



Instructions for 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.

Splash 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. They will use their mobile number and pin to sign the child/ren in or out of the service through the Hub.

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 Out of School Hours Care Centres 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.

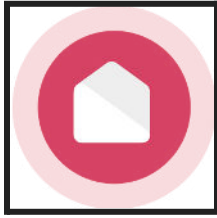
With regards to your child's safety and wellbeing at the Centre, accurate arrival and departure records also ensure the successful implementation of efficient emergency procedures.

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 Centre at care@splashcentre.org.au

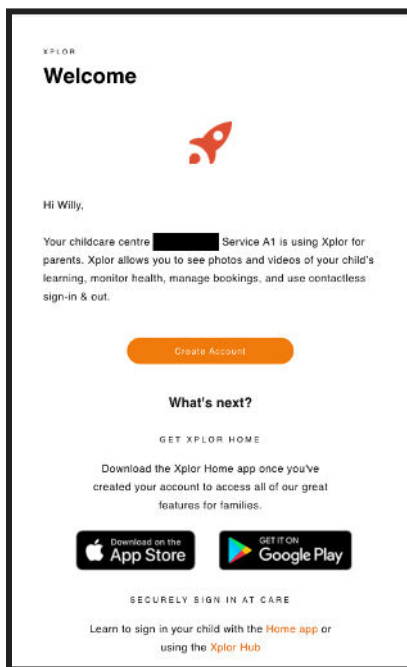
Xplor Home



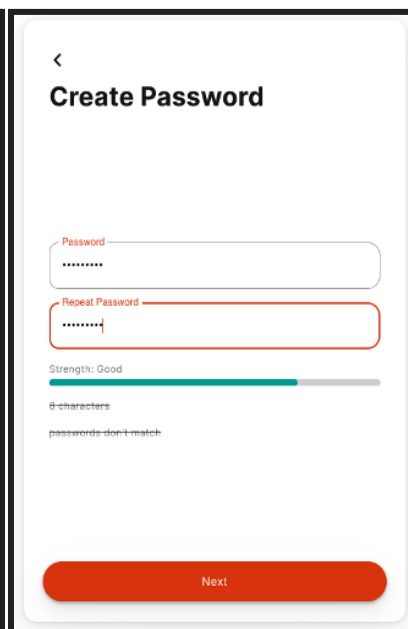
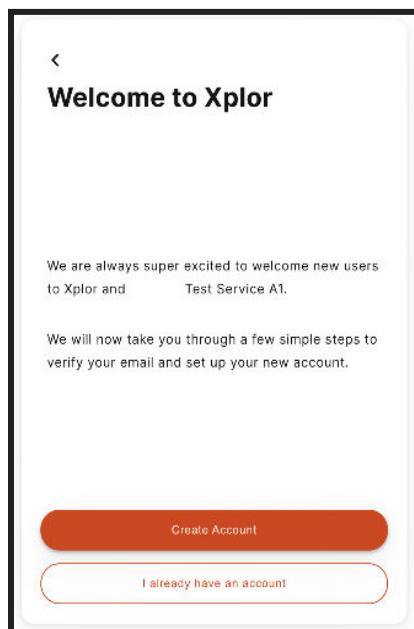
As a parent/guardian, you will have access to our 3 platforms:

1. Home app - on your phone device
2. Home web - on your device or desktop
3. The Hub - on the iPad at the Centre

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



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.'



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

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Create Account Pin

Your four digit PIN can be used with your phone number to sign into Xplor.

Pin

Repeat Pin

4-digits
pin-must-not-match

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.

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Enter mobile number

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

Mobile

0412123123

invalid phone number

Next

×

Welcome Willy

You are now a proud new member of [redacted] Service A1. For all future logins please use the email below.

Email

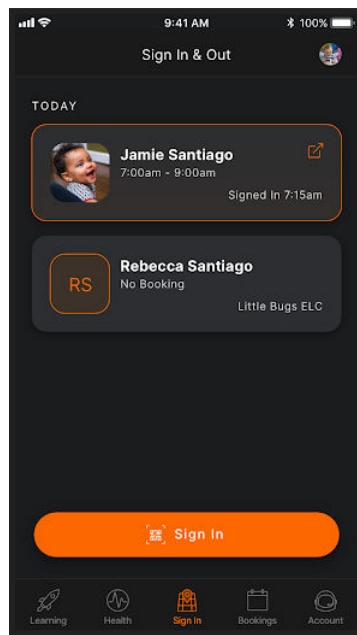
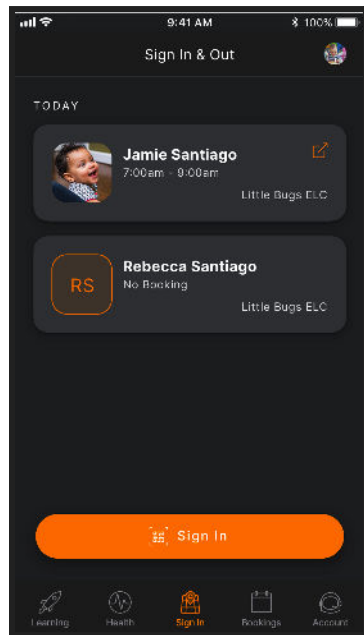
c[redacted]@[redacted].com

