



The best way
to connect with
your children

Xap Smile

PARENT WELCOME PACK

How to guide on getting started with Xap

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Introduction

About Xap

Your centre is now part of the Xap family! Xap is an all-in-one childcare management software used by childcare centres across Australia.

The Xap guardian portal is a self-service tool that has quickly become our most popular feature and is the most commonly used application in the childcare industry.

You can view real-time updates about your child using Xap Smile mobile app or through the Xap guardian web portal.



Photos

Watch your child's day unfold with snapshots delivered to Xap Smile mobile app or Xap guardian web portal.



Stay Connected

Stay in touch with educators and strengthen your child's learning with activities at home.



Manage Your Family Information

Easily manage your family information through Xap Smile mobile app. Keep your child's information updated and add emergency contacts or nominees to pick up your child from the centre.



Statements and Invoices

View your statements and invoices from Xap Smile App or Xap guardian web portal.



Your Child's Community

Invite grandparents, nannies, and friends – with control over what they can do and see on the Xap Smile App.

Login Credentials

01

Invitation

Before you can use Xap, your centre will need to invite you on your nominated email address.



02

Setup

An automated email will be sent to your inbox with instructions on how to set up your account and password.



03

Login

Once your account is set up, you will be able to login to the Xap guardian web portal or Xap Smile app. [click here](#)



04

Reset

If you forget your password, you will be able to reset it here. [click here](#)

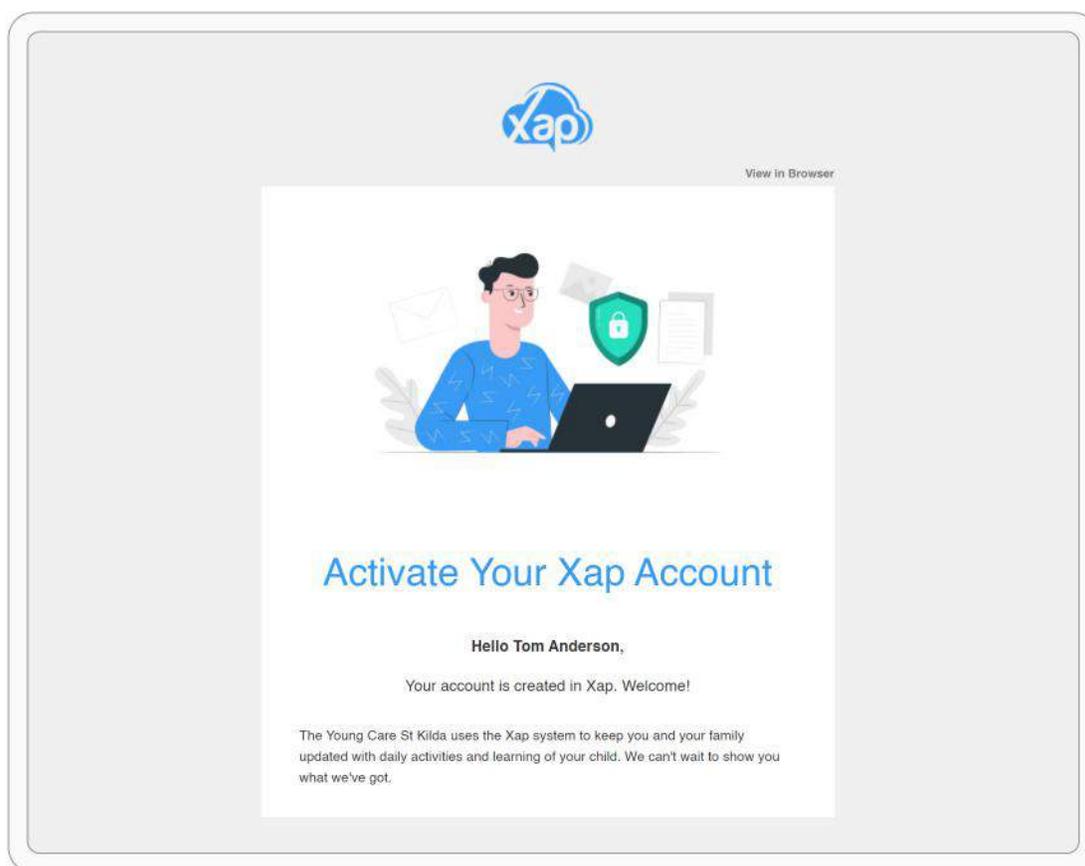


Getting Started

Creating an Account

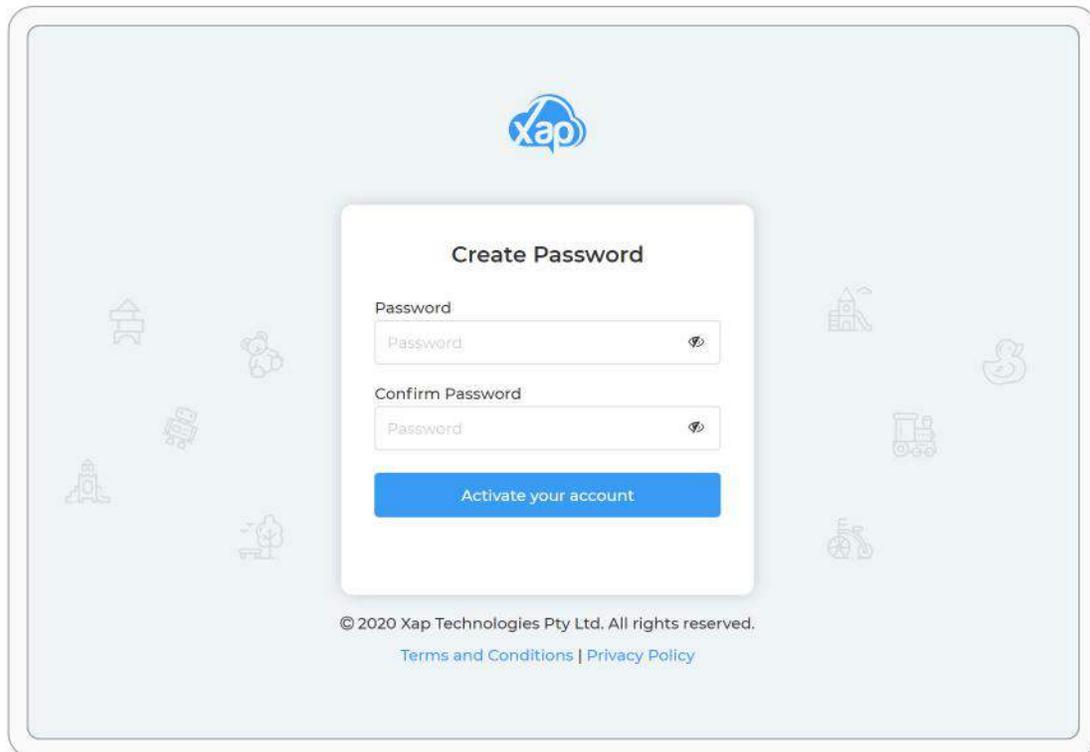
Step 1: Setting Up Your Account

When you are first invited to join Xap, you will receive an email to activate your account using a link to set a password in order to access your Xap account. (Check the spam folder if you cannot see the email invitation in your inbox and if the email you have provided to the centre is correct.).



Step 2: Create Your Password

Once you click on the link to set up your password, you will be taken to the Create Password screen. Once you have confirmed the password, click on 'Activate your account'.



Create Password

Password
Password

Confirm Password
Password

[Activate your account](#)

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[Terms and Conditions](#) | [Privacy Policy](#)

Step 3: Login to Your Account

You can login on Xap guardian web portal on <https://id.xap.rocks/> or through the Xap Smile App.

