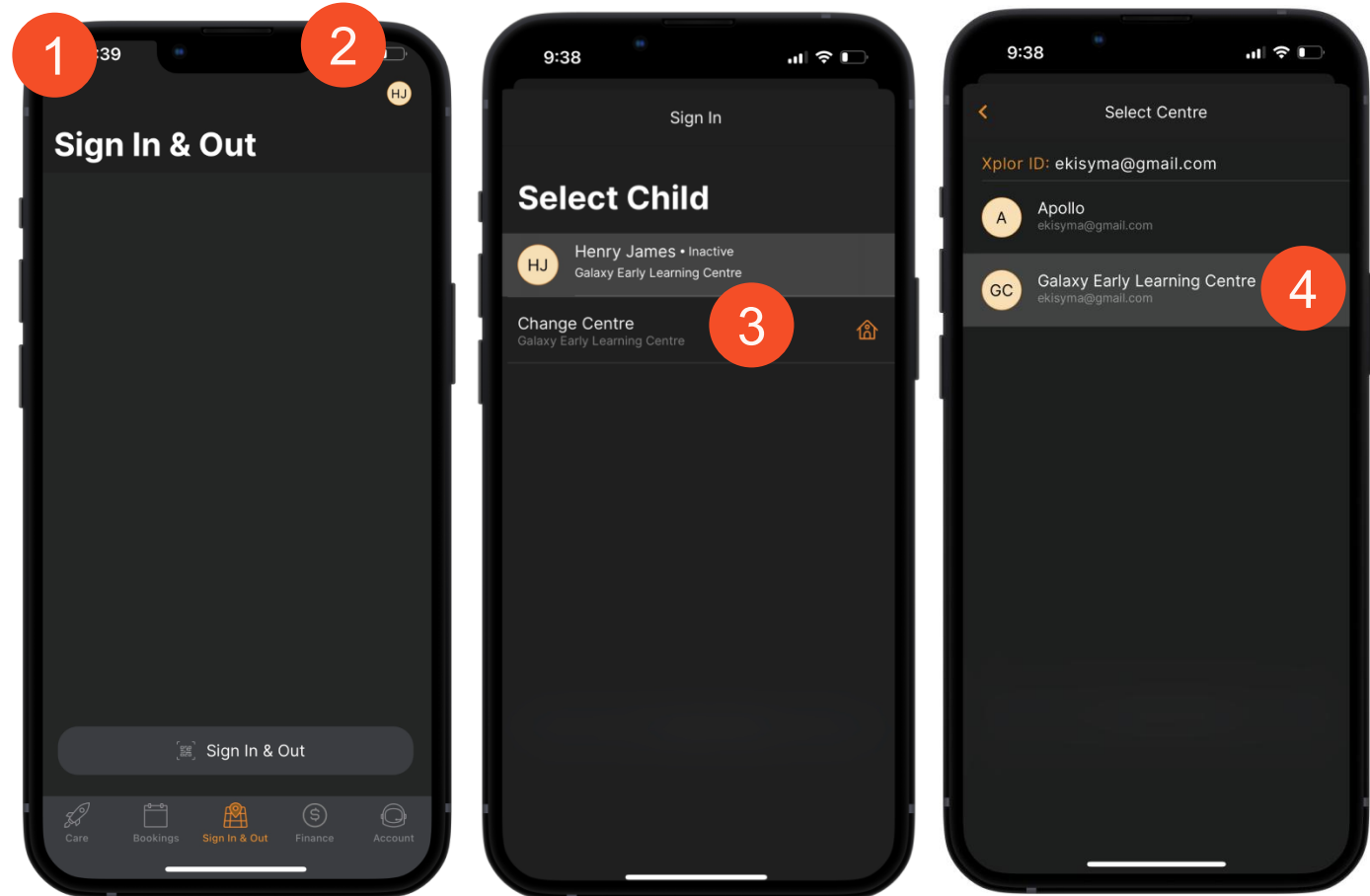
You can also log in any time on the family Home web platform by going to home.myxplor.com.

[See Home app FAQs here](#)



Toggle between different services

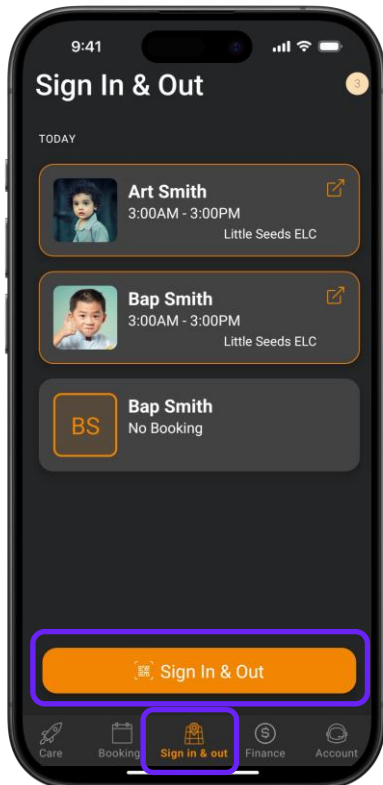
- 1 Open the **Xplor Home** app.
- 2 Click on the circle in the **top right-hand corner**.
- 3 Select '**Change Centre**'.
- 4 Select the **Service** from the list.



Sign-in 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.

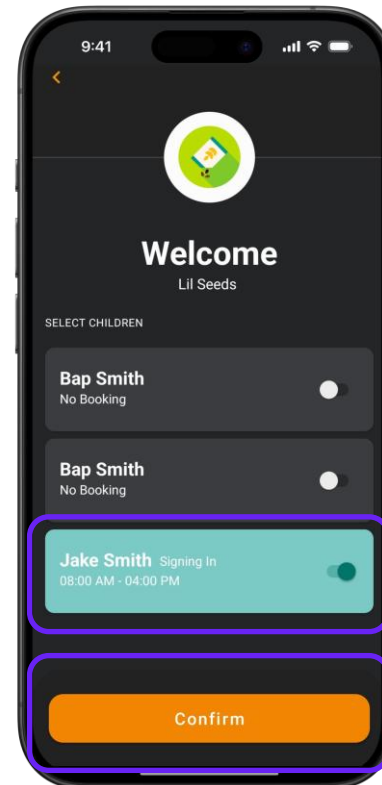
1 Tap the '**Sign in & Out**' tab and the '**Sign In & Out**' button.



