

Getting started with Xap

Activate Your Account

Your service has already created your account. You will receive an email to activate this account.

To activate, click the link in the email to create your password and log in.

Once activated, you can access your Guardian Portal by clicking the link below:

www.xap.rocks



Activate Your Xap Account

Hello Anthony Atkinson,

Your account is created in Xap. Welcome!

Wild Adventures OSHC uses the Xap system to keep you and your family updated with daily activities and learning of your child. We can't wait to show you what we've got.

Through our mobile app, you will be able to receive daily photo/video, sleep, food and other updates about your child, view your statement & invoices, receive important information about events, and much more. You will also be able to register if your child has the day off or is ill.

In order to use our app, you need a Xap account, which we have already created for you. We have been asked to send you your Xap account login detail.

You just need to create a Password. Simply click on the button below to create a password.

Create Your Password

Action required - add your Billing details

Families are required to set up new direct debit information for their bookings to continue. Xap supports direct debit from bank accounts and credit cards and offers secure, automated online payments via QuickPay.

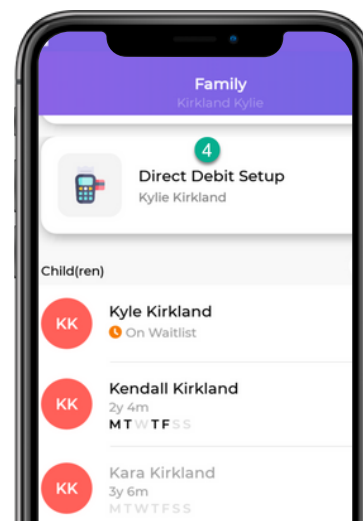
Adding billing details using the Guardian Portal

1. Log in to www.xap.rocks using your email and password.
2. Click the "Set up Direct Debit" button, complete your details, and save.



Adding billing details using the Xap Smile App

1. Go to the Menu and select "Family"
2. Select "Direct Debit Setup" under the Actions Required at the top of the screen and complete your details.



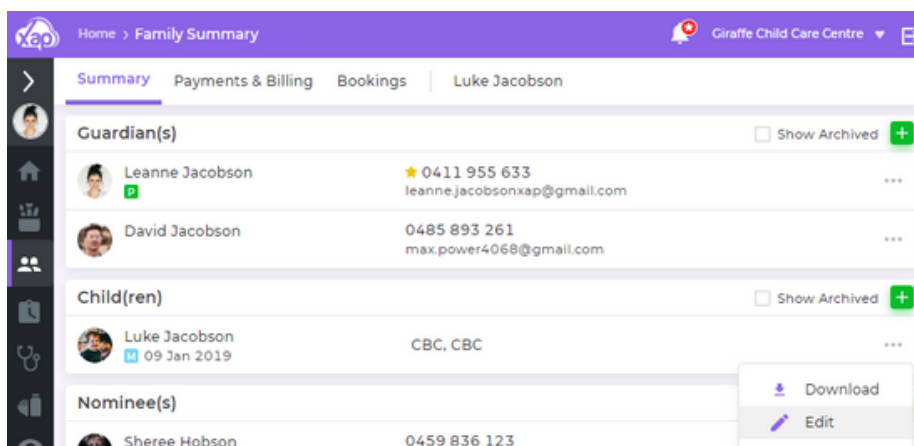
Complete Enrolment Information

To ensure we have the most up-to-date information, we require families to check and update:

- Contact details for Family and Children.
- Medical information for health conditions, immunisations, and additional needs including allergies.
- The latest copy of any medical plans.