Finished

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

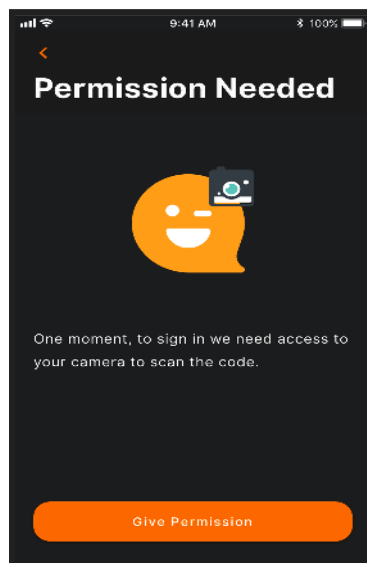
Signing In/Out - Home App

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.

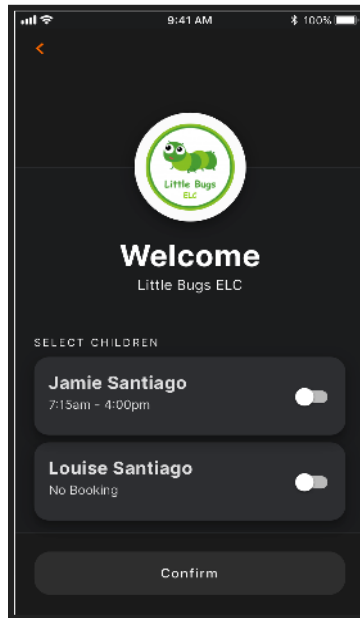
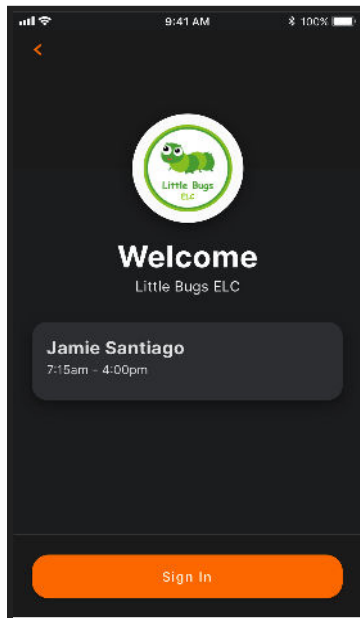


Signing into a booking:

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.

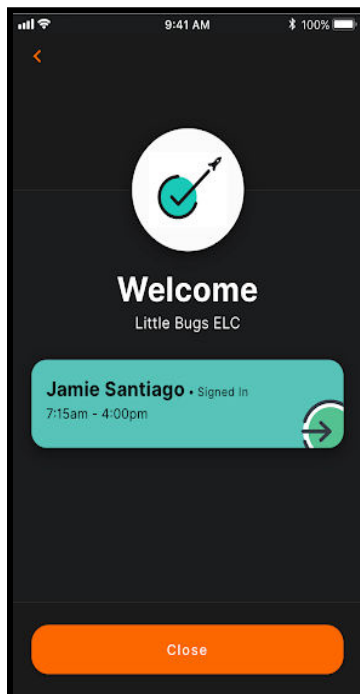


3. Click on 'Scan Code' to open the camera. If this is the first time signing in through the app, you will need to give permission to access the camera on your phone.
4. Once the camera opens, scan the QR code in the centre, ensuring the QR code is within the box on the screen. The app will automatically 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 Splash 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 enrolment is complete.

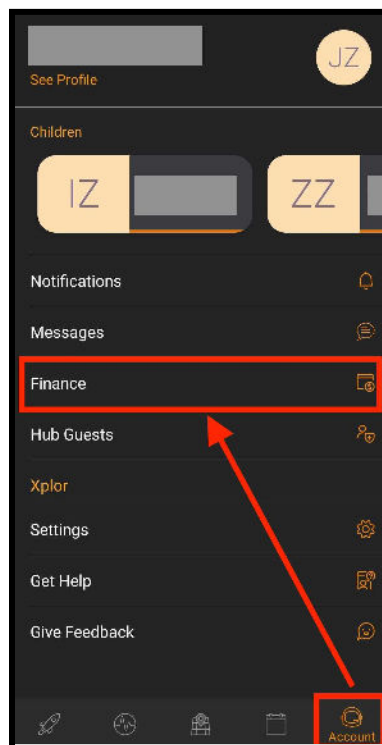
Before starting the below steps, ensure you have completed your Centrelink claim and Activity Test in MyGov.

Step 1: 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.