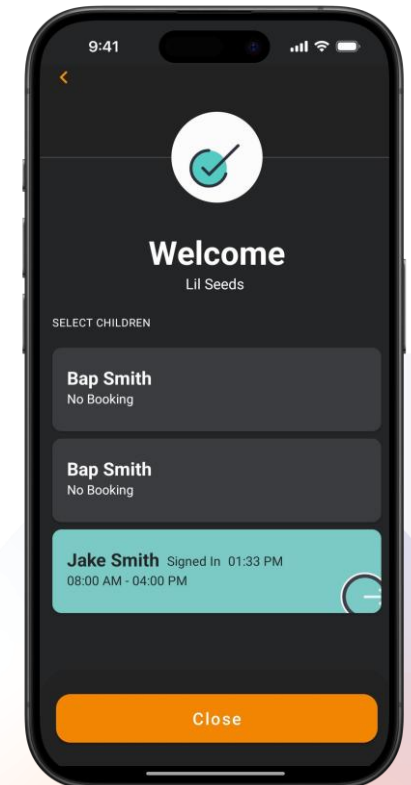
2 Scan the code on the Hub tablet by placing the code within the orange lines.



3 Toggle on the child you'd like to sign in or out and tap '**Confirm**'.



4 All done!



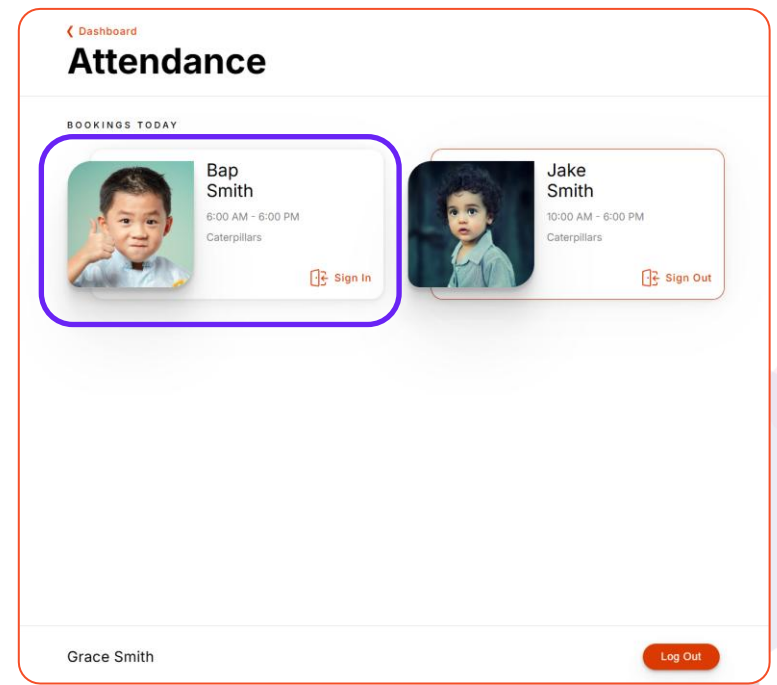
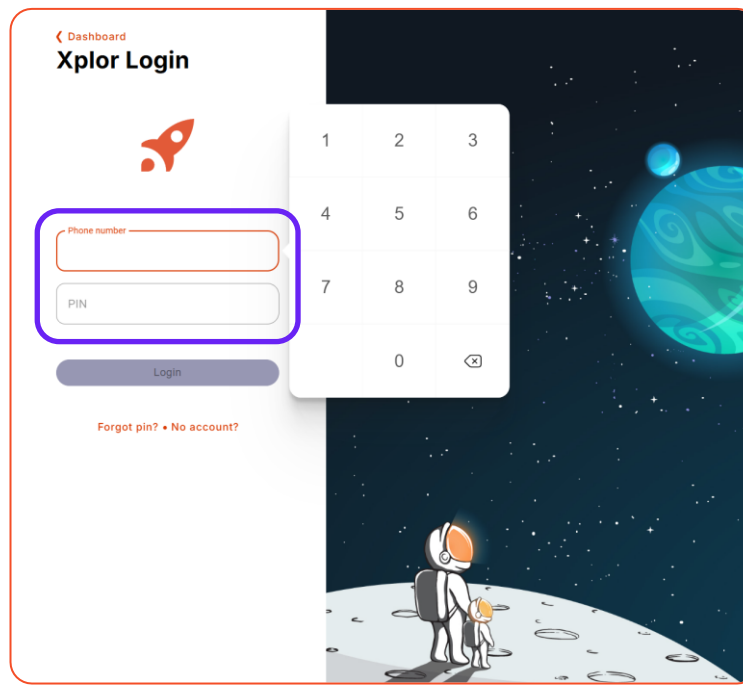
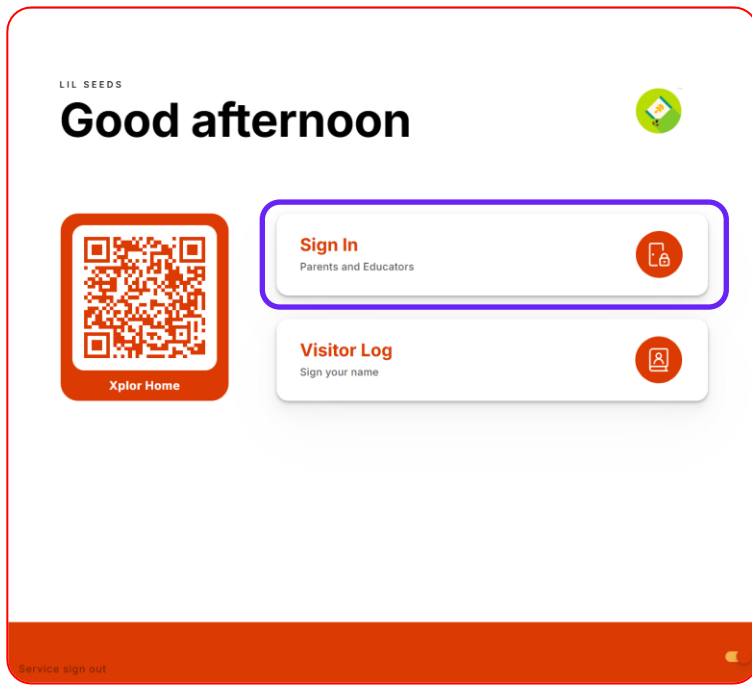
Sign-in Option 2: Mobile and PIN

You can sign your child in/out of care through the centre's Hub tablet .

1 Tap 'Sign In'.

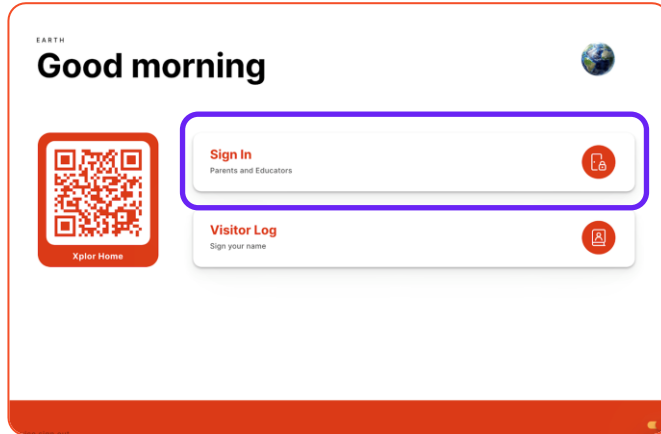
2 Enter your **mobile number** and **PIN**.