How to Download App

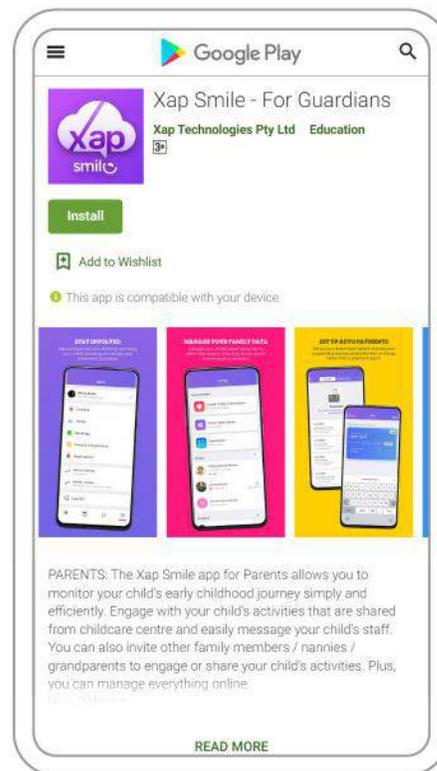
Xap Smile App on App Store/Google Play

Step 1: Login to iOS App Store or Google Play Store

Go to iOS App Store or Google Play store. Ensure you are logged into a Google/ Apple account to download Xap Smile App.

Step 2: Search and Download

In the search bar type in 'Xap Smile' and download.



Step 3: Login

To login for the first time, use the credentials you set up when activating your Xap account.

How to Login via Web/App

If you would like to login to our web portal, follow the steps below:

1

Go to www.xap.net.au

2

Click on Login

3

Enter Your Email Address

4

Enter Password & Click on Login

5

Once you have logged in, navigate to the left-hand bar menu and click on Manage Family.

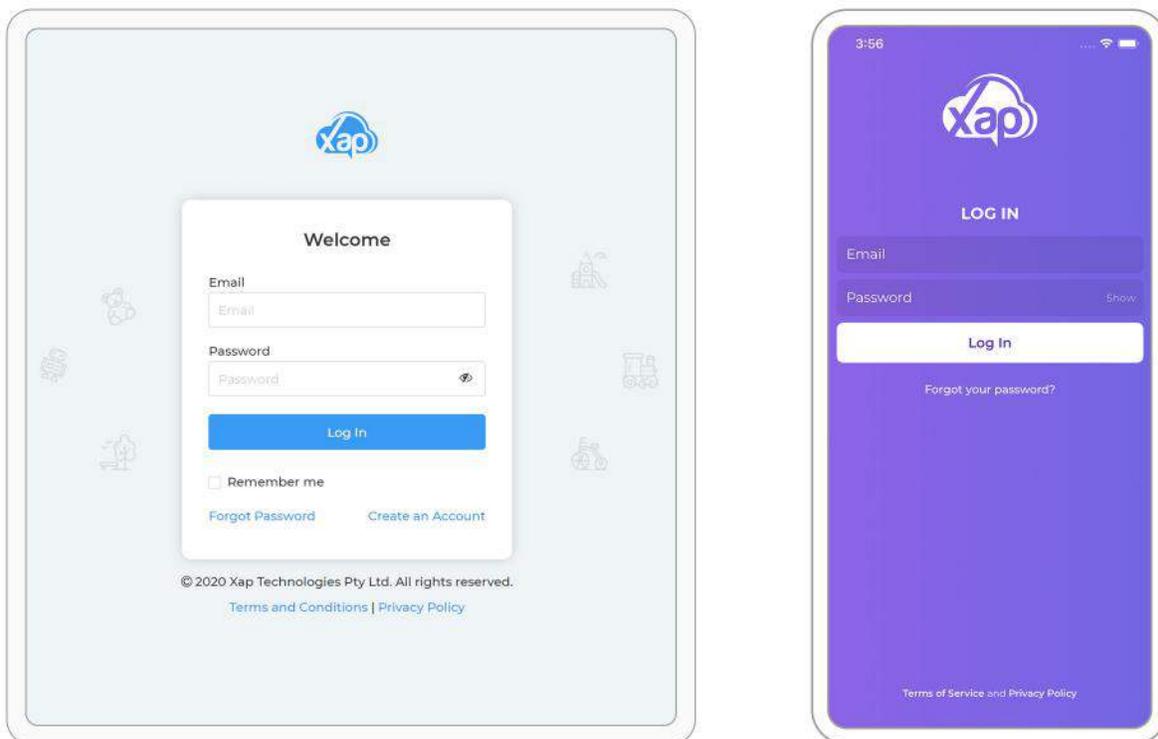
How to Set up Direct Debit

Get ahead of your childcare bills by using the direct debit payment feature in Xap!

Xap allows you two ways to set up your direct debit profile. Just decide which one works best for you. We offer the debit from credit card or bank account. If you need more information about the direct debit, please contact your centre administrator or OSCH coordinator.

Step 1: Login to the Guardian Portal or Xap Smile App.

Go to www.xap.net.au. In the top-right hand corner, click on Login. Fill in your sign in credentials and click on Login.

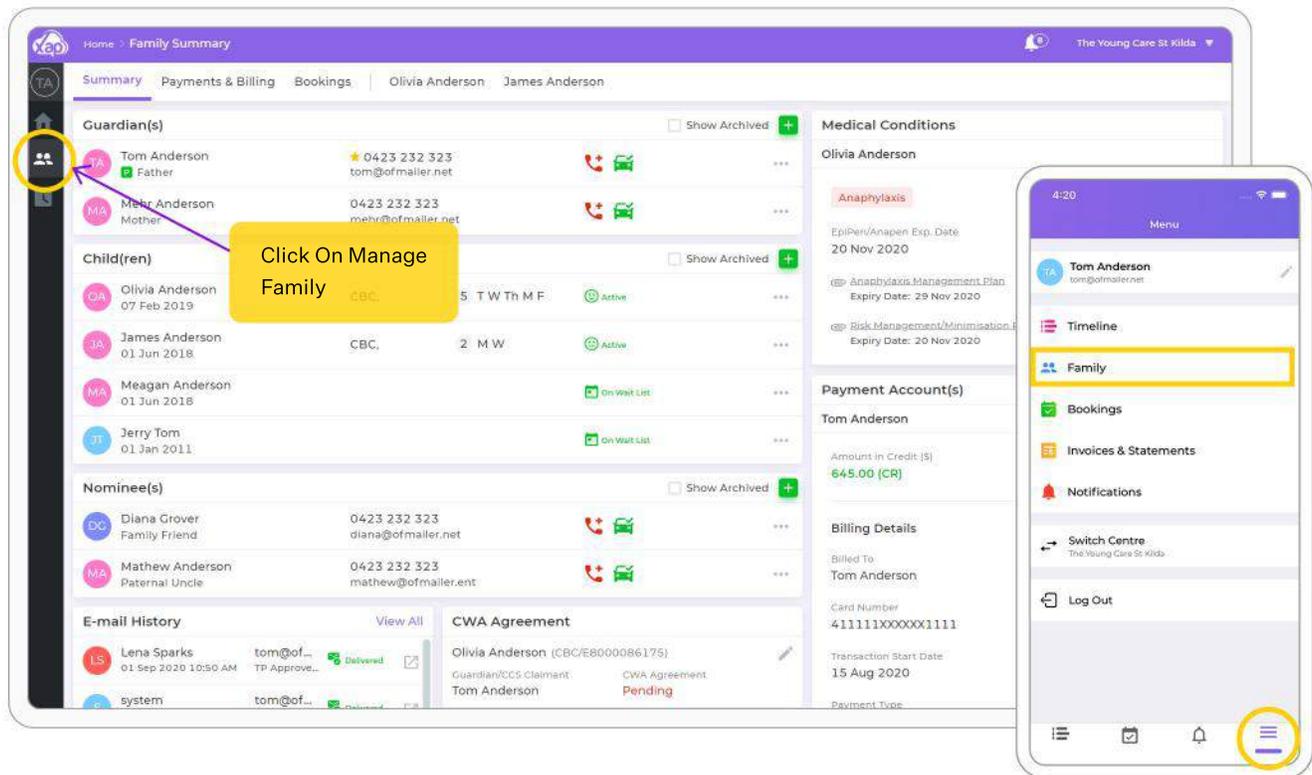


If you are still unsure on how to login to the guardian web portal, [Click here](#) to watch the video.

Step 2: Click on Manage Family

In order to set up the direct debit, you must first go to the family summary page. Once you are inside the family summary page, you will be able to locate the payment account section.

