

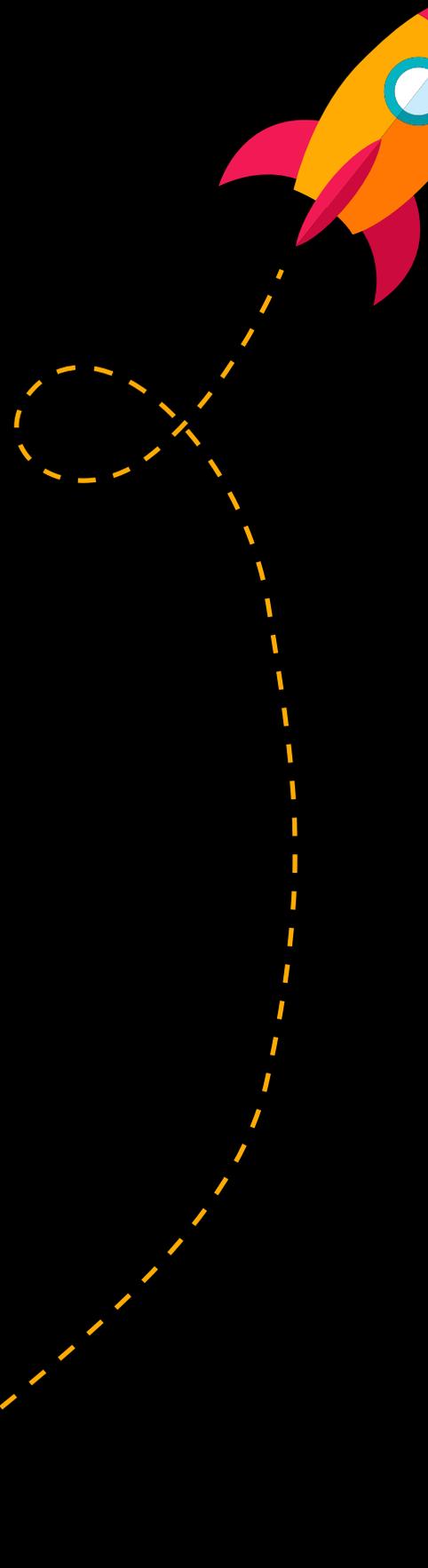


Xplor HOME app

Families' Guide

Contents.

Introduction	4
What's New	4
HOME Overview	5
Let's get started	6
Welcome Screen	6
Login Screen	7
Learning	8
Media	8
Viewing videos	8
Comments	8
Refreshing the Timeline	9
Filter by children	9
Creating Parent/Guardian Moments	10
Health & wellbeing	11
To Select Child	12
To Change Date	12
To See health information in a weekly view	13
Sleep	13
Nutrition	16
Toileting	18
Sun protection	20
Sign in and out	22
Bookings	27
Account	31
Notifications	31
Messages	33
Finance	34
Hub guests	38
Settings	39
Get help	39
Give feedback	40
Additional Information	41



Introduction.

Features and Benefits of Xplor HOME

As part of Xplor's continued evolution, the new Xplor HOME app was released on February 16, 2020 and is available to download from both Google Play and the Apple App Store.

The first release of this app replaces the Xplor CARE app. Here's a list of the Features and Benefits of Xplor HOME:



Features & Benefits

- ✓ Improved sign in and out with QR codes
- ✓ Separate health timeline
- ✓ Improved mobile bookings
- ✓ Separate learning timeline
- ✓ Customised notifications
- ✓ Mobile CWA's
- ✓ Child Care Subsidy management
- ✓ Financial statements
- ✓ Emergency contact and guardian management



**Download the
app today!**



**Here's what
our families
already using
HOME are
saying:**

Love that I can now see so many **more photos!**

Much more **visually appealing** now.

Having my **CWA** on my phone is so much better!

Trying to hold my baby and her bags while signing in was always a nightmare ... loving being able to use the QR code for signing in now!

Great that I can view information on **both my children in one place.**

Being able to manage my **notifications** is helpful.

HOME Overview

Here's what families are able to see and do on each of the HOME screens:



Here families can:

View the **observations** educators have created on either the Playground app or web.

See up to **16 photos and 1 video** that have been uploaded by educators in each observation.

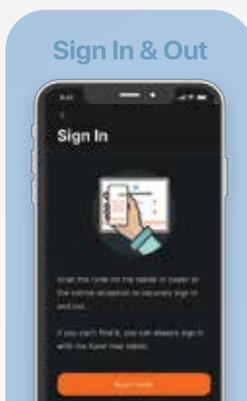
Families are also able to capture their own learning **'moments'**.



Here families can:

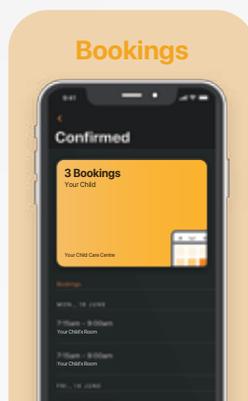
View all the details for their child's **health** checks – sleep, nutrition, toileting and sun protection – as either daily or weekly events.

NOTE: Medical and incident Records are not being used by G8 services.



Here families can:

Sign their child in and out on their phone, via the HUB iPad or by simply scanning the QR code on the HUB iPad.



Here families can:

View **current bookings**.

Request **new bookings**.

Notify the centre of an **absence, late drop-off or holiday**.



Here families can:

Manage and view **notifications**.

View **messages** sent from the centre (via the centre admin posts).

Manage their **financial** account – CCS, CWA and statements.

Add hub **guests** (previously referred to as Xplorers).

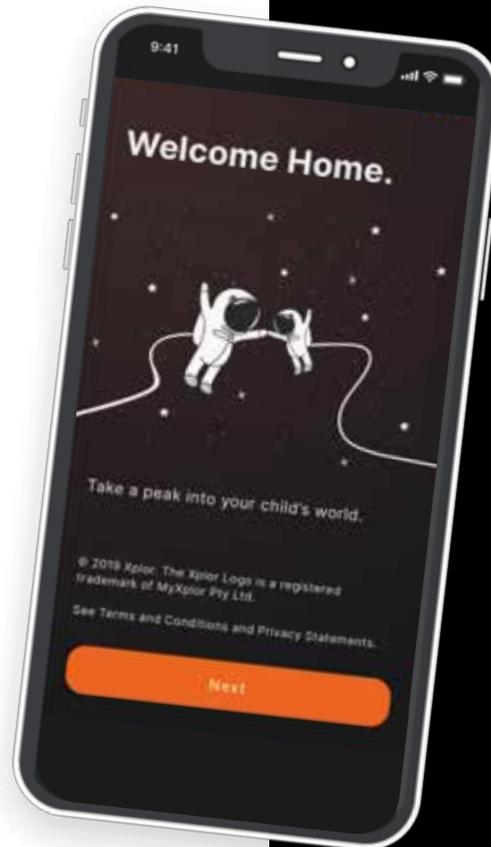
Get help – direct links to Xplor's articles.

Give feedback to Xplor.

Let's get started

Welcome Screen

When you first open the HOME app, you will see this welcome screen. Tapping **Next** will take you to the Login Screen.



Login Screen

A valid email address and password is required. Once the correct credentials have been entered and **Login** is tapped, you should be logged in.

NOTE: Tapping on  will show or hide your password.



Learning

In the HOME app, you will be able to view an improved timeline of your child's learning journey.

Initially, this includes **Observations** and **Moments**, with additional functionality to be added at a later date.

What's Next and **Learning Outcomes**, are now visible when using the HOME app. You will also be able to see more of the photos and videos uploaded in each observation.

NOTE: You will need to continue logging into the web portal at home.myxplor.com to view Documentation and Plans that educators have tagged your children in.



Media

You will be able to view the media that has been added to the observation, if any. In an observation, there is a cap of 16 images and 1 video that can be attached at one time. Be sure to swipe left to right to view photos on posts with multiple photos. By tapping on an image, you will be able to view it in full screen.

Viewing videos

You will be able to view and play any videos added to the observation and hear the sound of the video. If autoplay is enabled, the video will begin to autoplay. By tapping on the video, you will be able to view it in full screen.