3 Tap your child's name to sign them in or out.

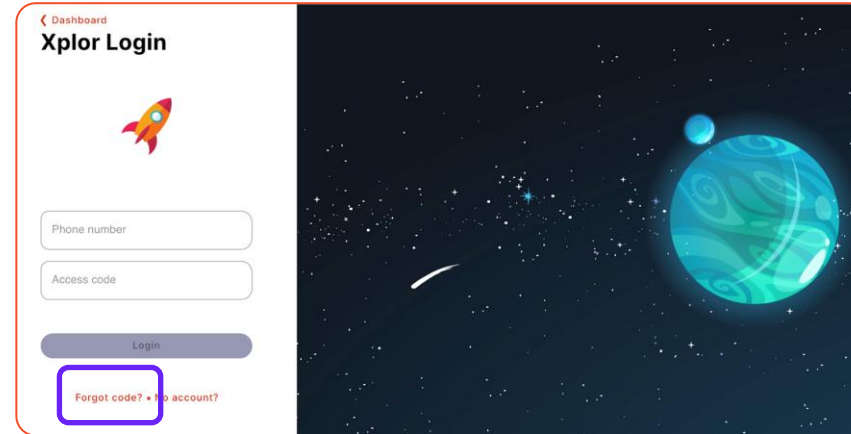


Sign-in Option 3: Email and Password

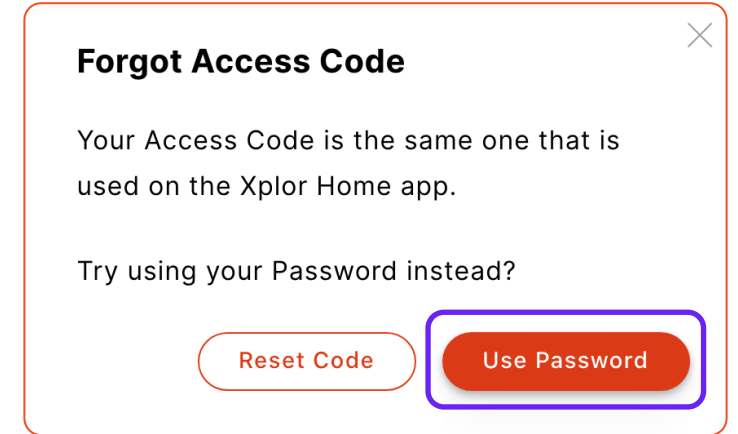
1 Tap '**Sign In**'.



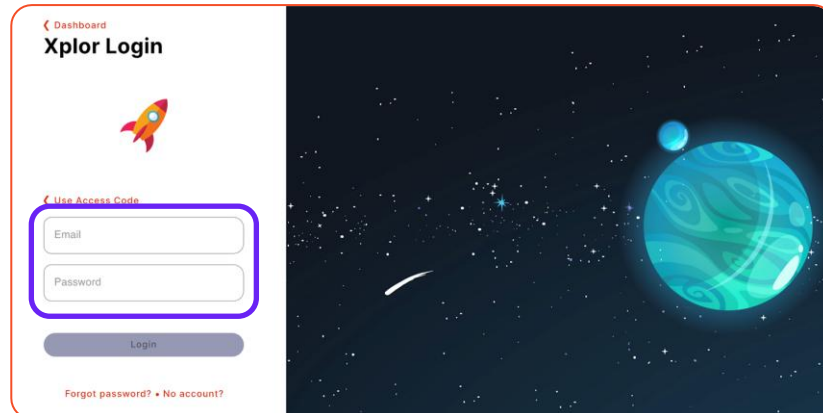
2 Tap '**Forgot Code?**'



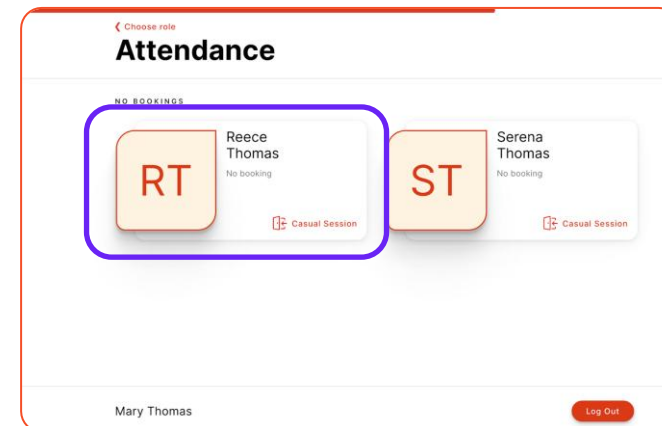
3 Tap '**Use Password**'.



