

Family Information Pack



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WHAT IS XAP?

Xap is an online Childcare, OSHC and Kindergarten Management software platform.



Xap allows services to easily record children's enrolment information, booking and attendance data and manage payments.

Xap allows for parent engagement and ease of communication between both parties.

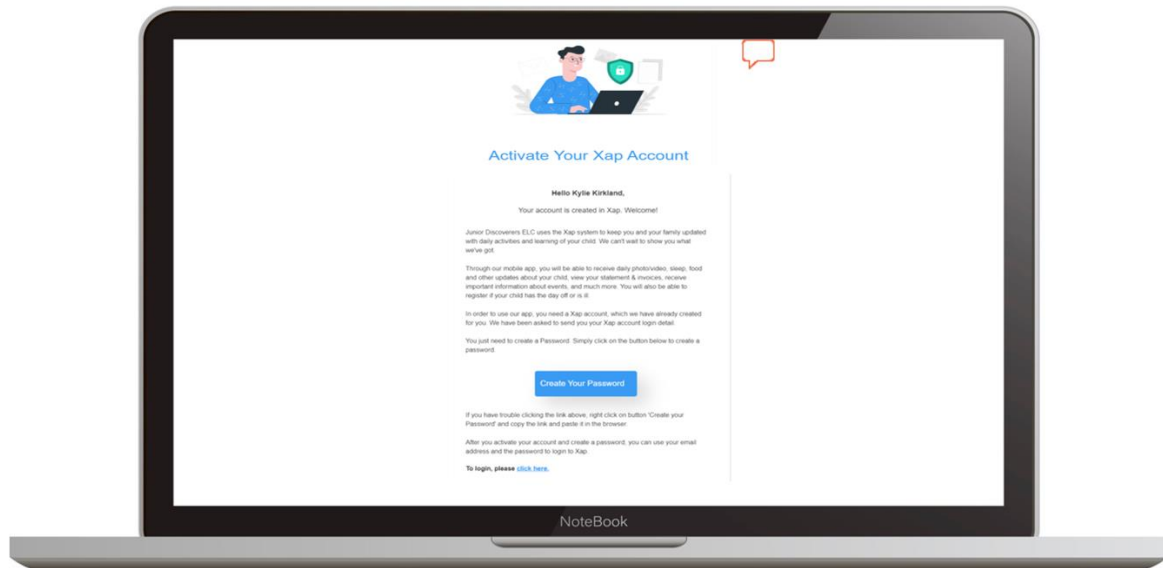
WHY XAP?

- Allows guardians to manage family details
 - Easily access to centre communication
- View online invoices & statements at any time
 - Proven to save time for staff, allowing for measurably more time with children, while also delivering a much better experience for guardians
- View your child's daily activities such as meals, nappy changes/toileting, photos/videos and more
- Automatic and customisable payment options
 - View your child's learning portfolio
 - All in one easy to access location!

