

Welcome to Xplor!

Welcome to Xplor! This communication is going to provide information about how to set up your Xplor account and how to use key features such as Mobile Bookings, and the Hub for signing your child in and out of the service.



Once you have provided the OSHC service with your filed out and completed enrolment forms the enrolment details will be entered in to Xplor. When the information is entered you will receive an email from Xplor, welcoming you to our service and providing you with a **'Set Password'** link.

- Please use this link to set a password that fulfills the criteria, specifically including a special character (!, #, * etc).
- If you haven't received this email yet, please be sure to check your Spam and Junk folders and search for 'Xplor' in your inbox.

Once you have set up your Xplor credentials (email and password), you can then go to your nominated app store to download the **Xplor Care** app. The app will allow you to make Mobile bookings, view your account, and access key observations from your child's time in care.

You must also use Xplor to give permission for family members and friends to sign your children in and out of day care. To do this click your name in the top right-hand corner, click profile, wait for the page to load and then click the postcard on the top right of the screen: "John Smith" > "Profile > postcard.

Here, put the Xplor's details into the empty fields and save. They will then receive an email to join Xplor where they must follow, the same steps to set their password and log in. They will then use those details to sign your children in/out on the Hub.

The **Hub** is an iPad at the service that you will be using to sign your child in and out of the service. You will be required to register for the Hub the first time that you use it, as it is not linked to the App.

- Select the 'No Hub PIN' option below the blue 'Parent Sign In' button and you will be directed to enter your Xplor login details (your email address and password)
- You will then be prompted to enter your phone number and set a PIN for ongoing access to the Hub
 - Please ensure that the phone number you register with is your correct phone number!

If you experience any difficulties setting up your Xplor account, please speak with the staff at your service, or contact Xplor for software support at: support@myxplor.com.

Child Care Subsidy

Your child will not be able to commence attendance at the OSHC service until your child's Child Care Subsidy is connected to your account (if you're entitled to CCS). If the enrolment is an emergency or immediate you will be required to pay the account in its entirety until the CCS is connected.

To connect your CCS please follow the steps below:

1. Go to web.myxplor.com
2. Log in using the email address and password you created for your account
3. You will need to click **CCS Agreements** – this is located on the left-hand side when you log in. Double click on CCS Agreements and wait a few seconds for the page to load. If it does not appear let us know via email or phone call.
4. If your family has multiple children, a list of children names will come up and you will need to click on their names and then do a CWA for each child.
5. Read CWA and scroll down to the bottom, check your bookings and click I agree (if you agree – if you don't call us).
6. Within 24 hours you will need to log on **My Gov** and confirm your child's enrolment with Townsville Central OSHC (**MyGov > Centrelink > Child Care Subsidy > Enrolments**)



myGov

The myGov logo is displayed in white text on a dark green rectangular background.

If you need support with this process organise a time with Molly or Vicky to complete the above steps.