4 Enter your **email and password**.

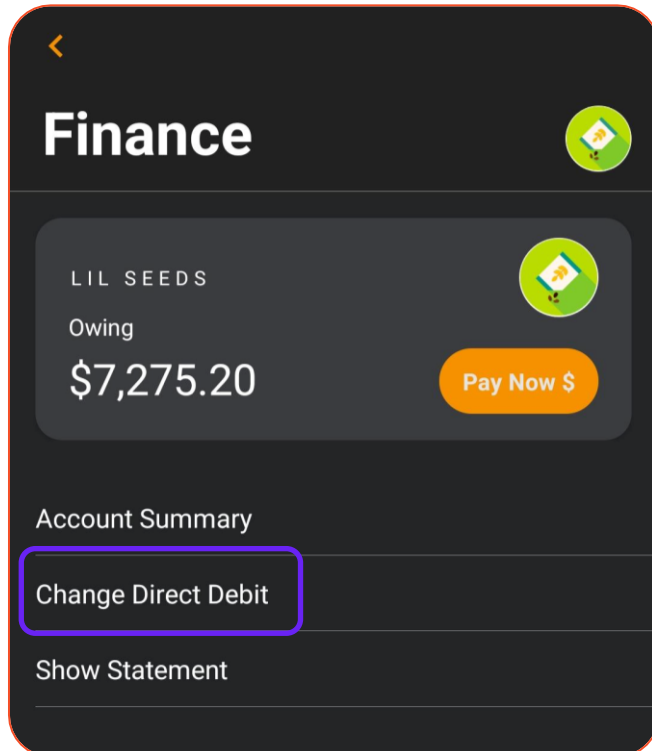


5 Tap your child's name to sign them in or out.



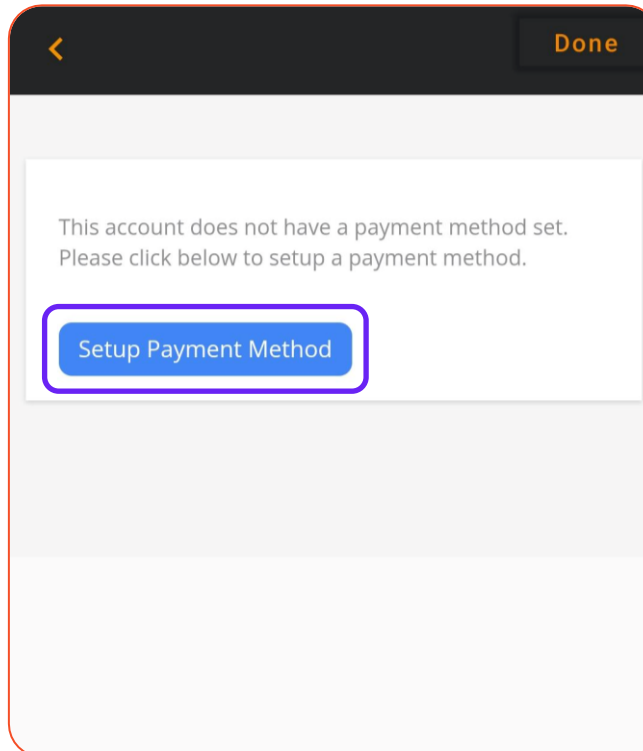
Adding/Checking Direct Debit details through the Home app

- 1 In the Home app, navigate to **Finance** > **select the centre** and tap '**Change Direct Debit**'.



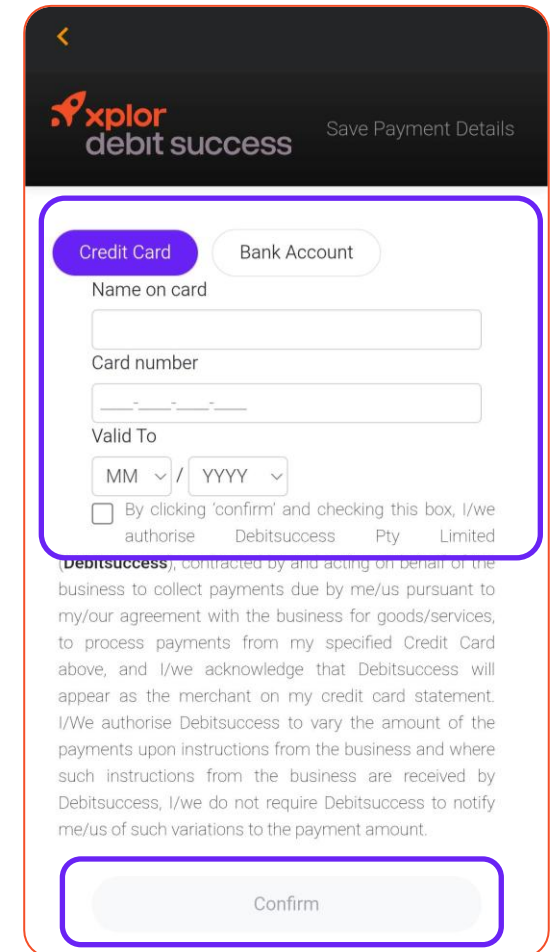
The screenshot shows the 'Finance' section of the app. At the top, there's a back arrow and the title 'Finance'. Below this, there's a card for 'LIL SEEDS' showing 'Owing \$7,275.20' and a 'Pay Now \$' button. At the bottom, there's an 'Account Summary' section with a 'Change Direct Debit' button highlighted by a red box, and a 'Show Statement' link below it.

- 2 Tap '**Setup Payment Method**' and follow the prompts.



The screenshot shows the 'Setup Payment Method' screen. At the top, there's a back arrow and a 'Done' button. The main text says: 'This account does not have a payment method set. Please click below to setup a payment method.' Below this text is a blue button labeled 'Setup Payment Method' highlighted by a red box.

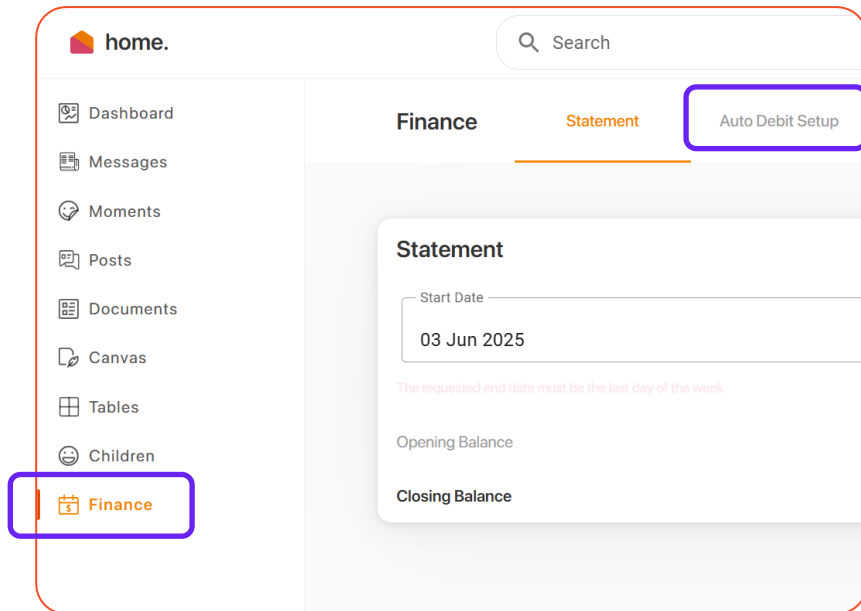
- 3 Enter your details and select '**Confirm**'.



The screenshot shows the 'Save Payment Details' screen. At the top, there's a back arrow, the 'xplor debit success' logo, and the text 'Save Payment Details'. Below this, there are two tabs: 'Credit Card' (selected) and 'Bank Account'. The 'Credit Card' tab contains the following fields: 'Name on card', 'Card number', and 'Valid To' (with MM and YYYY dropdowns). Below these fields is a checkbox with the text: 'By clicking \'confirm\' and checking this box, I/we authorise Debitsuccess Pty Limited (Debitsuccess), contracted by and acting on behalf of the business to collect payments due by me/us pursuant to my/our agreement with the business for goods/services, to process payments from my specified Credit Card above, and I/we acknowledge that Debitsuccess will appear as the merchant on my credit card statement. I/We authorise Debitsuccess to vary the amount of the payments upon instructions from the business and where such instructions from the business are received by Debitsuccess, I/we do not require Debitsuccess to notify me/us of such variations to the payment amount.' At the bottom, there is a 'Confirm' button highlighted by a red box.