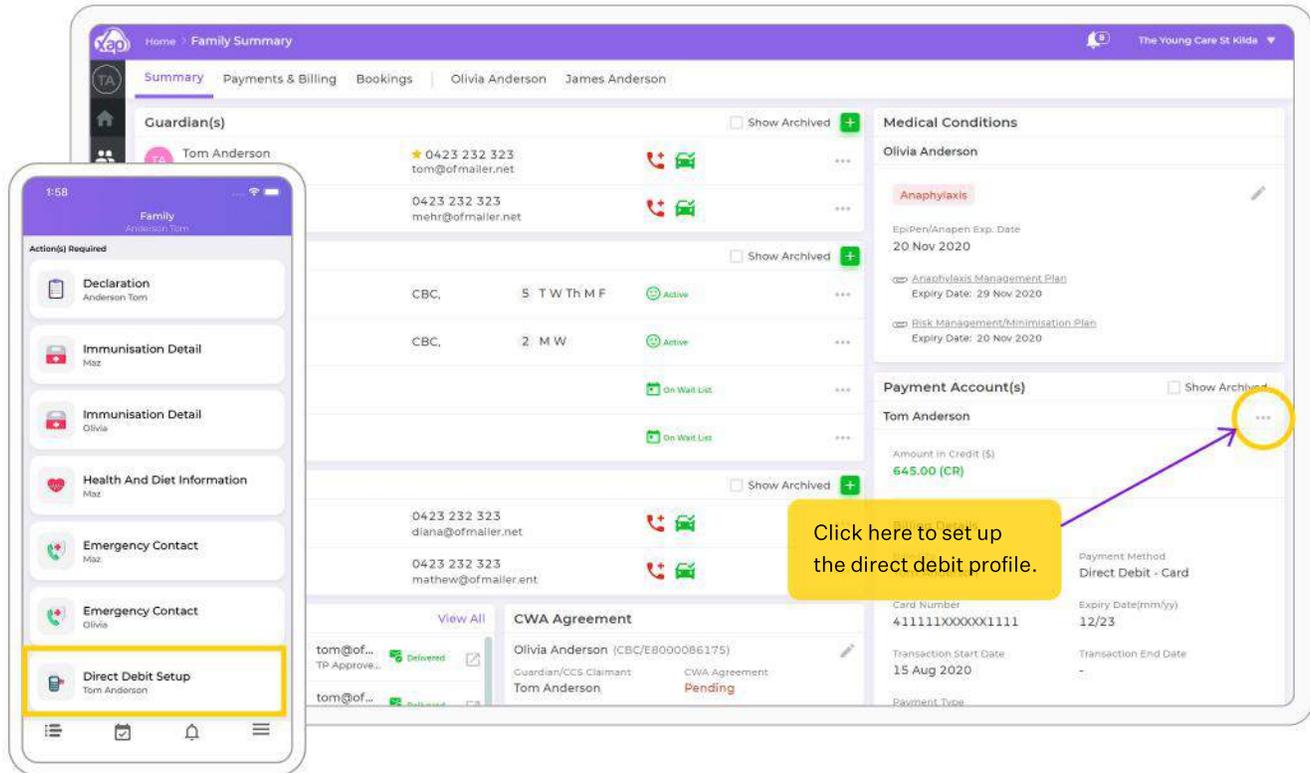
To view the family summary page, from the left navigation click on Family icon. From the mobile device, click on bottom right corner navigation symbol and then click on Family tab.



Step 3: Click on Edit Payment Account

On the Xap guardian web portal, click on the three dots menu that is on the right-hand side of the payment account holder's name.

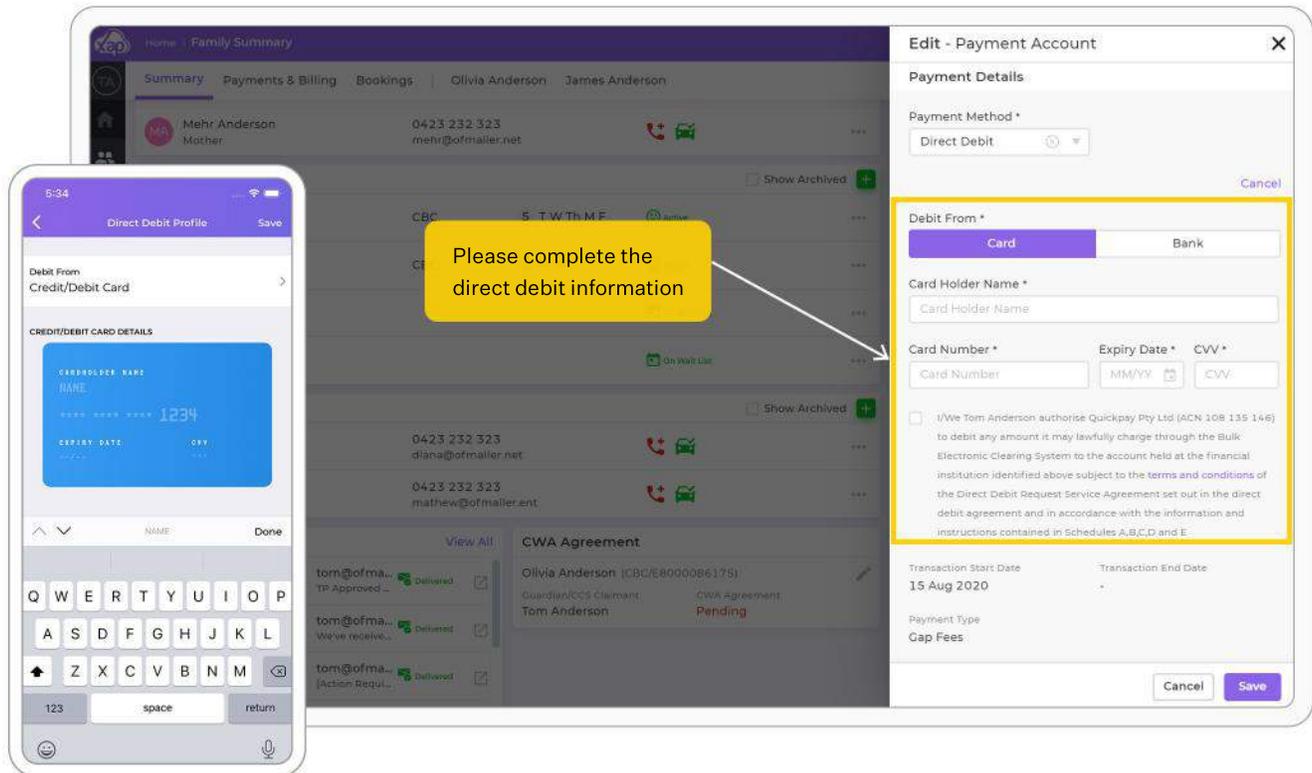
In Xap Smile, click on Direct Debit Setup.



If you need more help on how to set up the direct debit, [Click here](#) to watch the video.

Step 4: Set Up Your Credit Card or Bank Account

Fill-out the fields. Once complete, please click on Save and you will see a success message: 'Your Direct Debit Payment is set up successfully'.



If you need more help on how to set up the direct debit, [Click here](#) to watch the video.

