

## Trouble shooting Tips for Families

- **Where do I go to enrol?**

Go to our webpage [www.ballarat.ymca.org.au](http://www.ballarat.ymca.org.au) (Ballarat & Bacchus Marsh areas) or [www.grampians.ymca.org.au](http://www.grampians.ymca.org.au) (Ararat or Portland) Click on 'what do we do' then click on the service required, half way down the page click on 'enrol' which will take you straight to the enrolment form. Complete the form which should take around 10minutes and submit

- **Can the service complete my enrolment for me?**

No, it is a legal requirement that the family completes their child/ren's enrolment.

- **My email already exists.**

Contact with your service coordinator and they will be able to assist you with this issue

- **Is there a time limit to complete the enrolment process?**

There is a 2-day turnaround for services to complete your enrolment. In this time, you will need to accept your enrolment on your MyGov and your CWA

- **Can I access my Home account for more than one service?**

Yes, as your account is based on your email address, it may be used when you change services. You will just need to speak with your service so the enrolment can be opened into a second service. You will then just change the service in your Home app when needed (**you do not need to complete a second enrolment**)

How to setup your username and password

<https://support.ourxplor.com/hc/en-us/articles/900000929823-Xplor-ID-on-Home-App>

- **Can I update my email address?**

No, you will need to contact the service to do this for you

- **How does the Home app help me?**

You can check your statements, except your CWA (go to accounts, finance and except the CWA). The wonderful app allows you to book your child in for casual days at the service, let the service know of any absences and to view your child's learning anywhere, anytime!

<https://support.ourxplor.com/hc/en-us/articles/360015429272-Parent-Steps-CWA-Approval-and-CCS-Enrolment-Confirmation>

Complying Written Arrangement (CWA), including fees and care sessions. A CWA is an agreement between you and your child care service to give care in return for fees.

- **Can I access my account on my mobile device?**

Home has a free app available for Apple and Android devices. Simply search for Xplor Home in your app store and enter your email and password that you would have setup by following the link the service sent out after accepting your enrolment.

- **What do I do if I do not have internet access?**

Contact your service coordinator who will be assist you.

- **I've forgotten my password. Do I have to contact the centre?**

No, you can manage this yourself. On the log in screen simply enter your email address and press 'Forgotten Password' and follow the prompts.

<https://support.ourxplor.com/hc/en-us/articles/115010662347-Changing-Password>

- **Where do I go to setup a direct debit?**

Log into your Home <https://home.myxplor.com> and go to finance and setup auto direct debit setup. (This cannot be done via the Home App)

<https://support.ourxplor.com/hc/en-us/articles/360022239971-Adding-Bank-Details>

- **How do I update my child's information on the enrolment form?**

Email the service with the changes and they will update your information

- **What if I have forgotten to upload any supporting documents in the enrolment form?**

Email the service with copies of the documents and they will upload them for you

- **Can I log back into the enrolment form once submitted to make changes?**

No changes need to be completed by the service

- **Do I need to setup hub guests as well as emergency contacts?**

Yes, hub guests are the ones that can sign your child in and out on the electronic sign in/out system at the service.

<https://support.ourxplor.com/hc/en-us/articles/360039413152-Home-Hub-Guests>

- **Can the service setup the hub guest for me?**

No this can only be completed on the Home App or on <https://home.myxplor.com>

- **I received an email confirmation that said 'enrolment confirmed' does that mean my booking is accepted?**

No, this is only a confirmation; you will receive another email or a call from the service to confirm your bookings.