Comments

Comments are a new feature on HOME. They are created in a more communal way, such as social media platforms, however they do not act as direct messages between families and educators. Comments from the logged in user will appear in grey, from other families whose children are tagged in the observation in orange, and from educators in green. To add a comment, you can:

1. Tap on an observation to view it.
2. At the bottom of the observation, tap the  icon.
3. Type the comment and tap **Post**.

It is important for you to be aware that comments will be viewable by the centre educators as well as the families of other children tagged on the observation.

When the device is offline, the comment should fail to post. You should see an error saying that the comment failed and the option to try again should appear. Tapping try again should post it.

Refreshing the Timeline

To refresh the learning timeline so that the most recent information can be viewed, you should:

1. Pull down at the top of the scrollable timeline until a progress indicator appears.
2. On release, the data should start loading.
3. Once completed, the most recent information should be displayed.

When a timeline refresh fails, the timeline should visually return to how it was prior to the refresh. You will receive a notification as to what went wrong. Often this is due to a failed network connection. In this case, please check your network connection and try again.

Filter by children

If you have more than one child in care, the HOME app, allows you to manage which of your children's learning journeys you want to view.

To select all your children to view their learning document timeline, you should:

1. Tap on the top right circle icon to bring up the child selection screen.
2. Tap on **All children**.
3. Tap **Next**.

To select an individual child to view their learning document timeline, you should:

1. Tap on the top right circle icon to bring up the child selection screen.
2. Tap on the child you wish to view.
3. Tap **Next**.
4. You should only see the learning timeline for that child.

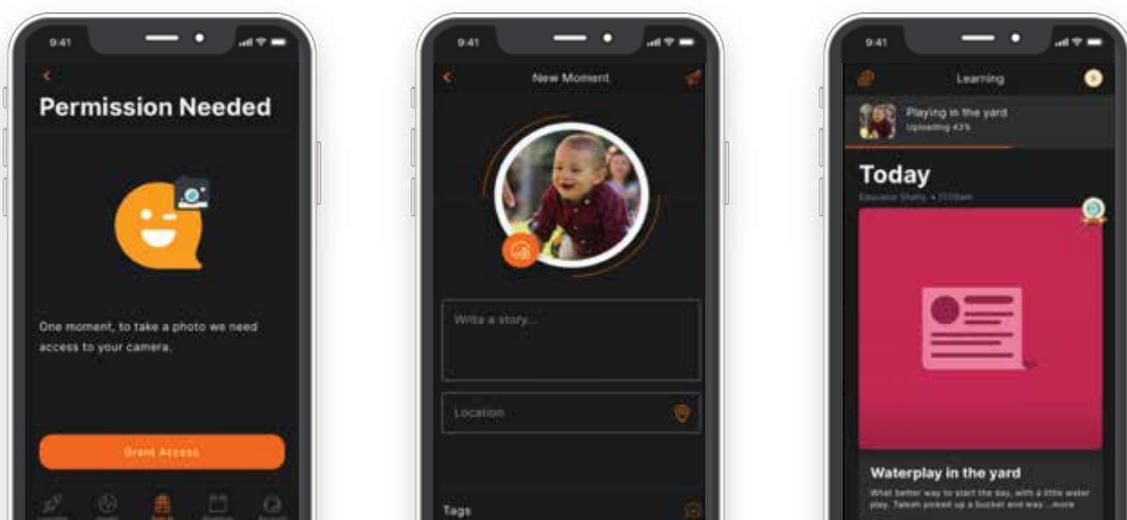
Creating Parent/Guardian Moments

You will now be able to add events to your child's timeline to keep track of their learning journey. These posts are called **Moments** and for now are only visible to your family.

To create a **Moment**, families should:

1. Tap on Learning tab.
2. Press on the Camera icon on the top left.
3. If necessary, grant the app permission to their camera.
4. Add a photograph.
5. Write text under the description.
6. Add a location.
7. Tag your child if you have multiple children in the centre.
8. Press the send icon in the top right.
9. Wait for the Moment to upload fully.

The screens below, demonstrate the steps needed to be taken:



Health & wellbeing

In the HOME app, you will be able to view a timeline of your child's health events – sleep, nutrition, toileting and sun protection – which have occurred throughout the current day.

If there have been any health events entered by educators during the day, icons will display along the timeline illustrating the type of health event. Tapping on the timeline will take you to a view of all health events for that day or week.

The purple SLEEP card displays the total time, in hours and minutes, that your child has slept during the day. If your child is currently sleeping, the card will instead be coloured black with text notifying you that your child is currently asleep.

The teal NUTRITION card displays the most recent nutrition event here if it has occurred. If there have been no nutrition events for the day, there will be text notifying you accordingly.

The red TOILETING card will link through to any toileting events that have happened for the day.

The yellow SUN PROTECTION card will link through to any sun protection events that have happened for the day.

NOTE: Medical and Incident Records are not being used by G8 services at present.



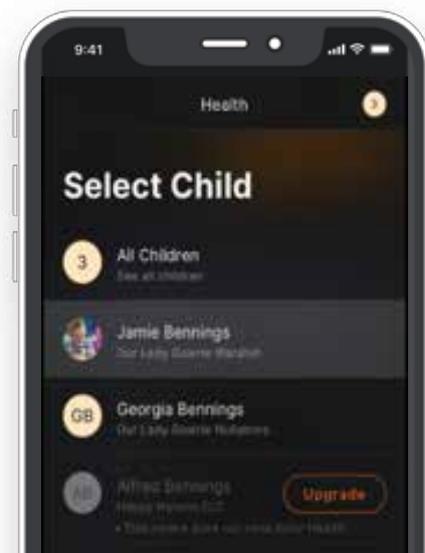
To Select Child

If there are multiple children on your Xplor profile, you will be able to filter the health information to your individual child.

To do this you should:

1. Press on the circular child profile icon in the top right navigation bar.
2. A list of all your children on your profile will display.
3. Tap on the individual child to see more detail.

If a child is at a centre which does not have a particular feature enabled, text should display describing the feature permissions required.



To Change Date

To change the date, you should swipe left or right on the timeline graph to move the date viewed forward and backward.

Alternatively, tap on the down-arrow next to the displayed date, a calendar picker should appear allowing for date selection.

To See health information in a weekly view

In addition to a daily view, you are now able to view your child's health information in a weekly view.

To do this you should:

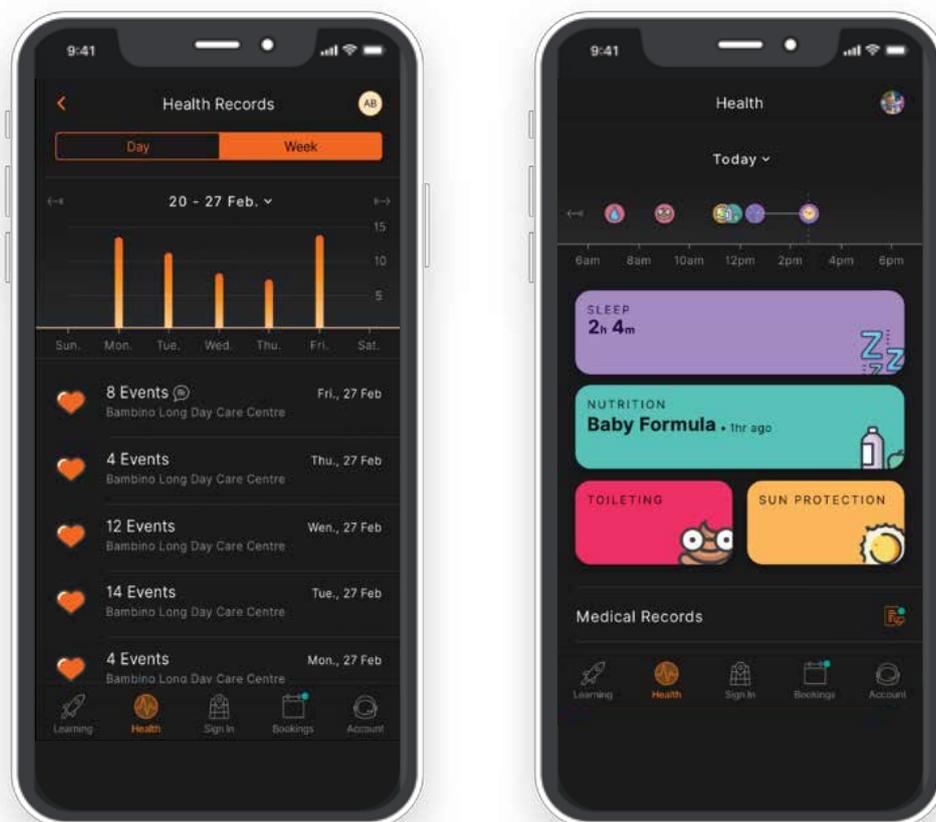
1. Tap on the health events timeline at the top of the dashboard.
2. Select **Week**. A bar graph of the events for the current week will display.
3. You will also be able to see the average number of events under the week label.