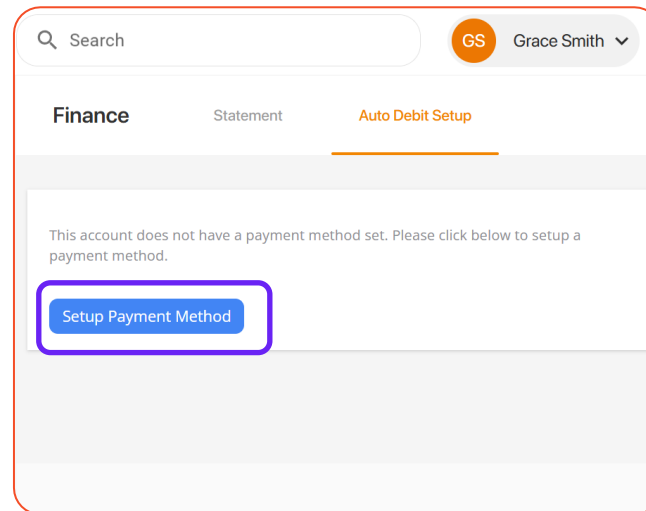
Adding/Checking Direct Debit details through the Home web platform

1 Log in to home.myxplor.com then click 'Finance' and 'Auto Debit Setup'.



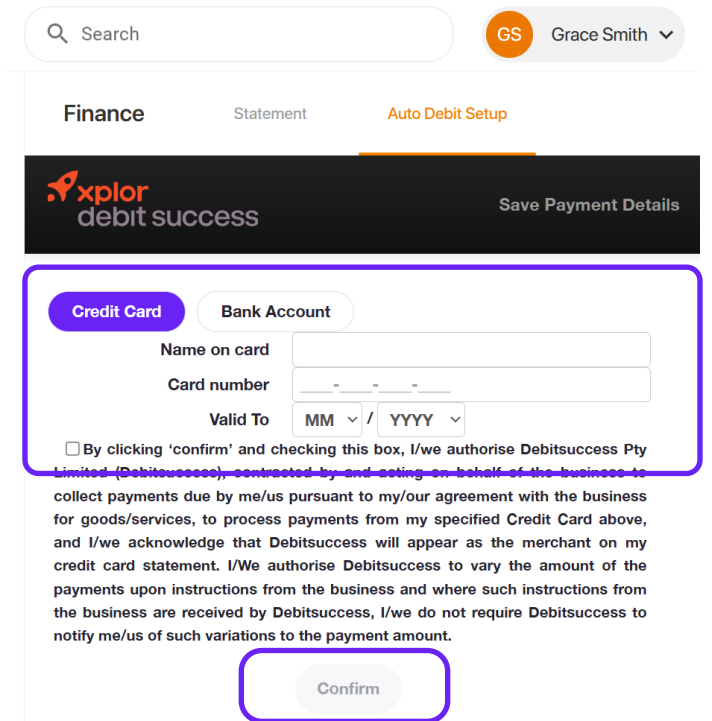
The screenshot shows the Home web platform dashboard. The sidebar on the left contains a list of menu items: Dashboard, Messages, Moments, Posts, Documents, Canvas, Tables, and Children. The 'Finance' item is highlighted with a blue box. The main content area has three tabs: Finance, Statement, and Auto Debit Setup. The 'Auto Debit Setup' tab is selected and highlighted with a blue box. Below the tabs, there is a 'Statement' section with a 'Start Date' field set to '03 Jun 2025' and a 'Closing Balance' field.

2 Click 'Setup Payment Method'.



The screenshot shows the 'Auto Debit Setup' page. The top navigation bar has three tabs: Finance, Statement, and Auto Debit Setup. The 'Auto Debit Setup' tab is selected. Below the tabs, there is a message: 'This account does not have a payment method set. Please click below to setup a payment method.' Below this message is a blue button labeled 'Setup Payment Method', which is highlighted with a blue box.

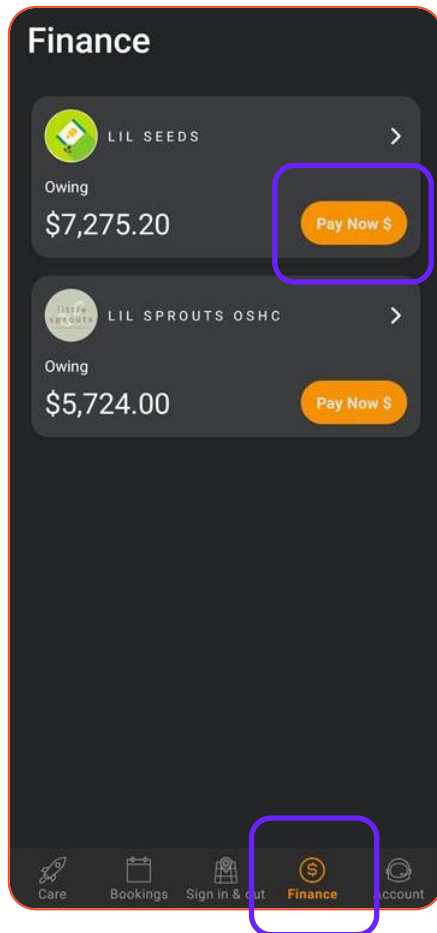
3 Enter your details and select 'Confirm'.



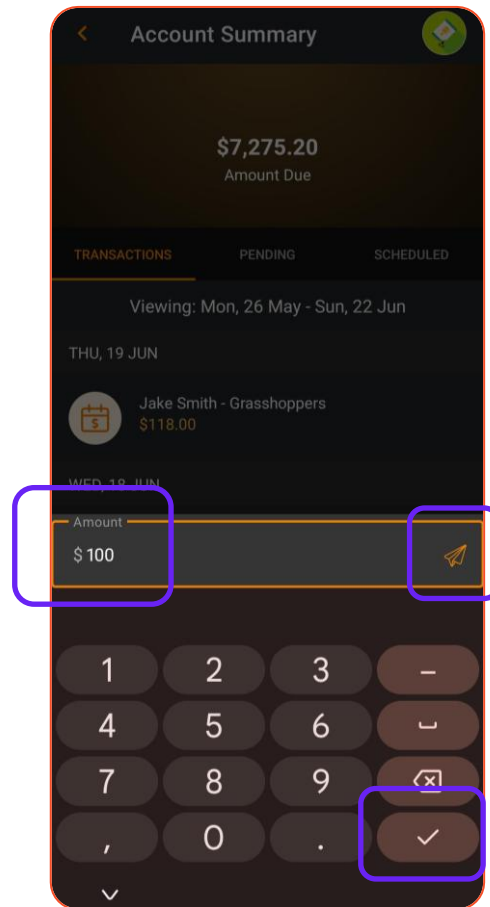
The screenshot shows the 'Setup Payment Method' form. The top navigation bar has three tabs: Finance, Statement, and Auto Debit Setup. The 'Auto Debit Setup' tab is selected. Below the tabs, there is a black header with the 'xplor debit success' logo and a 'Save Payment Details' button. The form has two tabs: 'Credit Card' and 'Bank Account'. The 'Credit Card' tab is selected. Below the tabs, there are input fields for 'Name on card', 'Card number', and 'Valid To' (MM / YYYY). Below these fields is a checkbox with the text: 'By clicking \'confirm\' and checking this box, I/we authorise Debitsuccess Pty Limited (Debitsuccess), contracted by and acting on behalf of the business to collect payments due by me/us pursuant to my/our agreement with the business for goods/services, to process payments from my specified Credit Card above, and I/we acknowledge that Debitsuccess will appear as the merchant on my credit card statement. I/we authorise Debitsuccess to vary the amount of the payments upon instructions from the business and where such instructions from the business are received by Debitsuccess, I/we do not require Debitsuccess to notify me/us of such variations to the payment amount.' Below this text is a blue button labeled 'Confirm', which is highlighted with a blue box.