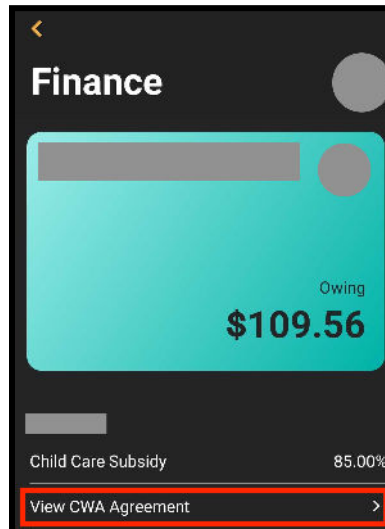
There are two ways a CWA can be signed.

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.

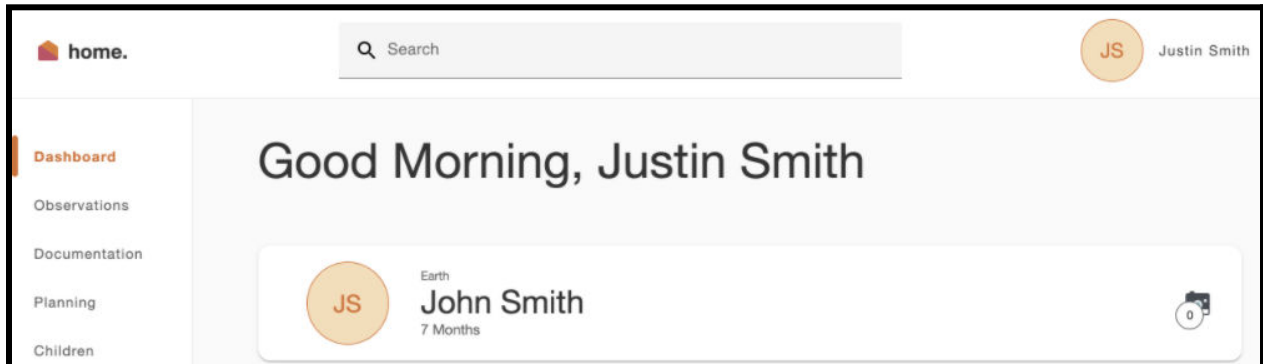


3. The CWA should appear. Click "I Agree". If there are any questions in relation to the session days or fees, please get in touch with Splash Management.

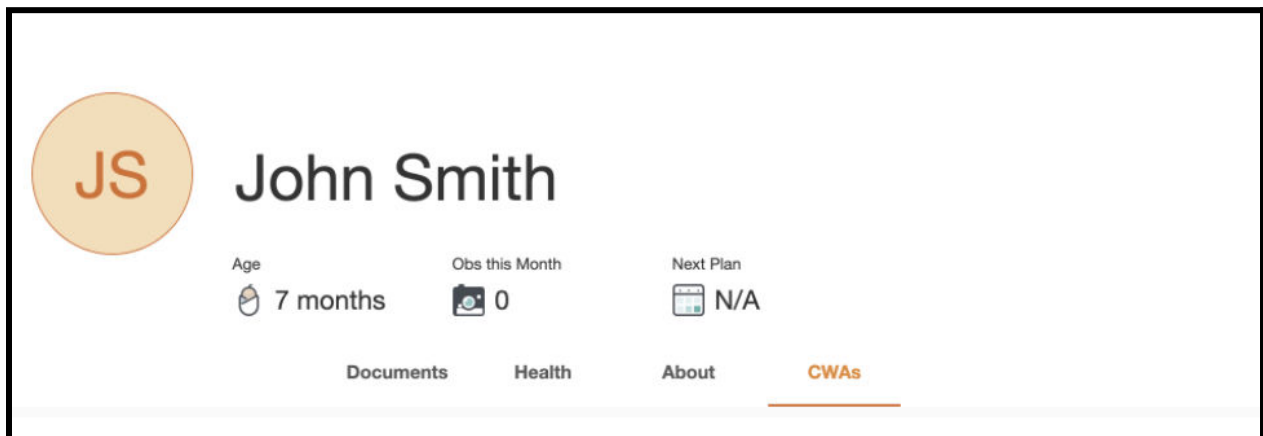


Option 2: via Home web (home.myxplor.com)

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



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



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

The screenshot shows the 'Complying Written Agreement' (CWA) form in the Xplor app. The interface includes a top navigation bar with 'home.', a search bar, and a user profile icon 'JZ'. A left sidebar lists navigation options: Dashboard, Observations, Documentation, Planning, Children (highlighted), and Finance. The main content area is titled 'Complying Written Agreement' and contains the following sections:

- Parties to the Agreement:** Displays icons for Service, Parent (Victoria), and Child (DOB: 22th Nov 2017).
- Routine Sessions:** Explains that routine sessions of care are outlined below, including start and end times and daily rates. It notes that casual sessions are not displayed and can be booked via the Xplor Mobile Bookings app. A table shows a weekly schedule with a highlighted Friday session from 8:00am to 6:30pm at a rate of \$124.69.
- Fees:** Includes a link to view the fee schedule.
- Declaration:** Contains four numbered statements for the parent to confirm, such as 'I confirm the above correctly reflects my child's expected regular schedule' and 'I agree to the referenced fee schedule'.

At the bottom of the form, there is a red rectangular box and a yellow rectangular box, likely for a signature or stamp.

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 [here](#). 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.