Sleep

VIEWING THE SLEEP TIMELINE

If your child has **slept** that day, you will be able to see a purple icon displaying on the health timeline.

Beneath the timeline, in the purple SLEEP card, the total sleep time, as hours and minutes, is displayed.

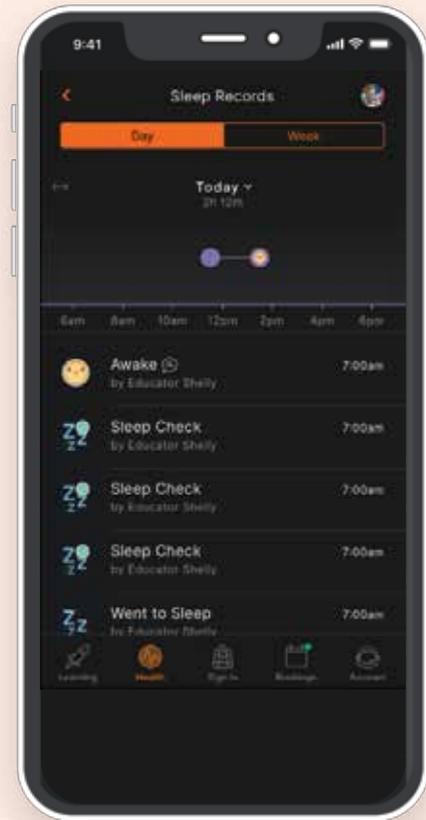


VIEWING INDIVIDUAL SLEEP EVENTS

Should you wish to view a specific SLEEP event, tap on that event. The information that you can view includes:

- The state of wakefulness – the terms; Awake, Went to sleep and Sleep Check, are used by educators to indicate your child's state of wakefulness.
- The first name of the educator who recorded the event and the time it was created.

If the educator has added a note to the event, families will see the  icon. You should tap on that event to see the comment which appears below the NOTE title.

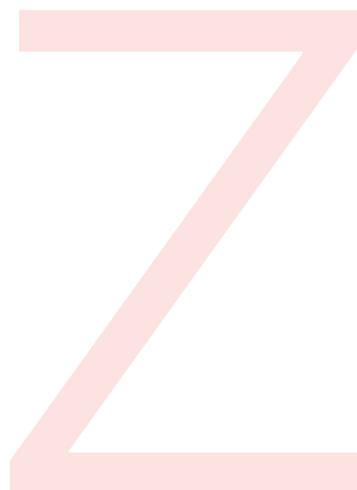
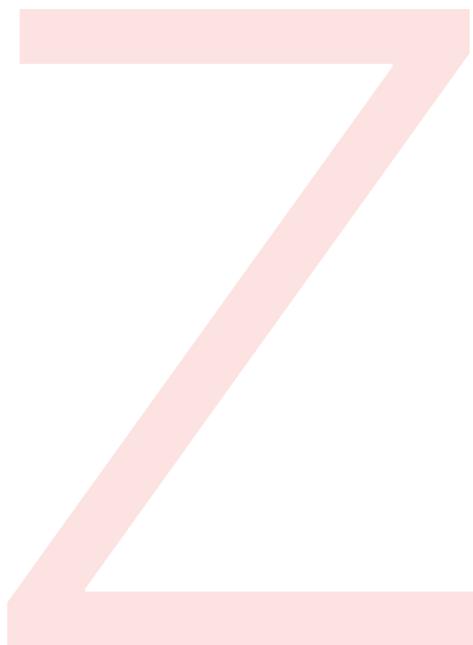


VIEWING THE WEEKLY SLEEP INFORMATION

Should you wish to view the weekly SLEEP information, tap on the **Week** view. The information available to view includes:

A bar graph of the length of the sleep events for the current week. You will also be able to see the average time slept under the week label. The average time is illustrated with a dotted line on the graph.

Swiping left or right on the bar graph will move the week viewed forward and backward. Alternatively, by tapping on the down-arrow next to the displayed dates, a calendar picker should appear allowing for date selection.



Nutrition

VIEWING THE NUTRITION TIMELINE

Nutritional events which have occurred throughout the current day, are displayed on the health timeline as a teal icon.

Beneath the timeline, in the teal **NUTRITION** card, the most recent event is displayed.

Tapping the teal **NUTRITION** card, will display a list of all the nutrition events for that day.



VIEWING INDIVIDUAL NUTRITION EVENTS

Should you wish to view a specific NUTRITION event, tap on that event. The information you can view includes:

- The event type and what meal items there were.
- The first name of the educator who recorded the event and the time it was created.

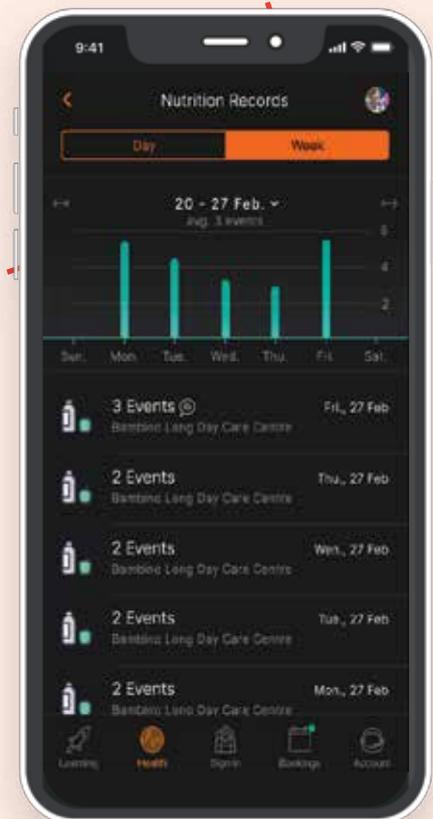
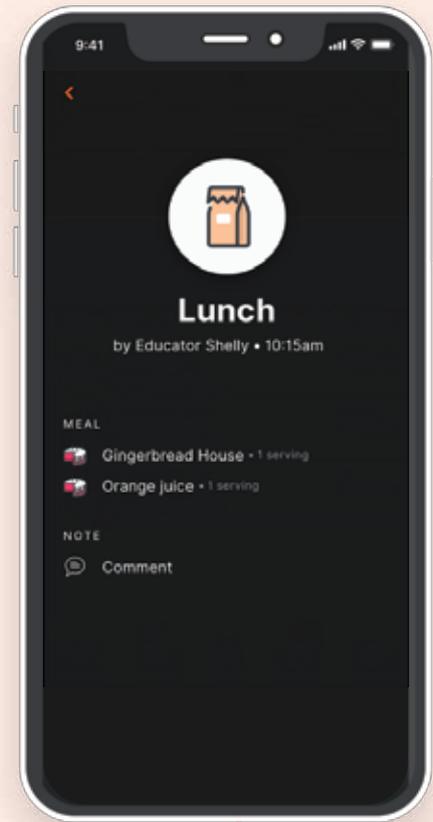
If the educator has added a note to the event, you will see the  icon. Tap on that event to see the comment which appears below the NOTE title.

VIEWING THE WEEKLY NUTRITION INFORMATION

Should you wish to view the weekly NUTRITION information, tap on the **Week** view. The information available to view includes:

A bar graph of the events for the current week. You will also be able to see the total number of events that occurred each day.