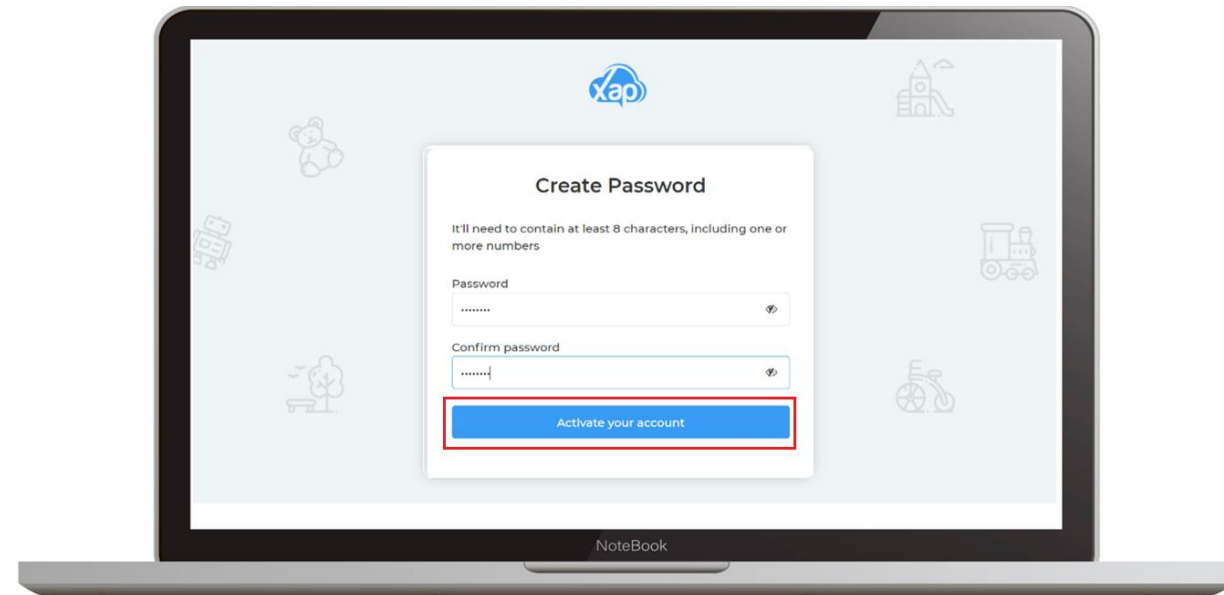


HOW TO LOG IN – ACTIVATING YOUR ACCOUNT

Step 1: Xap will send you an email that will contain a link to create your password and login.



Step 2: Click on the link and fill out with your login details. Select Activate your Account



GUARDIAN PORTAL

When you first log into the Web Portal, you will be directed straight to the Dashboard Screen. You can also view the screen by selecting the House (Dashboard) icon.

1. Bookings

The Bookings section allows you to view historical and future bookings

2. Action Required

The action required section is if there is any further information or any documentation you are required to provide or complete

3. Booking Notes

This section will show any notes on your bookings

4. Expired Documents

Will display if you have expired documents that need updating.

5. Complete Immunisation Details

This section will allow you too add in any immunisation information and add in updated immunisation history statements.