Using Pay Now

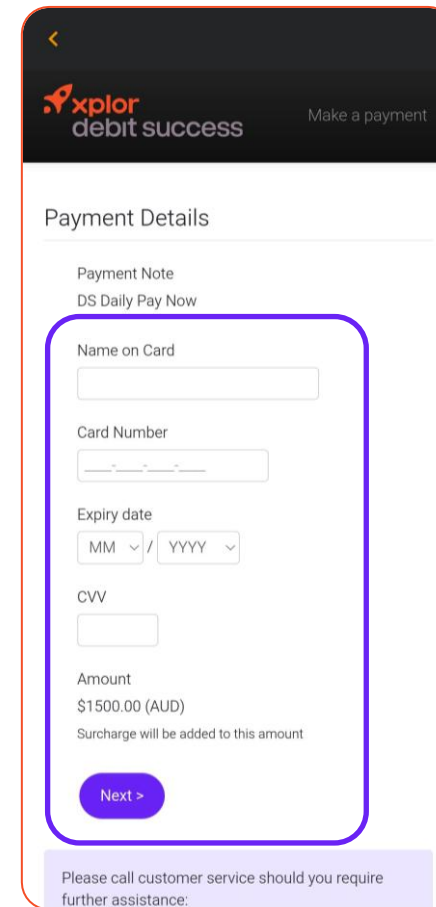
1 Go to **Finance** then click 'Pay Now'.



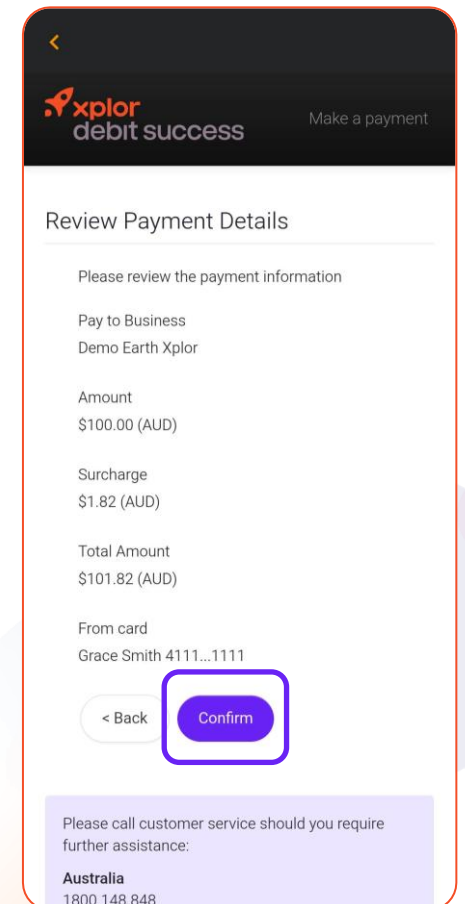
2 Enter the **amount** then click the **send icon**.



3 Enter your **card payment details** and confirm the amount is correct.



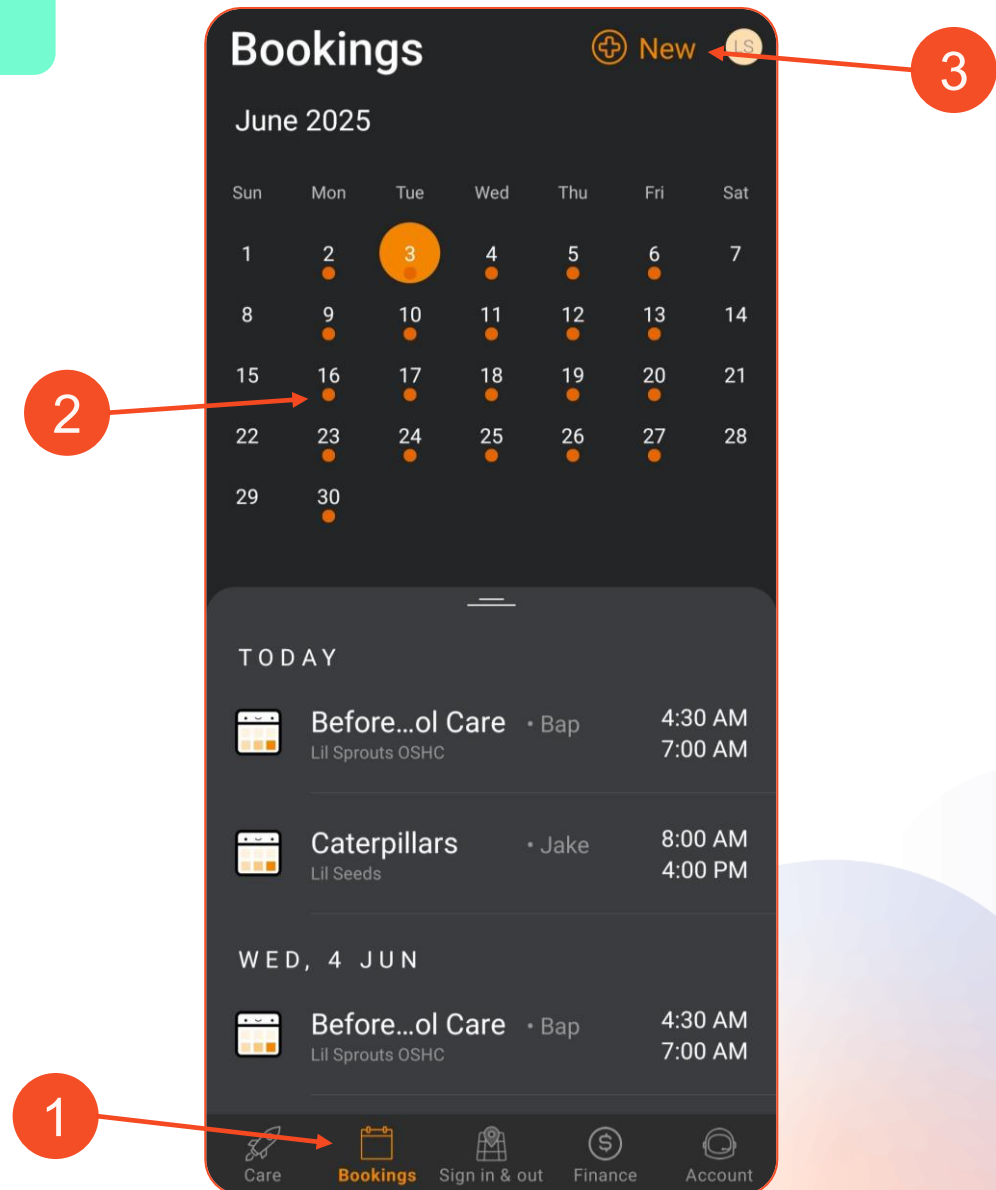
4 **Review** your payment details and submit your payment.