Swiping left or right on the bar graph will move the week viewed forward and backward. Alternatively, by tapping on the down-arrow next to the displayed dates, a calendar picker should appear allowing for date selection.

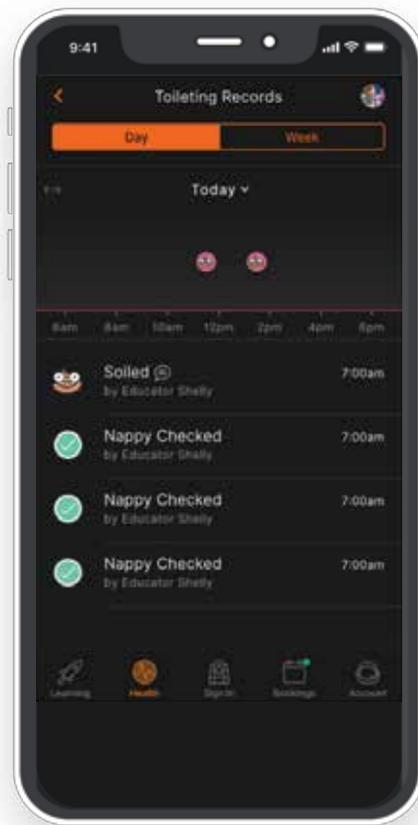


Toileting

VIEWING THE TOILETING TIMELINE

Toileting events which have occurred throughout the current day, are displayed on the health timeline as a red icon.

Tapping the red **TOILETING** card, will display a list of all the toileting events for that day.

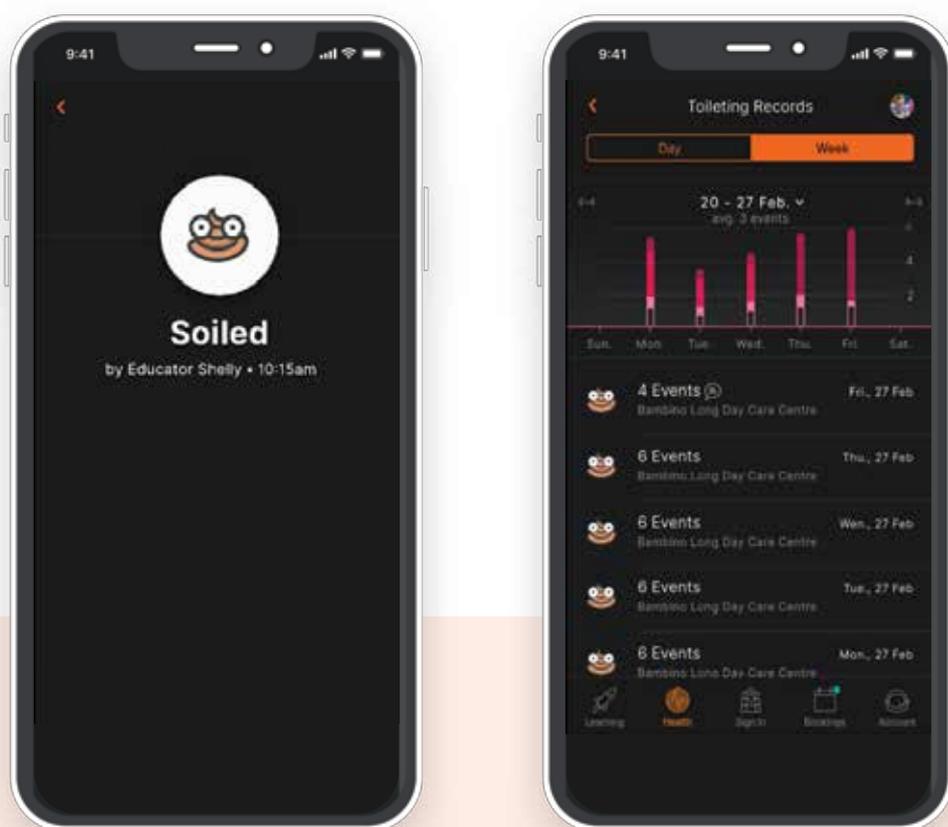


VIEWING INDIVIDUAL TOILETING EVENTS

Should you wish to view a specific TOILETING event, tap on that event. The information you can view includes:

- The event type.
- The first name of the educator who recorded the event and the time it was created.

If the educator has added a note to the event, you will see the 🗨️ icon. Tap on that event to see the comment which appears below the NOTE title.



VIEWING THE WEEKLY TOILETING INFORMATION

If you wish to view the weekly **TOILETING** information, tap on the **Week** view. The information you can view includes:

A segmented bar graph of the events for the current week. They will also be able to see the total number of events that occurred each day.

Swiping left or right on the bar graph will move the week viewed forward and backward. Alternatively, by tapping on the down-arrow next to the displayed dates, a calendar picker should appear allowing for date selection.

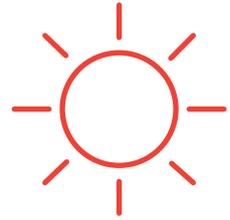
Sun protection

VIEWING THE SUN PROTECTION TIMELINE

Sun protection events which have occurred throughout the current day, are displayed on the health timeline as a yellow icon.

Tapping the yellow **SUN PROTECTION** card, will display a list of all the sun protection events for that day.





VIEWING INDIVIDUAL SUN PROTECTION EVENTS

If you wish to view a specific SUN PROTECTION event, tap on that event. The information that a family can view includes:

- The event type.
- The first name of the educator who recorded the event and the time it was created.

If the educator has added a note to the event, you will see the  icon. Tap on that event to see the comment which appears below the NOTE title.

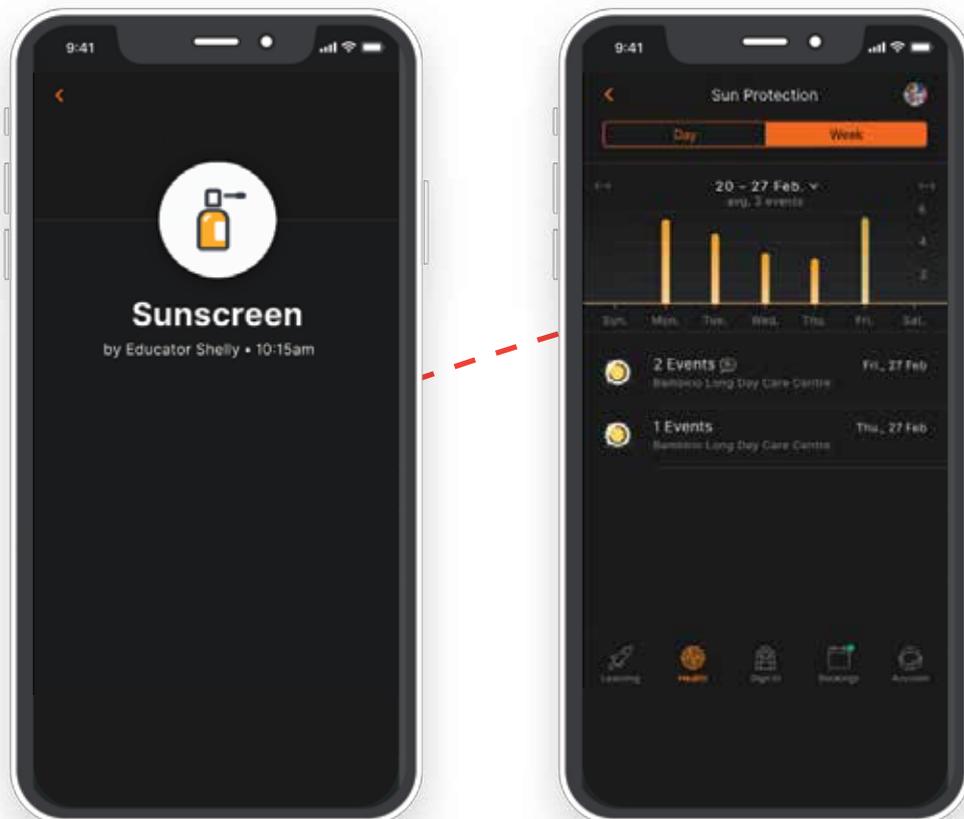
VIEWING THE WEEKLY SUN PROTECTION INFORMATION