How to Manage Your Family Information

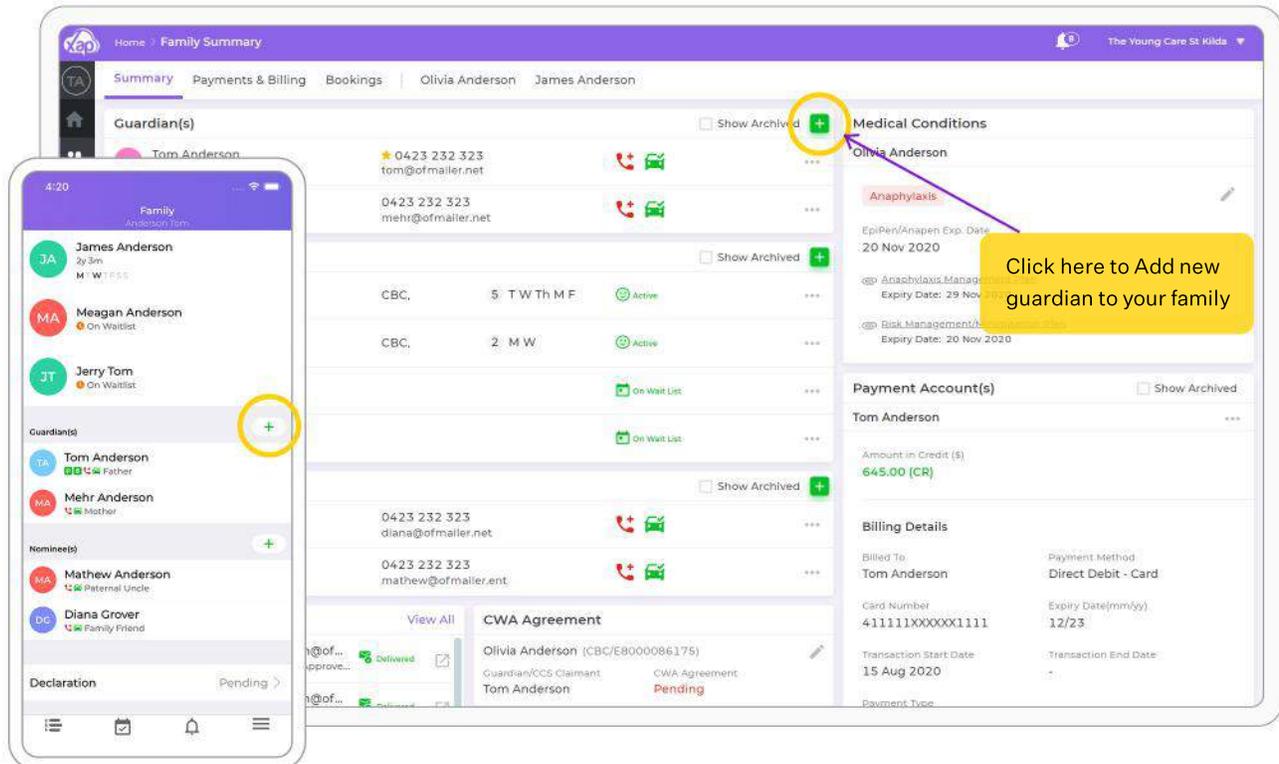
From the Xap guardian web portal and Xap Smile app, you will be able to manage your family details including adding/editing a guardian, child, or emergency contact information. As soon as you login to the portal or app, please go through the manage family module and review all the information.

If you need to update any details, please follow the steps below:

Step 1: Add New Guardian to Your Family

Once logged in to the web portal, click on Manage Family from the left-hand menu bar. Click on the green plus sign in the guardian section to add a new guardian.

On the mobile app, click on the green plus sign on the right-hand side of the guardian section to add a new guardian.



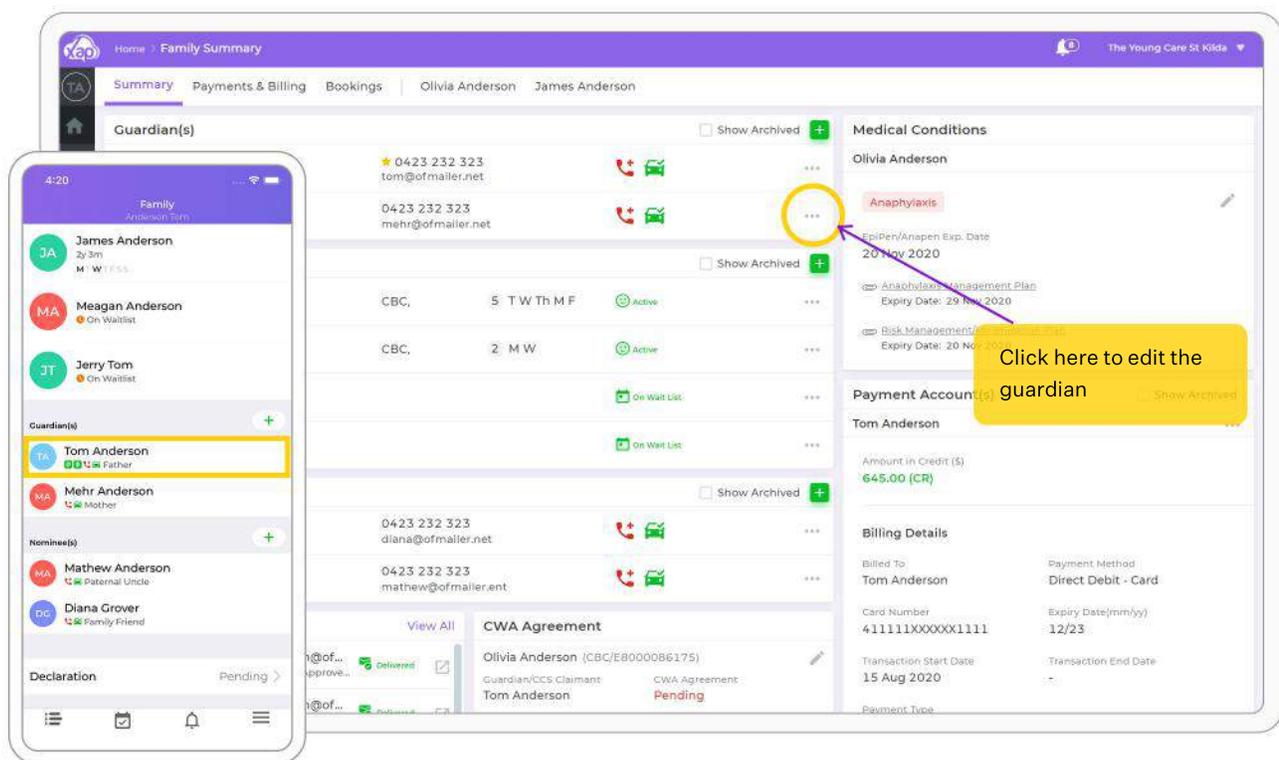
Step 2: Edit Guardian Information

To edit the guardian information, click on the three dots that are on the right hand side of the guardian's name. Click on Edit from the drop-down menu. An edit panel will appear in the right side of your screen.

You can update the guardian information in the edit panel including setting up the KIOSK code to sign the children in an out.

Guardian Web Portal: Click on the three dots that are on the right-hand side of the guardian's name and select Edit from the drop-down menu.

Xap Smile app: Click on the name of the guardian to edit the information.



If you are still unsure on how to add/edit guardian, child or emergency contacts to your family, [Click here](#) to watch the video.

