Hi families,

To ensure all your details are up to date and correct so that your subsidy entitlements apply, please do the following:

1. Receive welcome email from Xplor, this will allow you to create a password for your account. These login details will be used for the Xplor Home App on your phone, as well as the Web browser link listed below which allows you to update your banking details and see your statements. The primary carer listed, is the person who will receive the welcome email from Xplor.

2. Download **Xplor Home App**. (please note, this app is the only form of sign in/out for your children). Once primary carer has downloaded the app, they must add authorised nominees (registered with the service) to collect their children through the 'hub guests' tab.

3. Banking details need to be updated/changed through the following link, via a computer https://login.myxplor.com/?app=home-web. Once you login, navigate to **'Finance'** on the left hand side and click on **'Auto Debit Setup'** and update/change banking details there. **Bookings are put on hold until banking details are entered correctly.**

4. Please log into the Xplor Home App, under the 'Account' tab click 'Finance' and this will allow you to accept the Complying Written Agreement which confirms all enrolment details are correct.

5. Log into MyGov and confirm the enrolment with your service.

If you have any issues or questions, please don't hesitate to contact me😊

Please note: the first direct debit will take place on Tuesday 21st July which will include fees from Monday 13th July – Friday 17th July. After that, we will be reverting to our usual direct debit fortnightly cycle which will commence on Tuesday 4th August 2020, and so forth. **If the above steps are not completed, full fees will apply.**

Banking Details

Adding New Parent Bank details:

1. Primary carer to login via home.myxplor.com using their email and password. Click "Forgot Password" if you are having issues with logging in

2. Select "Finance" in the left side menu

3. Select "Auto Debit Setup"

4. You can choose to enter your credit card details or your bank details

5. Read through the billing agreement, then select 'Agree'. If you have any concerns about this, please reach out to your service

6. Once you have saved your banking details successfully, the administrator can set up the family's preferred billing schedule, or the schedule required by the service

7. You can edit your banking details through this tab at any stage

Home App

I have attached the powerpoint presentation which shows you how to download the app. This app is required to log in and log out your children. You are required to log them in at the gate and this is a regulatory requirement and ensures you get your child care subsidy. You must hand your child over to a member of staff and the same applies when leaving.
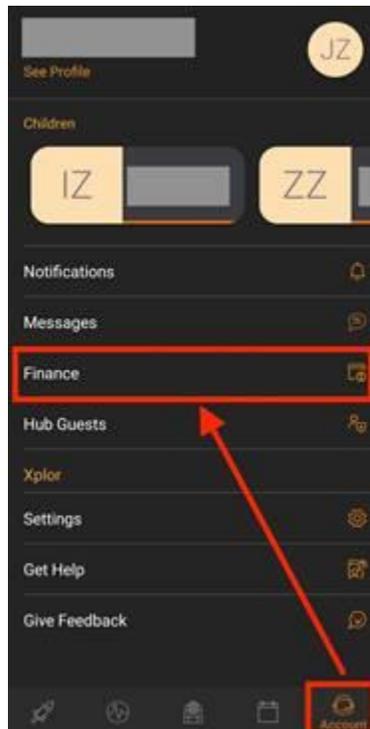
CWA Child Care Subsidy

Please see below steps to sign your CWA. This is required to get your subsidy. Please let me know if you require support with this.
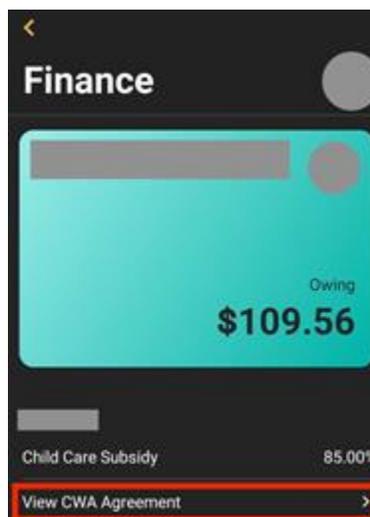
There are **two** ways a CWA can be signed.

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.

3. The CWA should appear. Click "I Agree". If you dispute the session days or fees, please reach out to your administrator.

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 your centre admin.

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'.

Troubleshooting No CWA

- Ensure that the parent/guardian is using a computer to login to https://home.myxplor.com/

- Ensure the parent/guardian is using **Google Chrome** as a web browser.

- Ensure the service has released the CWA.

- Ensure that the 'Primary Carer' on is the same parent/guardian checking for the CWA.

- Please have check the internet is working on the computer by turning the wifi on & off and logging in/out.

- If you cannot troubleshoot these options, please contact Support.

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.