If you wish to view the weekly **SUN PROTECTION** information, tap on the **Week** view. The information you can view includes:

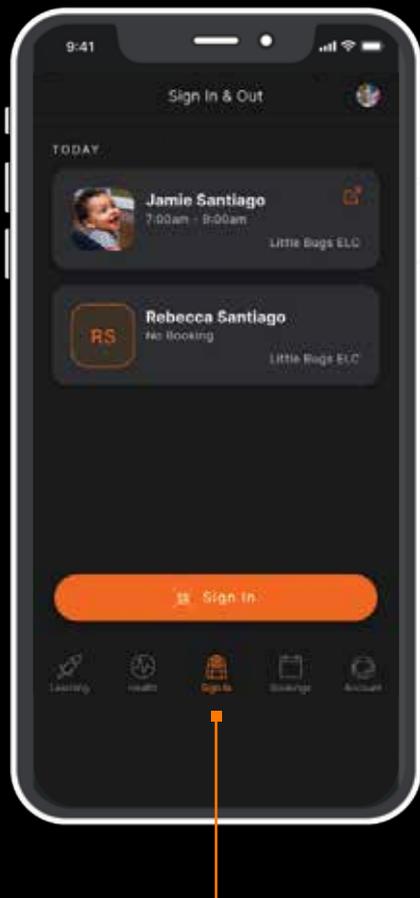
A bar graph of the events for the current week. You will also be able to see the total number of events that occurred each day.

Swiping left or right on the bar graph will move the week viewed forward and backward.

Alternatively, by tapping on the down-arrow next to the displayed dates, a calendar picker should appear allowing for date selection.



Sign in and out



ATTENDANCE: SIGNING IN & OUT

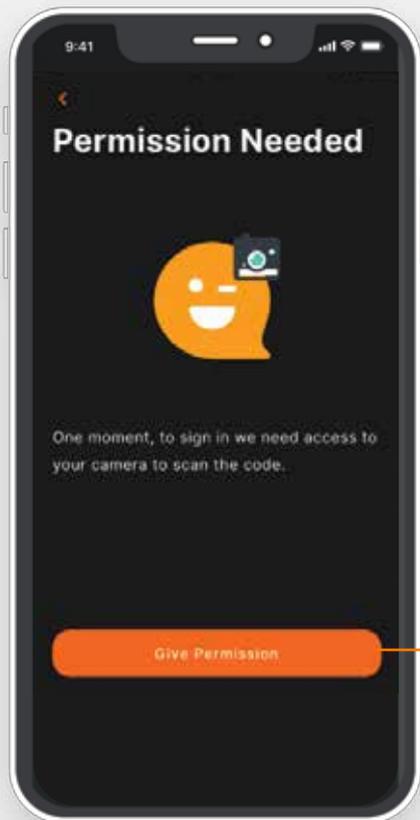
Tapping the **Sign In & Out** icon on the navigation bar will take you to the **Sign In & Out** dashboard.

Here you can see the bookings you have for that day. If there are no bookings on that day, next to your child's name it will say, **No booking**.

SIGNING INTO A BOOKING

After tapping **Sign In**, the app will open the following screen, asking for you to scan the QR code available at the centre. You must tap **Scan Code** to open your camera.





If this is the first time you are signing in through the app, permission will be needed to access the camera on your phone. Please tap **Give**

■ **Permission.**



Once the camera opens, you will need to locate the QR code in the centre. If you are uncertain where this is being displayed, the centre team should be able to point you in the right direction. Ensure the QR code is within the box on the screen. The app will automatically authenticate the code once it is read correctly.

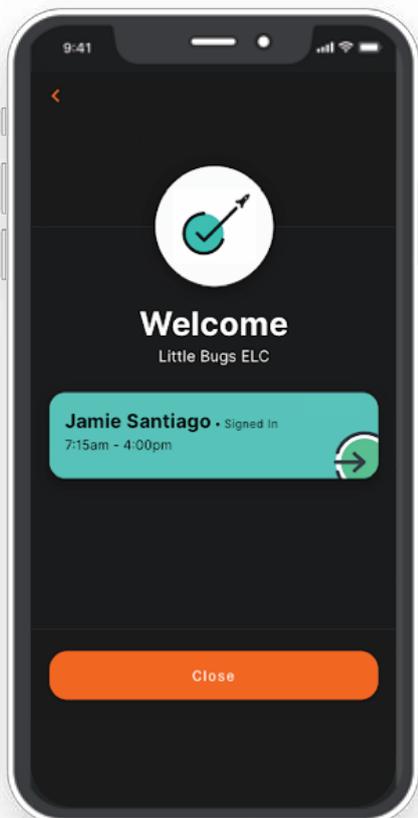
If the QR code is declined, ensure you are close enough to the code and it is within the borders provided. If you continue to have trouble using the QR code, you can sign in using the Hub.



Once the code is successfully scanned, the welcome screen for the centre will appear. If there is only one child, booked in, tap **Sign in**.



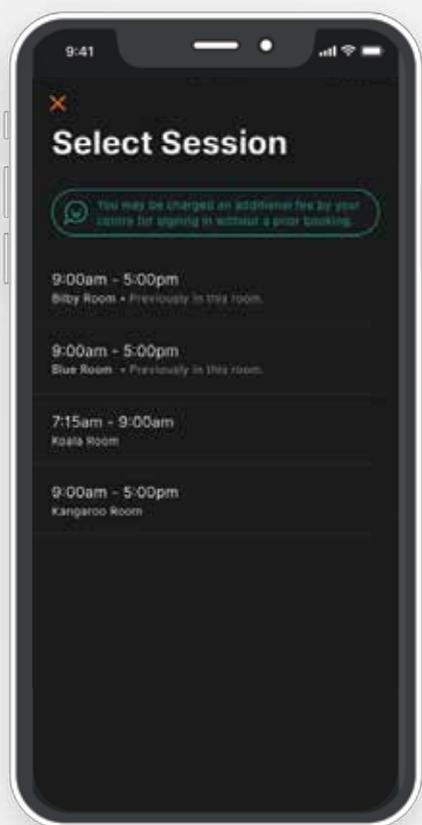
If there are multiple children, first you will need to select those you want to sign in, and then tap **Confirm**.



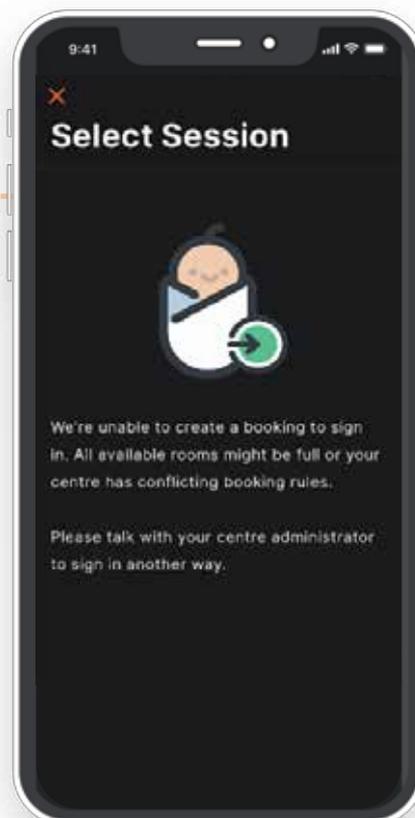
Once the sign in is successful, a **Welcome** screen will display. Your child is signed in and tapping Close will take you back to the dashboard.

SIGNING IN CASUALLY

If you haven't made a booking, and bookings **ARE** available at the centre, the following screen will automatically appear. Please select the booking you wish to sign your child into and be aware that this will add the booking to your account.



If no bookings are available for that day, the following screen will display.



Bookings

Using the HOME app to manage your bookings, enables you to view the available bookings in the centre on a given day and to instantly book a session.

Tapping on **Bookings** in the navigation bar, opens a calendar view. Tapping on a particular date, shows if your child has a booking or not.