Managing your child's bookings in 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 in the top right-corner to request additional bookings/absences.

Note: You may not see future bookings until after your service's Go-Live date.



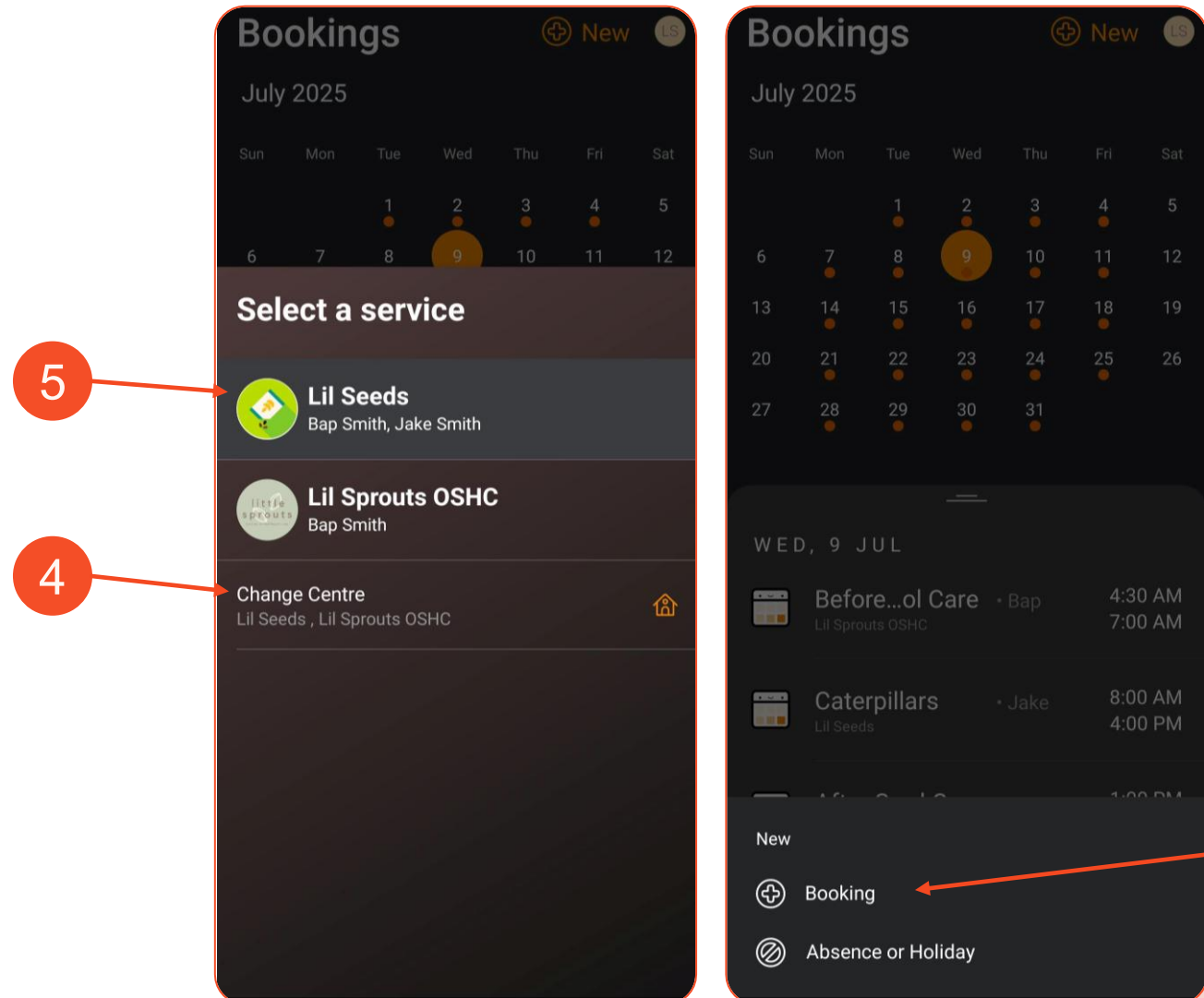
Managing your child's bookings in the Home app

Continued

4 Tap '**Change Centre**' to select another centre.

5 Tap a service name to select it.

6 Tap '**Booking**'.



Managing your child's bookings in the Home app

Continued

7 Who: Select the child the request is being placed for.

8 Where: Select the session type.

9 What: Select **Casual** or **Recurring** booking.

Casual—These are one-off or ad-hoc bookings for specific day(s).

Recurring—These are regular, repeating bookings made for the same days and times each week.

10 When: Select day(s).

11 Tap **Review**'.

12 You will be able to apply a promo code, if applicable, on this screen. Be sure to click '**Apply**' to ensure the discount is applied to this booking charge. Select '**Confirm**'.

The image displays two screenshots of the Home app interface, illustrating the steps to manage a child's booking. Red circles with numbers 7 through 12 point to specific UI elements on both screens.

New Booking Screen:

- 7 Who:** Select the child (Bap Smith, Lil Seeds).
- 8 Where:** Select the session type (Caterpillars • Caterpillars, 4:00am - 4:00pm, \$167.50).
- 9 What:** Select **Casual** or **Recurring** booking. (Casual is selected).
- 10 When:** Select day(s) (1 date selected).
- 11** Tap **Review**.