Step 3: Edit Your Child Information

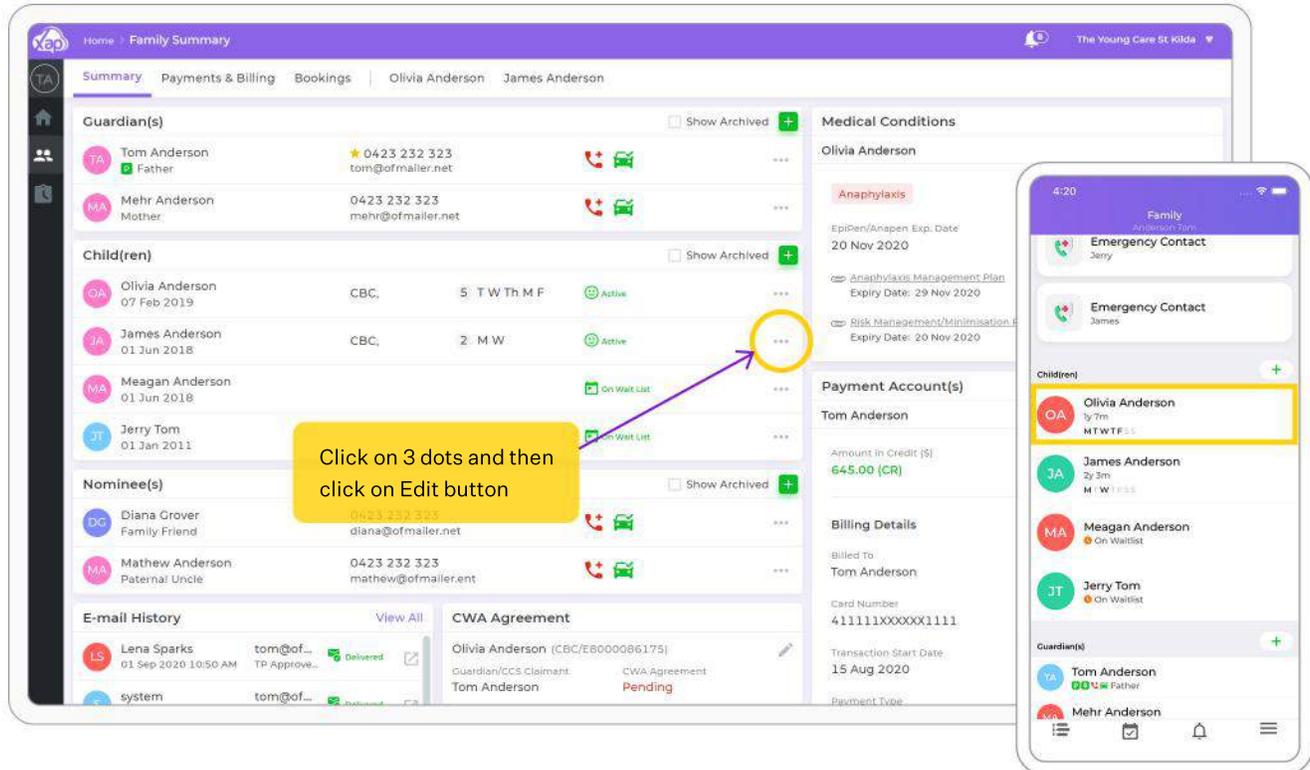
The National Law and National Regulations require that an approved provider of a centre-based service ('approved provider') must keep an enrolment record for each child enrolled at an education and care service. The enrolment record must contain details relating to the child, authorisations given by parents (or other specified persons) court orders and related legal documents (regulations 160-162).

To ensure the safety, health and wellbeing of your children attending a childcare service, the enrolment record is required to contain accurate and complete information. Please take some time to review your child's information and update it if required.

To edit a child's information, please follow the steps below:

On the web portal, click on the three dots that are on the right hand side of the child's name. Click on Edit from the drop-down menu. A panel will appear on the right side of your screen. Make the necessary changes and click on Save.

On the Xap Smile app, click on the child's name to edit the information.



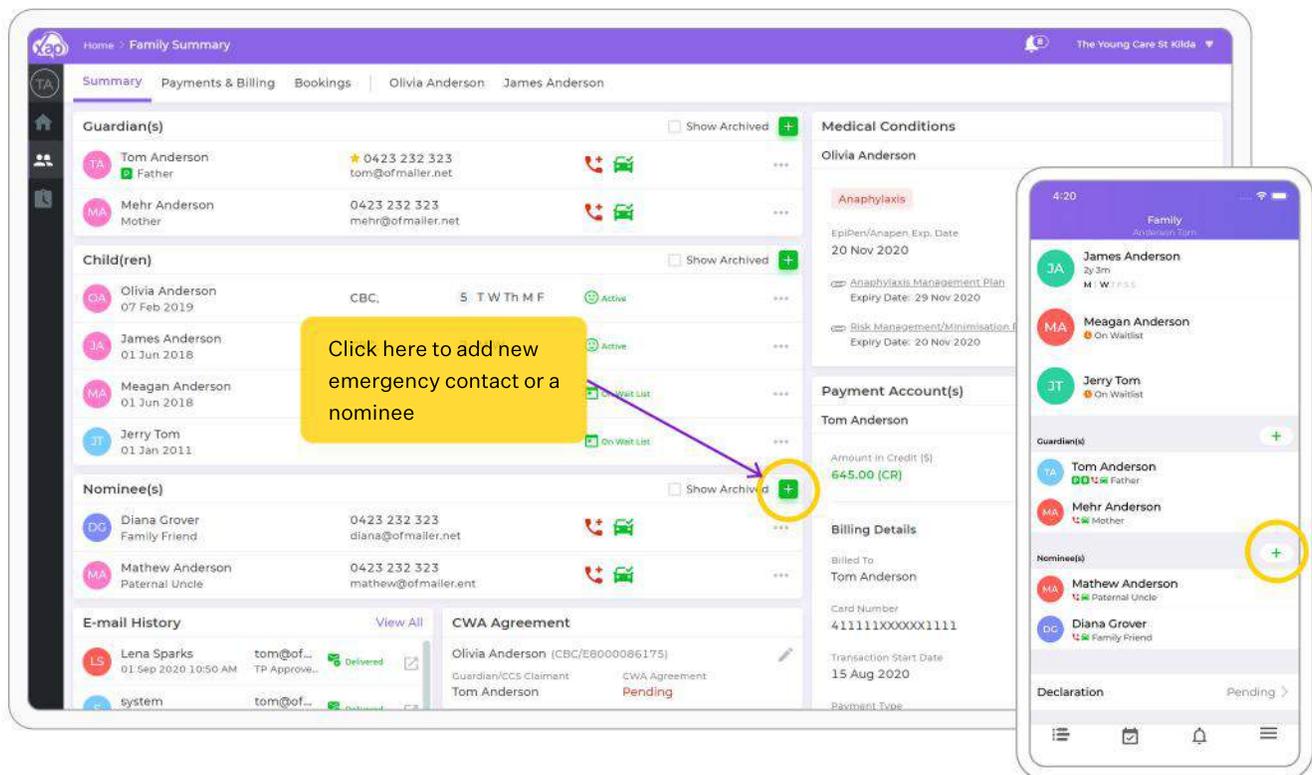
Step 4: Add Emergency Contact/Nominee

The guardian must provide the centre with the names, contact numbers and addresses of at least two responsible persons who can collect their child(ren) in case of an emergency or illness. When contacted by the service, the parent or a nominee must personally go to collect the as soon as possible.

To nominate an emergency contact for your children, please follow the steps below:

Web portal: After logging in, click on Manage Family from the left hand menu bar. In the Family Summary page, click on the green plus sign in the nominee(s) section to add a new emergency contact.

Xap Smile: Once you have logged in to the the mobile app, click on the list icon at the bottom right hand side of the screen. Select Family from the menu. Click on the green plus icon in the nominee(s) section to add a new emergency contact.

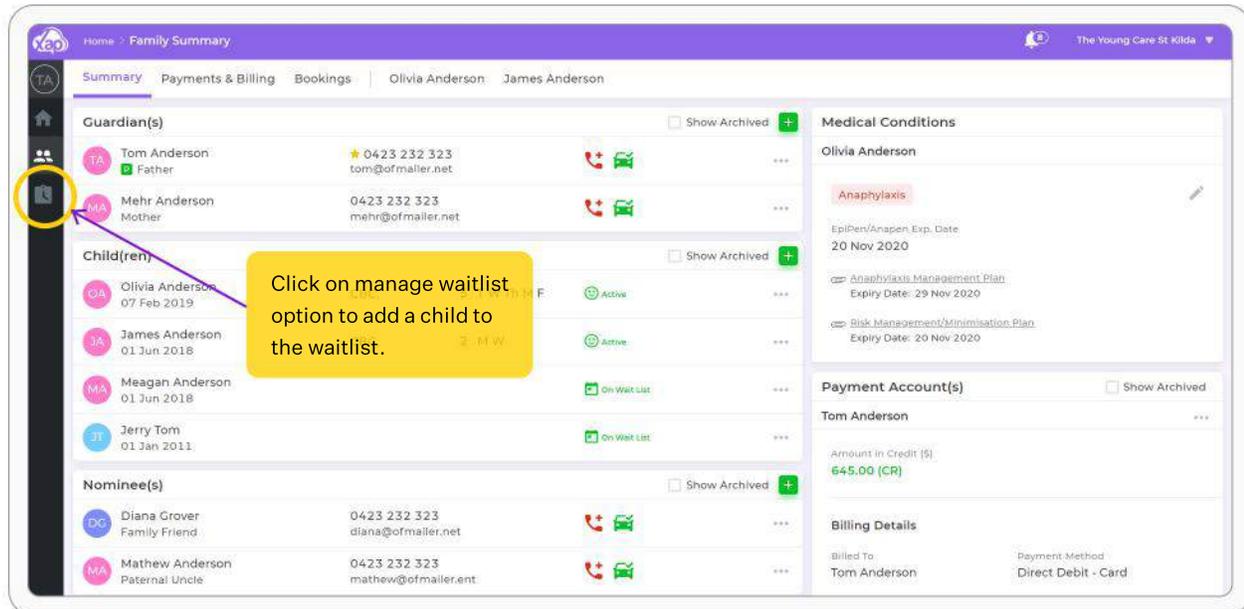


If you are still unsure on how to add/edit guardian, child or emergency contacts to your family, [Click here](#) to watch the video.