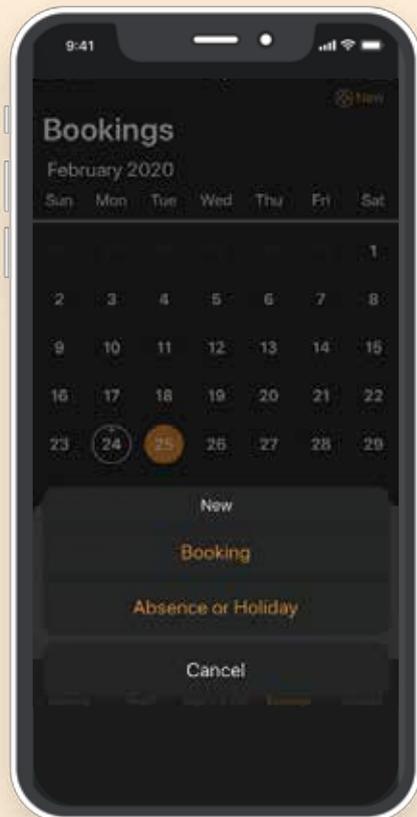
If there is no existing booking, then the words **No bookings** will display at the bottom of the screen and a booking will need to be added.



ADDING BOOKINGS

To add a booking, families should:

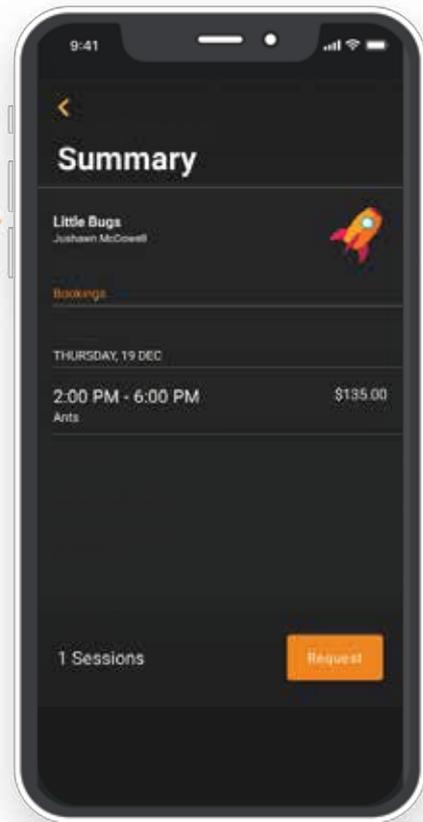
1. Tap  **NEW** in the top right-hand corner and select **Booking** from the options that appear. Available sessions will be viewable for that day. Please select the room and time you wish to book.



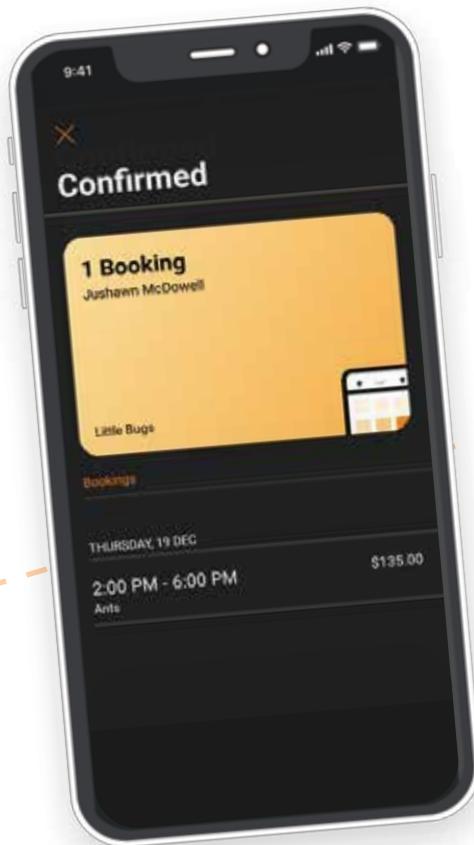
Note: For multiple bookings, repeat the process above until all the sessions are selected.



2. Once selected, tapping the pram icon in the top right-hand corner will take you to the summary screen.



3. The **Summary** screen displays your child's name, the room they are booked into and the time, date and price of the session. To make any corrections, tap the back arrow to correct selections. Once you are satisfied with your selections, tap **Request**.



4. If the sessions have been booked successfully, the next screen will show a **Confirmed** status for the booking.

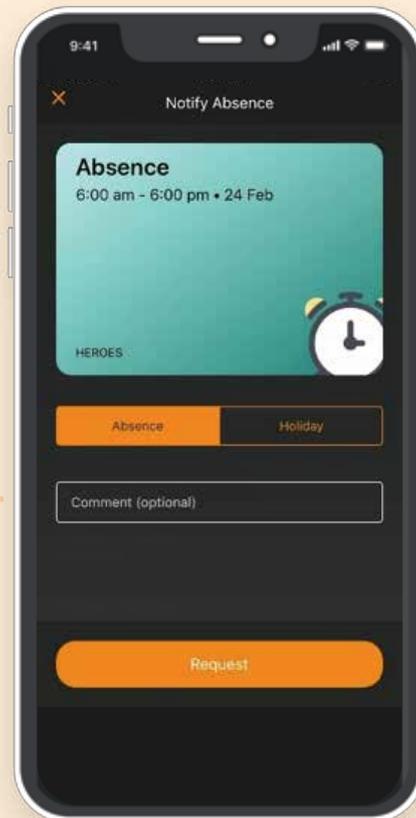
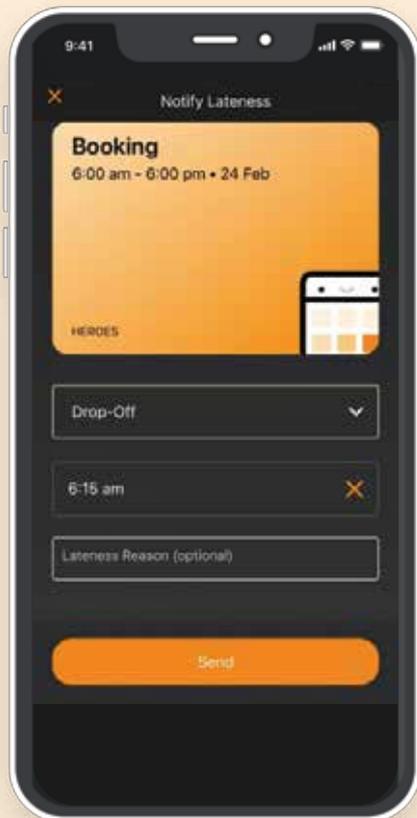
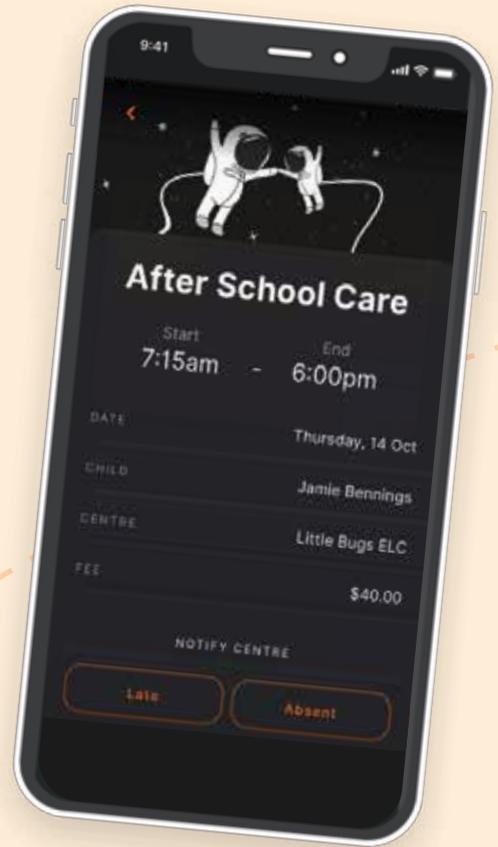
SENDING LATE OR ABSENCE NOTICES

You are now able to notify the centre should you be running **Late** for either drop-off or pick-up; and if your child is going to be **Absent**.

By selecting **Late**, the following screen will display. Once you have provided the relevant information, tap **Send**.