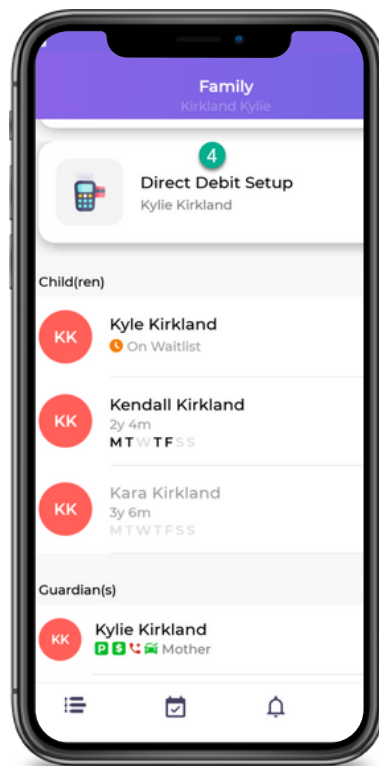
Completing enrolment information using the Xap Guardian Portal

1. Click the Families icon in the left-hand menu.
2. Under the Children Section, select the 3 dots (...) menu to the right of the child's name and select "Edit" to complete enrolment details.



Completing enrolment information using the Xap Smile App

1. Go to the Menu and select "Family".
2. Under the Children Section, for each child, click on their name and complete all sections.



Update Authorised Contacts

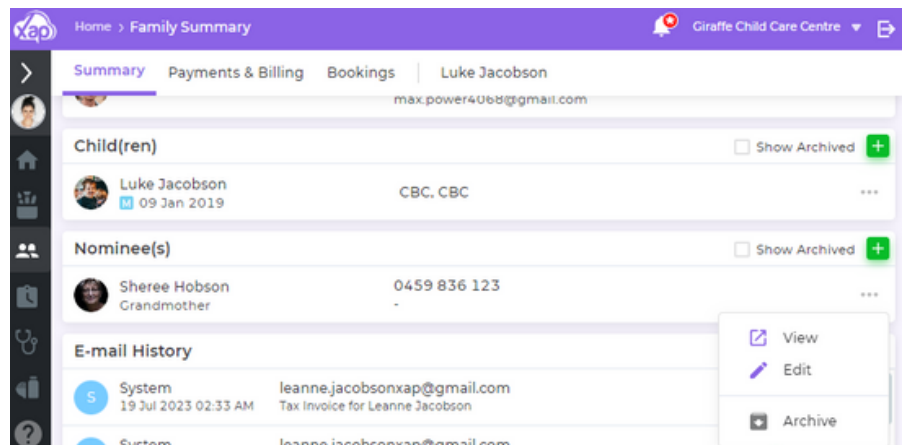
Families need to check, and update, authorised contacts, emergency contacts, and Nominees.

Only contacts who are set up as “Guardians” will have access to the Xap Guardian Portal and App.

If you have a Nominee listed on your account whom you would like changed to a Guardian to give them access to the portal and App, please let us know.

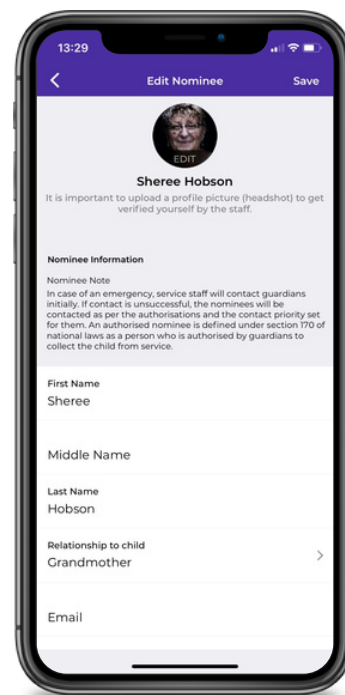
Updating contacts using the Xap Guardian Portal

1. Click the Families icon in the left-hand menu.
2. Select the 3 dots (...) menu to the right of each Guardian/ Nominees name and “Edit” to update details.



Updating contacts using the Xap Smile App

1. Go to the Menu and select “Family”.
2. Select the Guardian/ Nominees you wish to update.
3. Update details and select “Save” to complete.



Set up Your Kiosk Code For Signing In/Out

Our digital sign-in/out system will change over to Xap shortly. You will receive an email with your new Kiosk code for Xap.

Please allow extra time for drop-offs and pick-ups in our first week as we assist families with the changeover.