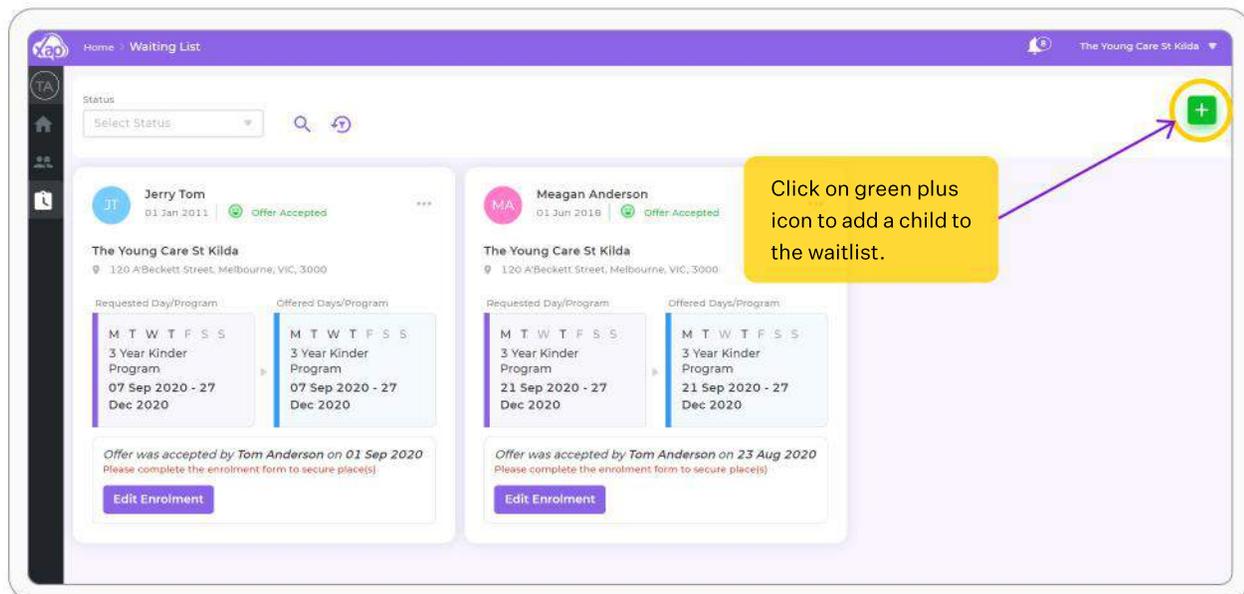
Step 5: Add a Child to Your Waitlist

You can add a child to the service's waitlist program through the Xap web guardian portal. To add a child to the wait, please follow the steps below:

Web portal: Once you have logged in to the Waiting List from the left hand menu bar.



Click on add green plus icon to add the child to waitlist.



If you are still unsure on how to add a child to our wait list, [Click here](#) to watch the video.

How to Set up Kiosk Code?

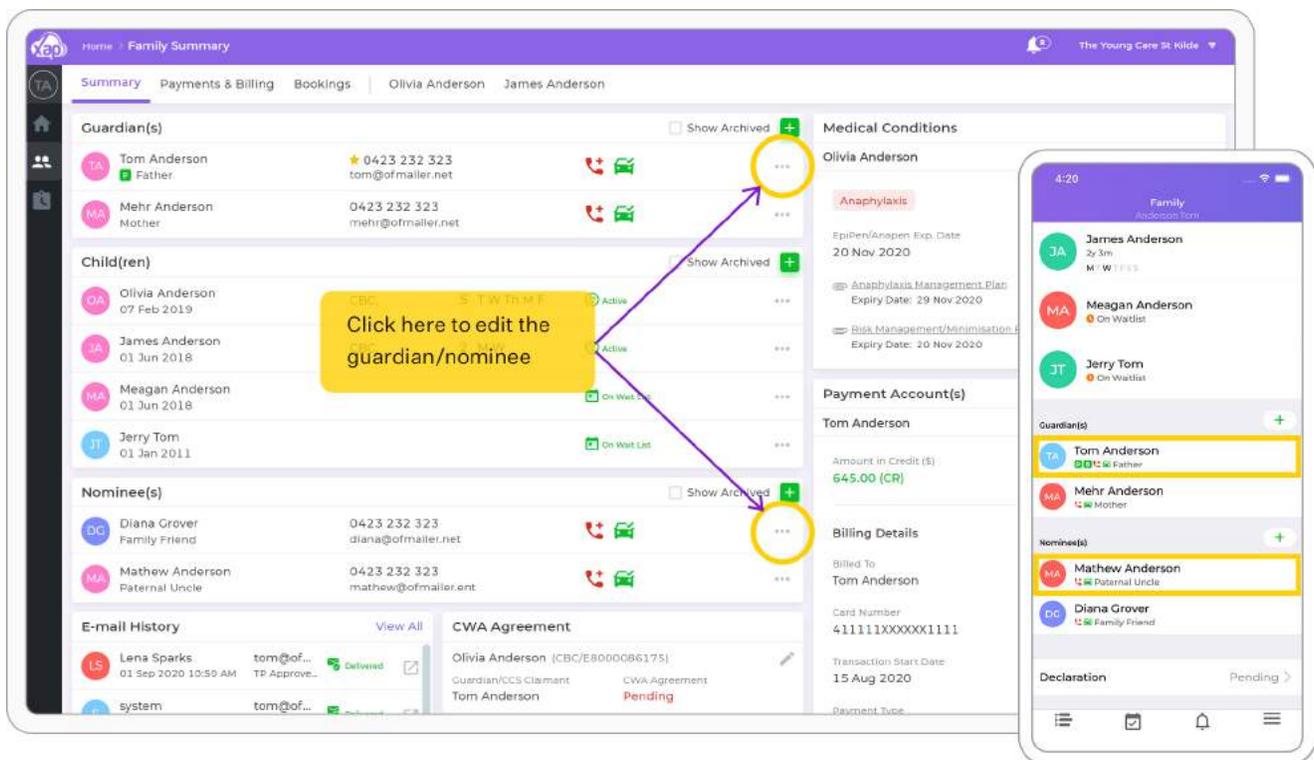
To Sign in and Sign out children from the service, you will need to set up the KIOSK code for all people who are authorised to pick up and drop off children from the centre/service. We use Xap Kiosk which requires your mobile number and four-digit Kiosk code to sign in and sign out children from your service.

To set up a Kiosk code, please follow the steps below.

Step 1: Click on Edit Guardian/Nominee

Guardian Web Portal: Click on the three dots that are on the right-hand side of the guardian's/nominee's name and select Edit from the drop-down menu.

Xap Smile app: Click on the name of the guardian/nominee to edit the information.



Step 2: Click Edit and Enter the Kiosk Code

drop off/pick up the children to/from the centre. YES NO

You should select atleast one child to which this user will be authorised to drop off/pick up.

Olivia Anderson

James Anderson

Meagan Anderson

Jerry Tom

KIOSK Code: It will be used as the verification code in combination with the user's mobile number, this combination is asked at the KIOSK system when the user will drop off/pick up the children.

Kiosk Code
2069

Please Note: KIOSK system access will only work if the users has provided their "Mobile Number" in the "Contact Details" section of this form.