By selecting **Absent**, the following screen will display. Once you have provided the relevant information, tap **Request**. Please be aware that the centre will notify you when the absence has been accepted.

This can be seen on the Notifications screen.



Account

In the HOME app, you will be able to:

Use the **Account** screen to manage and view your notifications

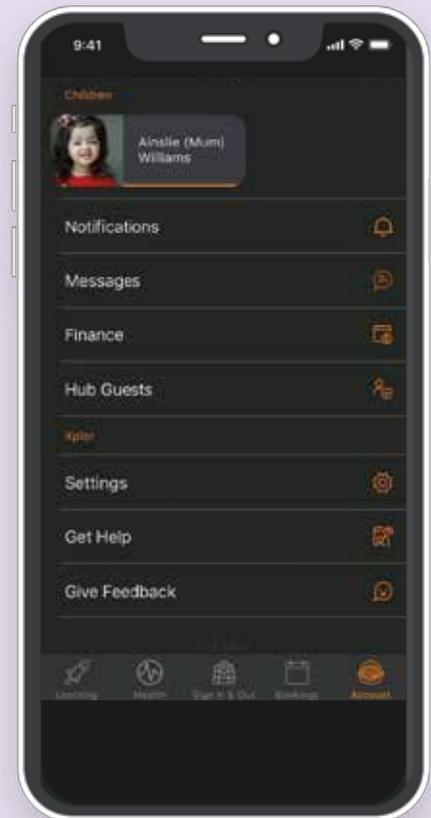
View **messages** sent from the centre (via the centre admin posts).

Manage and view your **financial** account – including your CCS, CWA and statements.

Add **hub guests** (previously referred to as Xplorers).

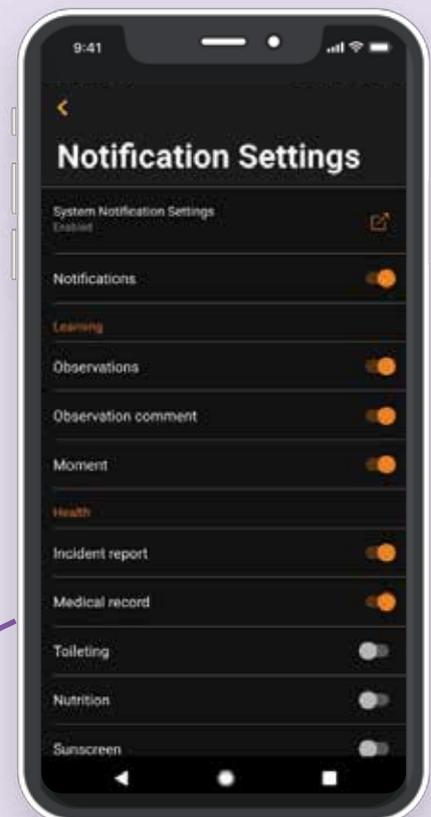
Get help – with direct links to Xplor’s articles.

Give feedback to Xplor.



Notifications

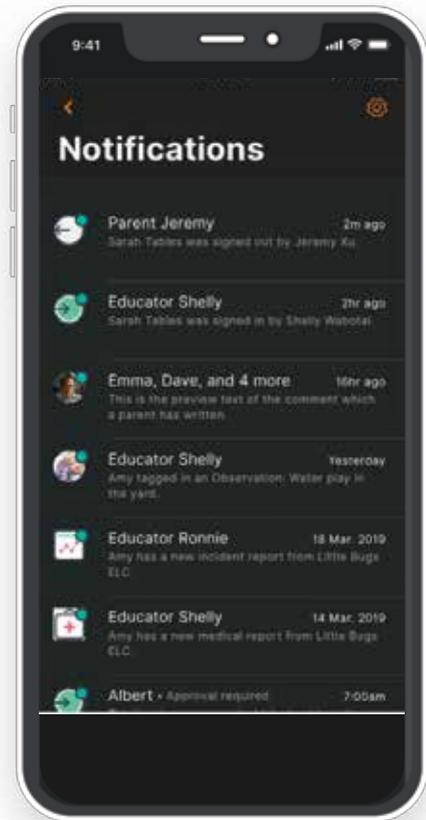
The notifications list features all the notifications received by the device. Providing notifications have been enabled, tapping on an individual notification, will take you directly to that event or applicable screen.



NOTIFICATION SETTINGS

The notifications settings can be accessed by tapping the gear image  on the Notifications screen.

On this screen, you can customise the types of notifications you would like to receive by either enabling or disabling the notification type. If a notification type is disabled, then you will no longer receive notifications of this type.



Messages

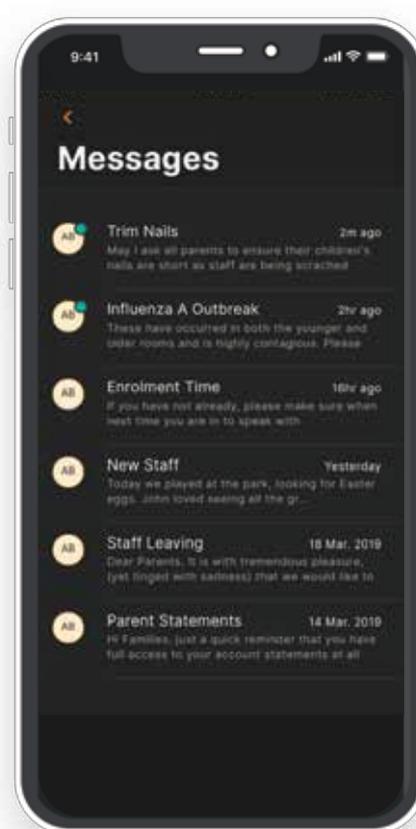
You are able to tap on **Messages** to find all the necessary communication sent from the centre your children attend in the form of Admin Posts.

In this list view, you will see:

- The logo of the centre that posted the message
- The title of the message
- A short description of the message
- How long ago this post was made

Tapping onto the individual message will show the full message, including any links provided by the centre. Tapping on the link will take you out of the HOME app and open the link in a browser. If the message included an image, then it will appear at the top of the post. You are able to view the image as full screen by tapping it.

You are also able to comment on messages by typing in the section at the bottom of the screen where it says **Write a comment** then tapping the **Send** button on the right. While your comments can be viewed through the Xplor Office platform, at this time further responses cannot be sent.



Finance

PLEASE NOTE: Only the primary carer for the child will be able to see financial information.

If the parent user is a non-primary carer, they will not see any financial information and will instead see an error message advising them of this.

The Finance dashboard features a Centre card illustrating the amount that is either **owing or in credit** by. Tapping on the Centre card will open the statement view.

In this view, you will be able to see your **Government Childcare Subsidy** percentage. If the subsidy percentage is 0%, an error message will display advising of the potential next steps to take to rectify the issue.

Tapping **See CWA Agreement** will open a web browser and load the current CWA agreement attached to your child. If the CWA agreement has not yet been signed, you will be able to sign it from this screen.

Under the **Help & Support** section of this screen, you can tap **Call Centre** or **Call CentreLink** for a pre-filled phone number to appear.

TO CHANGE CENTRE

Should your family have children at different G8 centres, tapping the Centre Logo in the top right will open a menu allowing you to change which centre's financial information being viewed.

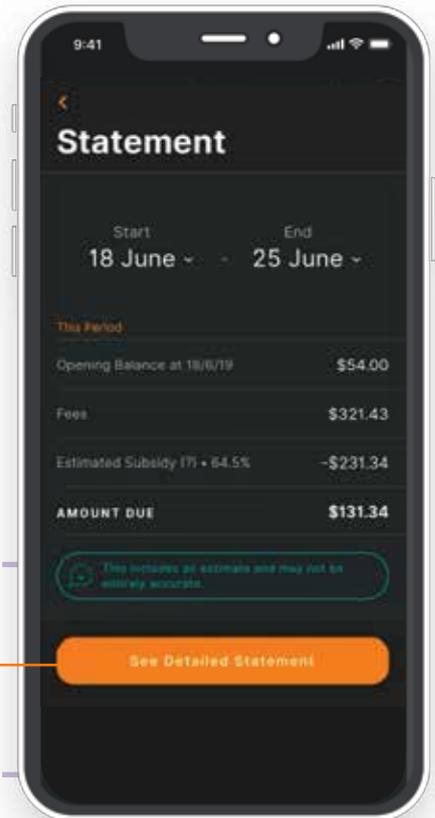


STATEMENT VIEW

The statement view shows the current week, with the date range being able to be changed. You will be able to see your **Opening balance** at the start of the date range, the **Fees** incurred during this period, **Estimated Subsidy** and the total **AMOUNT DUE**.