6. Add Emergency Contacts

This section allows you to add a Nominee (emergency contact) to your account

7. Current Account Balance

Displays your Current account Balance for your Service

RED - Your Account is in Arrears

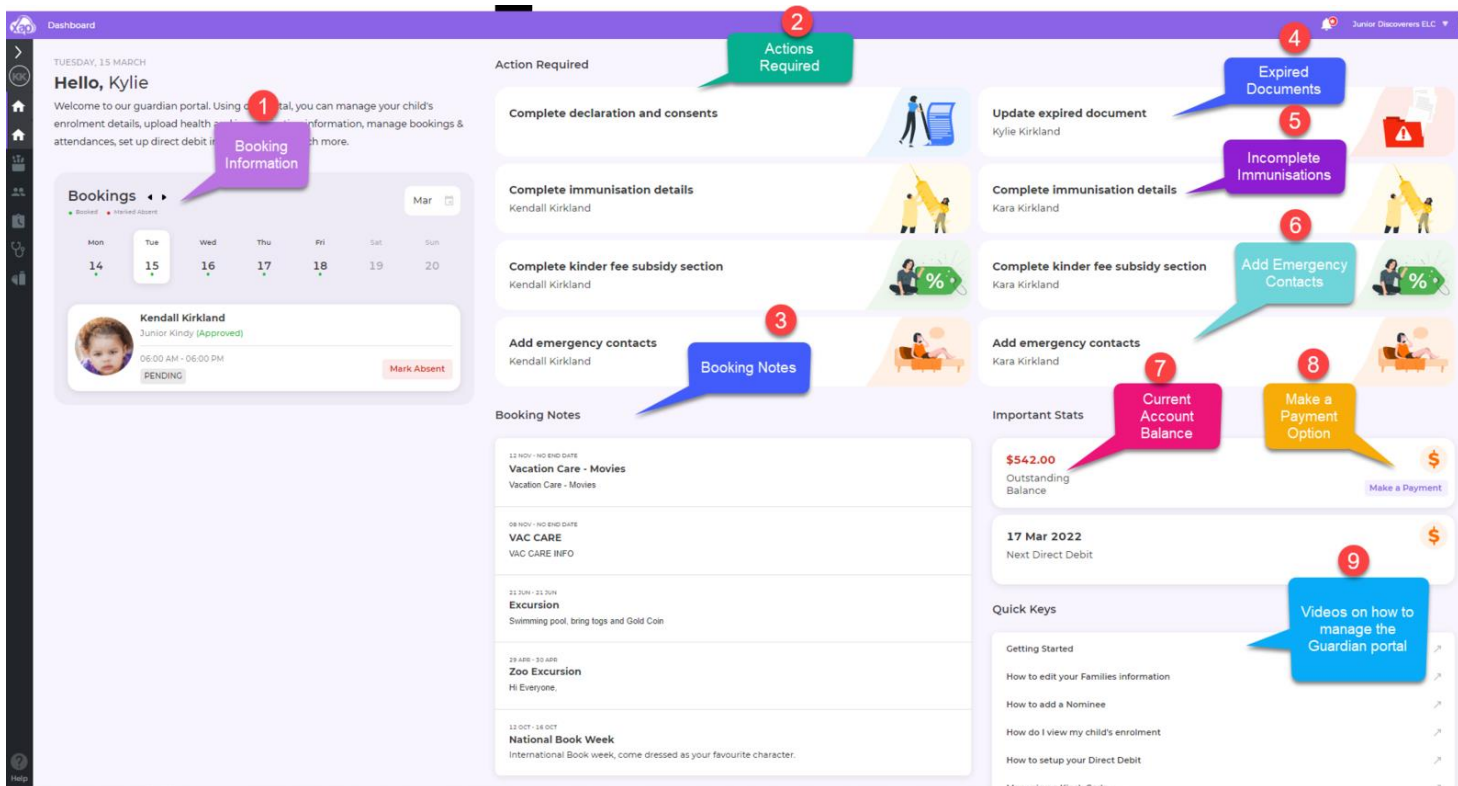
GREEN - Your Account is in Credit

8. Make a Payment (if enabled)

This option allows you to make a payment directly to your Service

9. Quick Keys

The Quick Keys section has various Help Guides to assist you with navigating through the Xap Portal for Guardians



FILLING IN ENROLMENT FORM DETAILS

1. Click the Families Icon in the Left-hand menu

2. Under the Guardian(s)/ Child(ren)/ Nominee(s) section, select the 3 dot (...) menu to the right of each Guardian(s)/ Child(ren)/ Nominee(s) name

3. Select “Edit” to update details

The screenshot shows the Xap Family Summary page. The left-hand menu has a 'Families' icon (a house with a person) highlighted. The main content area shows the 'Family Summary' for 'Sally XAP Test (Active)' at 'Little Xappers Early Learning Centre'. Under the 'Guardian(s)' section, there is a table with one entry: 'Sally XAP Test' with contact details and a 3-dot menu icon. A red circle with the number '1' highlights this 3-dot menu. A red circle with the number '2' highlights the 'Edit' option in the dropdown menu that appears when the 3-dot menu is clicked. The dropdown menu also includes options for 'Download', 'Add/Edit Tag', and 'Send Email'.

Guardian(s)	Contact Details	Actions
Sally XAP Test	0400 000 000 sally@xaptest.com.au	...

Child(ren)	Details	Status	Actions
John XAP Test 02 Mar 2021	CBC	1 T	Active

Nominee(s)	Contact Details	Actions
Jacob Xap Test	0400 000 000	...

ADDING BILLING DETAILS

- Sign into the **Web Portal**
- Select the **Families Screen**
- Select the **3 dot menu** next to Payment Account(s)
- Select **Edit** from the drop-down menu

1. Ensure your Payment method is set to **Direct Debit**
2. Select your **Payment type** eg. Card or Bank
3. Add in your **Credit Card/ Debit Card** details
4. Tick the **Acknowledgement**
5. Set the **Transaction Start Date**
6. Tick your preferred **Transaction Day** (if enabled by service)
7. Select **Save**

Edit - Payment Account [X]

Suburb * [Albertville] State * [QLD] Postcode * [4123]

Payment Details

1 Payment Method * [Direct Debit]

2 Debit From * [Card] [Bank]

3 Card Holder Name * [Kylie Kirkland]

Card Number * [4000000000000000] [VISA] Expiry Date * [12/23] CVV * [123]

4 *There is a cost involved in processing Direct Debit transactions. will be charged \$1 transaction cost and 1.8% surcharge.*

☒ I/We Kylie Kirkland authorise Quickpay Pty Ltd (ACN 108 135 146) to debit any amount it may lawfully charge through the Bulk Electronic Clearing System to the account held at the financial institution identified above subject to the [terms and conditions](#) of the Direct Debit Request Service Agreement set out in the direct debit agreement and in accordance with the information and instructions contained in Schedules A,B,C,D and E

5 Transaction Start Date [31 May 2021] Transaction End Date [-]

Payment Type Gap Fees

6 Preferred Transaction Day [Mon] [Tue] [Wed] [Thu] [Fri]

Other Details

☒ Make this account as default payment account.
☐ Restrict below guardian(s) from accessing information of this payment account.

[Cancel] [Save]

HOW TO USE XAP KIOSK

Guardians and Nominees will be asked to enter their mobile number and four-digit Kiosk Code to sign the children in and out.

- Add in your mobile number on the screen
- Then select **Next**
- Add in your secure **** Kiosk PIN****
- Select the option of **Sign In/Out**
- Select **Submit**

Once selecting Submit, the child/ren have been successfully signed into the Service and you will be taken back to the Kiosk login screen.