0423 232 323 tom@ofmailier.net

0433 695 942 pk@xaptech.com.au

0423 232 323 mehi@ofmailier.net

0423 232 323 diana@ofmailier.net

0423 232 323 mathevw@ofmailier.net

View All CWA Agreement

Edit - Guardian

Guardian Details

Contact Details

Cultural Details

Education & Occupation...

Other Details

Authorisation

Profile Picture

authorise the centre to take the child outside the centre on excursions or outings, with the centre's educators

be contacted in an emergency concerning the below child(ren).

Olivia Anderson James Anderson Meagan Ande

Contact Priority *
1

drop off/pick up the below child(ren) to/from the centre.

Olivia Anderson James Anderson Meagan Ande

Kiosk Code *
Code The Kiosk code will be used at centre for pick up/drop off the child(ren).

Profile Picture

Upload an image of this guardian. This image may be displayed through out the system.

Upload an Image

Cancel Save

Step 3: Click Save

9:09

Add Guardian Save

Health Care Card Number

Exp. Date of Health Care Card

Authorisation

This guardian is authorised to:

authorise the centre to seek medical treatment from a registered medical practitioner/hospital or ambulance service, including transportation of the children by an ambulance service YES NO

authorise the centre to administer medication to the children. YES NO

authorise the centre to take the children outside the centre on excursions or outings, with the centre's educators. YES NO

be contacted in an emergency concerning the children. YES NO

Children, Contact Priority

drop off/pick up the children to/from the centre. YES NO

Children, Kiosk Code

access information of the children via KidsXap Guardian app. YES NO

Children

0423 232 323 tom@ofmailier.net

0433 695 942 pk@xaptech.com.au

0423 232 323 mehi@ofmailier.net

CBC 5 M T W Th F Active

CBC 3 M W Th Active

0423 232 323 diana@ofmailier.net

0423 232 323 mathevw@ofmailier.net

View All CWA Agreement

Edit - Guardian

Guardian Details

Contact Details

Cultural Details

Education & Occupation...

Other Details

Authorisation

Profile Picture

authorise the centre to take the child outside the centre on excursions or outings, with the centre's educators

be contacted in an emergency concerning the below child(ren).

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Contact Priority *
1

drop off/pick up the below child(ren) to/from the centre.

Olivia Anderson James Anderson Meagan Ande

Kiosk Code *
2069 The Kiosk code will be used at centre for pick up/drop off the child(ren).

Profile Picture

Upload an image of this guardian. This image may be displayed through out the system.

Upload an Image

Click Save

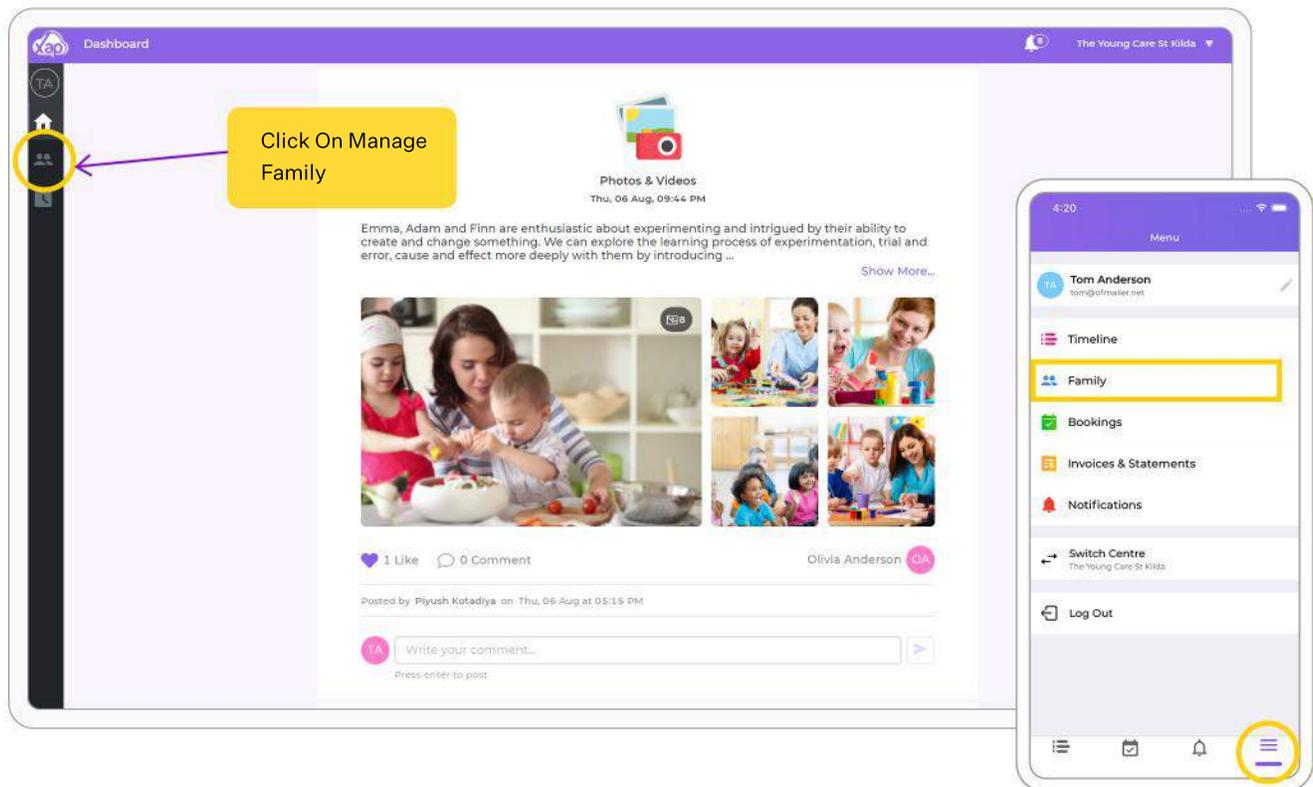
Cancel Save

How to View Statement and Invoices

Step 1: Access Statements and Invoices

Xap Smile: Once you have logged in to your mobile app, click on the Invoices and Statements menu.

By default, your statement will reflect your payments and billing for the past 60 days. You have the option to change the time period for statements by using the filter options available. 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 in the end.



Step 2: Payments and Billings on the Xap Guardian Web Portal

When you click on the Payments and Billing tab, you will be presented with three options:

- **Statement:** A statement contains the running balance of your children's account at the childcare service. You can download/email the statement as well as filter it.
- **Invoices:** Invoices are snapshots of your charges for a particular period. It will outline the charges that were added to your account at any given point in time.
- **Bond:** If your childcare service charges a bond, you will be able to manage the bond payments via the Bond section in your Payments and Billing module.

On your Xap Smile app, you can click on the menu and then click on Invoices & Statement tab. Once clicked, you will be able to see invoices. If you need to view statement, click on the statement option on top of your screen.

The image displays two screenshots. The left screenshot is a desktop view of the Xap Guardian Web Portal. The top navigation bar includes 'Home', 'Payments & Billing', and 'Bookings'. The 'Payments & Billing' tab is highlighted with a yellow box. Below the navigation bar, there is a summary section showing a payment account for 'Tom Anderson' with a balance of \$645.00. A table lists transactions for August 2020, including opening balances and weekly charges for 'Olivia Anderson - Full Day'. A yellow callout box with an arrow points to the 'Payments & Billing' tab with the text 'Click on Payments & Billing'. The right screenshot is a mobile view of the Xap Smile app. The top navigation bar includes 'Home', 'Payments & Billing', and 'Bookings'. The 'Invoices & Statement' tab is highlighted with a yellow box. Below the navigation bar, there is a summary section showing a payment account for 'Tom Anderson' with a balance of \$555.00. A table lists transactions for August 2020, including opening balances and weekly charges for 'Olivia Anderson - Full Day'. A yellow callout box with an arrow points to the 'Invoices & Statement' tab with the text 'Click on Payments & Billing'.