If the date range is for weeks after your Government Childcare Subsidy has been processed, the Government Childcare Subsidy actual will be displayed instead of the estimated amount.

Tapping on **See Detailed Statement** will download a PDF of the detailed transactions which have occurred during the specified date range.



Hub Guests

HUB GUEST LISTS

On this screen, you are able to view all the Hub Guests, previously referred to as Xplorers, who have access to the children on your account.

Hub Guests are able to sign children in and out using the hub at the service, however they will no longer be able to login into Xplor Home as they could with the Care app.

Hub guests will need to create an account in Xplor. You will be able to identify who has accepted their invite by the associated email address displayed underneath their name – see the example of Helen Bennings on the screen alongside.

Hub guests who have not yet accepted the invite will be easily identifiable as the text below their name displays how long ago the invitation was sent – see the example of Lucy Hueghs on the screen alongside.

You have complete control over the hub guest's account and can request their access be revoked by the centre at any time.

TO INVITE/ADD HUB GUEST

When inviting a new hub guest, you will need to enter the hub guest's email address, their first and last name.

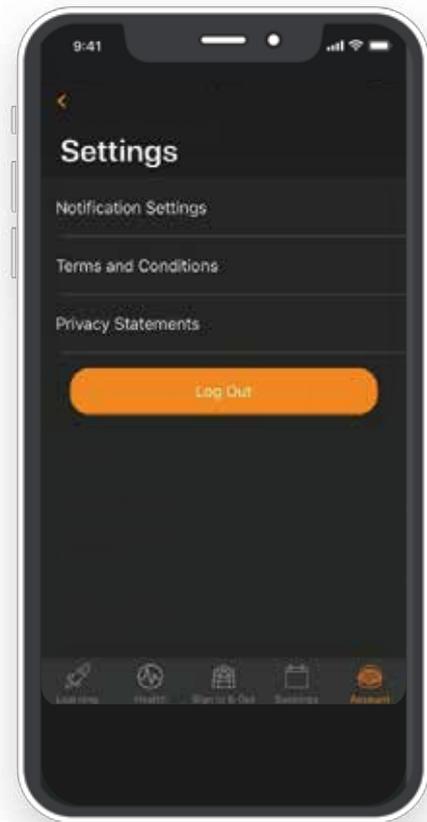
Typically, any errors that occur when inviting hub guests will be because there is already a hub guest with that email associated with the parent account. Adding in details of a previously invited hub guest will not send the invitation again, this should be done through the Office platform via the centre.



Settings

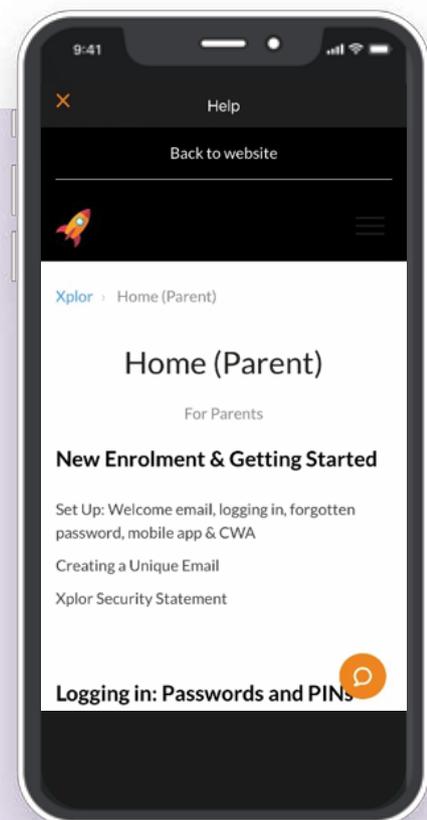
On this screen, you will be able to view and manage your **Notification Settings**, view Xplor's **Terms and Conditions** and **Privacy Statements**.

You are also able to **Log Out** on this screen.



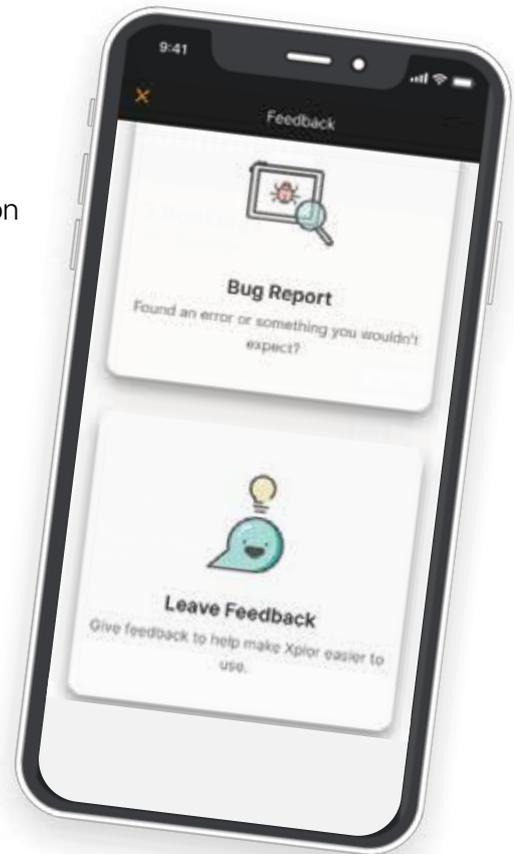
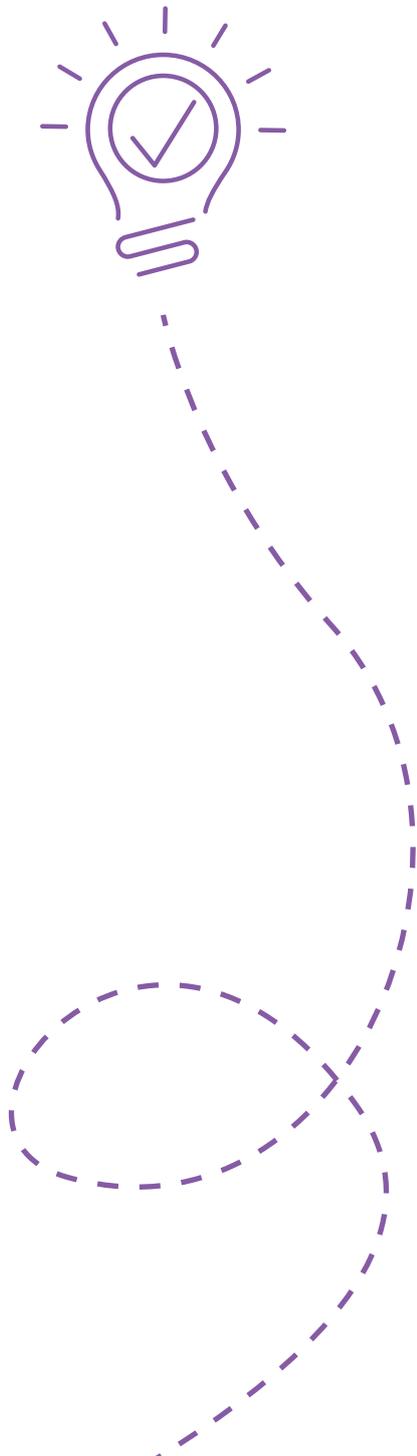
Get Help

This is a handy place to click through to the articles available on Xplor's website. Should you need help to complete a task, or find out more about a specific topic, this is the screen your centre will recommend that you visit.



Give Feedback

You are able to report any errors or bugs, as well as provide feedback to Xplor. You are encouraged to provide feedback on new features that you find useful too.



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your child's day**