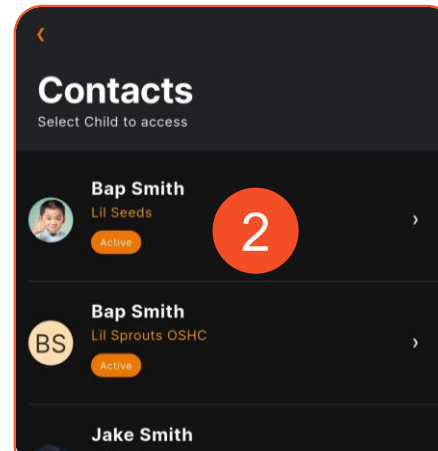
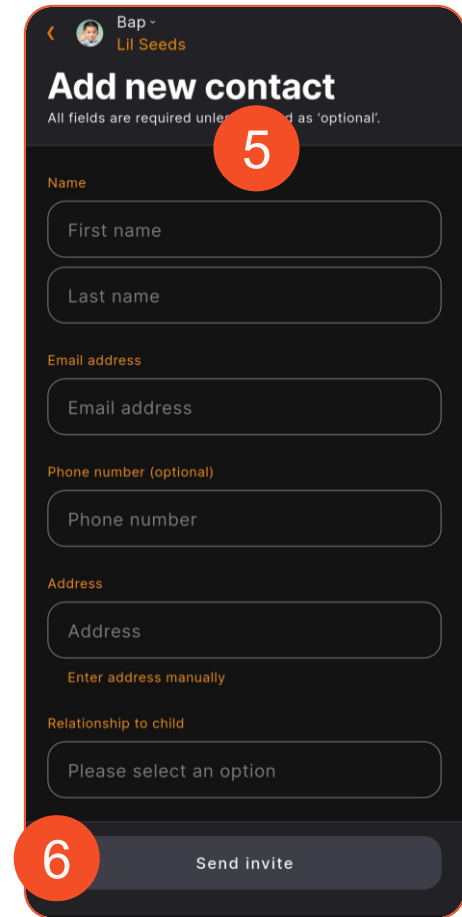
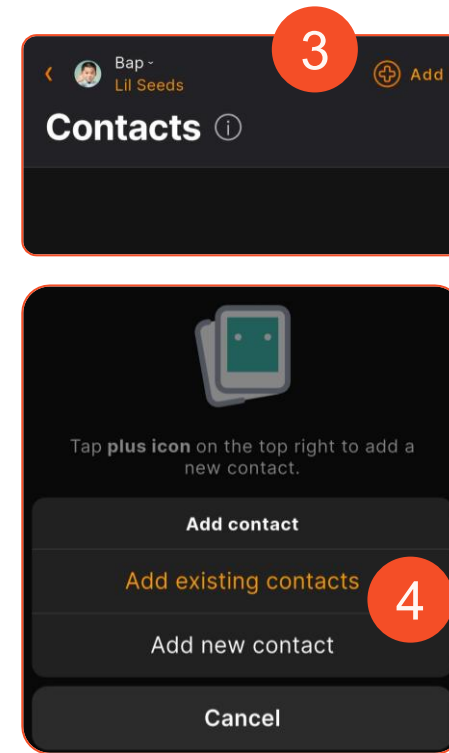
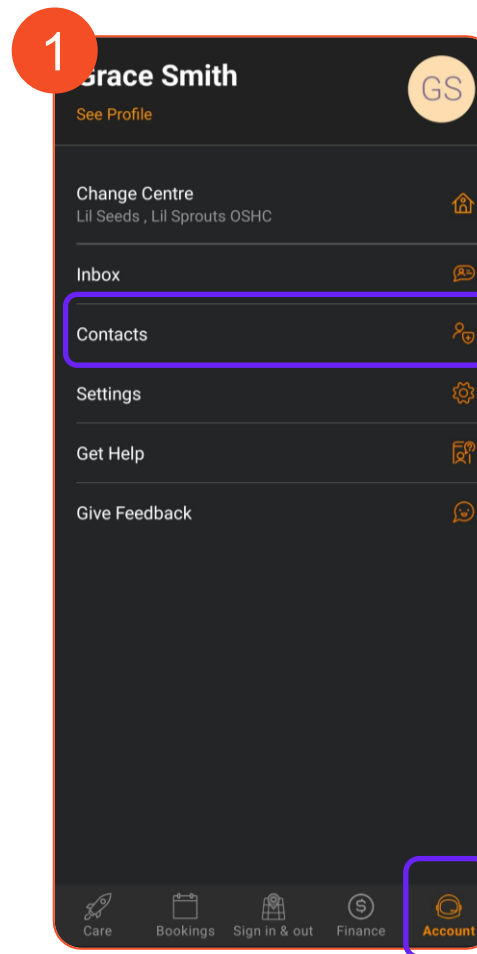
Review Request Screen:

- 12** You will be able to apply a promo code, if applicable, on this screen. Be sure to click '**Apply**' to ensure the discount is applied to this booking charge. Select '**Confirm**'.

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**, navigate to **Account** then select '**Contacts**'.
- 2 Select the child you want to add a contact to.
- 3 Tap '**+ADD**' in the top right-hand corner of the screen.
- 4 Select either '**Add Existing Contact**' or '**Add New Contact**'.
- 5 Fill in the **Contact details**
- 6 Once completed, select '**Send Invite**'.



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

Continued

Contact Account Creation Steps

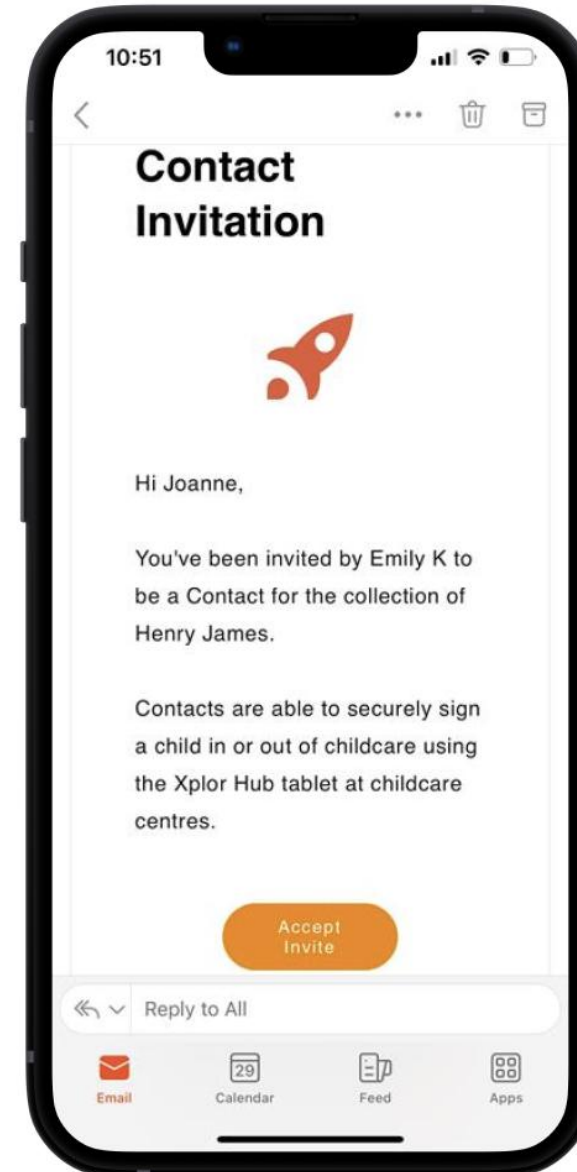
- 1 The **Contact** will receive a Welcome email to create **password and PIN** once you have sent an invite.
- 2 The **Contact** must press '**Accept Invite**' and follow the steps to create their account.

Contact sign-in options

Option 1: Use mobile number and PIN

Option 2: Email and password

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



Quick-start Guide



Support guide [link](#)



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