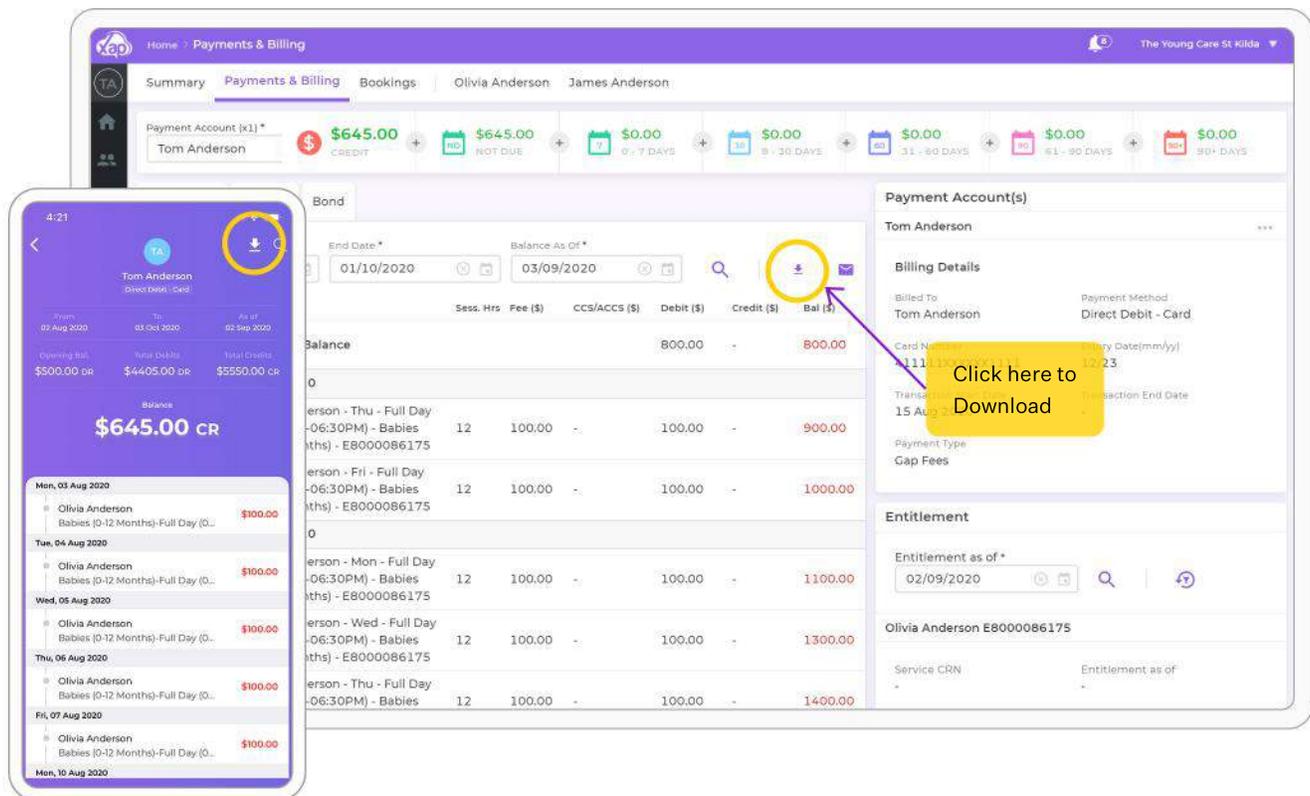
If you need more help on understanding Statement and Invoices, [Click here](#) to watch the video.

Step 3: Download or Email a Statement

If you need to email or download a statement, you can do this via the Xap Smile app or Xap guardian portal. Please follow the steps below:

On guardian web portal, from the statement screen, click on download icon to download the statement.

On Xap Smile app, from the statement screen, click on the download icon on top right corner of the screen to download the statement.



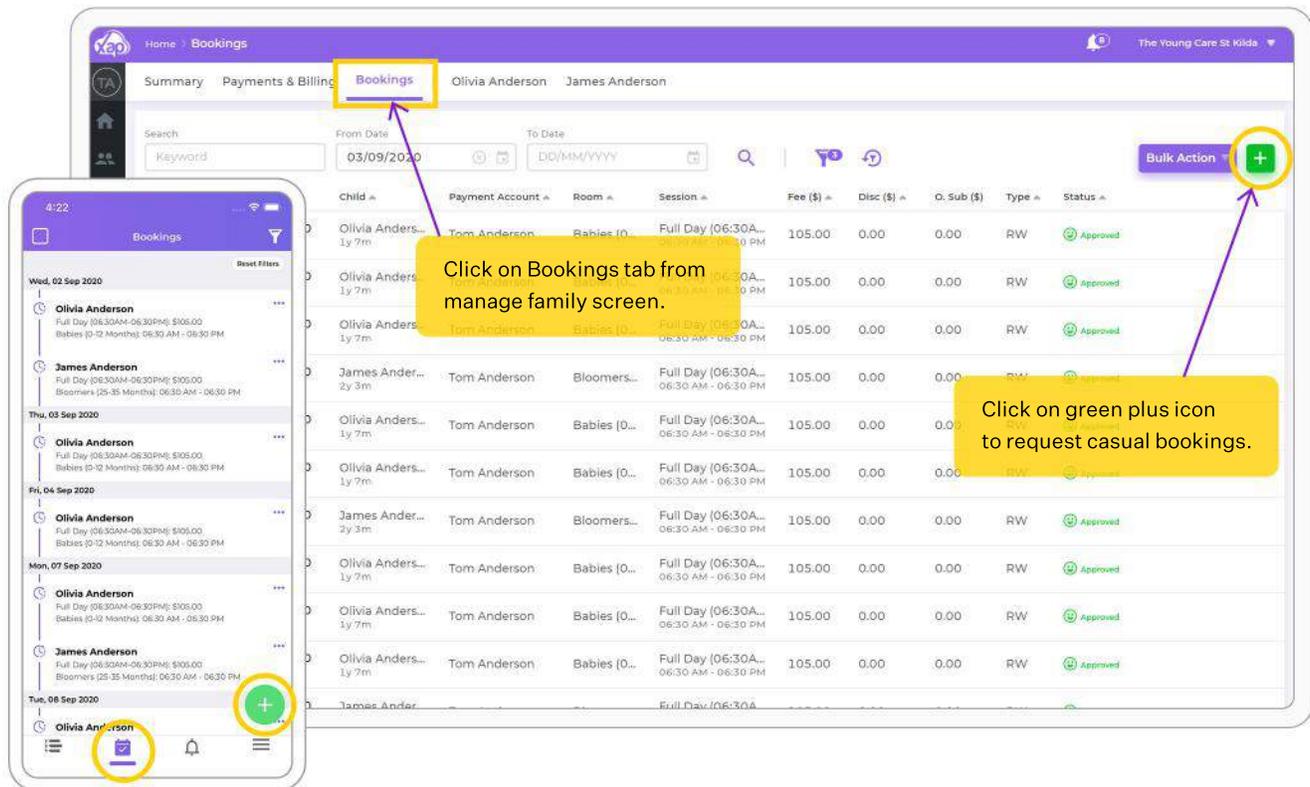
How to Request Casual Bookings

You can request for casual bookings via the Xap guardian web portal or Xap Smile. This step can only be performed if your service has enabled this feature. If you do not see the green plus icon on your screen, it means that this feature has not been enabled by your service and you would need to call them to make the casual booking. To make a casual booking, please follow the steps below:

Step 1: Login to the Web Portal

Once logged in to the guardian web portal, click on family tab and then click on bookings tab as indicated on the screenshot below. Click on green plus icon to request a casual booking.

On Xap Smile app, click on bookings menu and then click on green plus icon to request a casual booking.



If you are still unsure on how to request casual booking, [Click here](#) to watch the video.

Your Information on the previous KidsXap Platform

As a result of the software upgrade, not all your information from KidsXap will be migrated to the new Xap platform.

If you need to access your previous information including any incident records, previous medication requests and old financial statements etc can still be accessed from the previous system. Your login details to the previous system will still be the same.

We would also like to assure you that your information is secure, is monitored and will be disposed securely when the platform is taken offline. You will be notified in advance when that happens.

We thank you for using Xap and we hope that you enjoy the experience you get on the new platform.