Xap Family Welcome Pack

Dear Parents and Guardians,

Your Service will be utilising Xap Childcare Software to manage its CCSS processes. Xap has an easy-to-use **App** and **Guardian Portal** which allows you, as the guardian to manage your own data, in your own time.

To ensure that you receive the best experience out of the Xap Smile App and Guardian Portal, we have prepared the following brief guides to assist you in getting started with the new system.

Get Started

Getting onto the system is easy!
1. Your service will send you an email to Create your Xap Account!
2. Download the Guardian Smile and login – Android | iOS and log in

Next Steps

Complete your data, set up Direct Debit and assign permissions.
1. Setup your Kiosk Pin for signing in & out– App | Guardian Portal
2. Set up your direct debit so your payments are processed – App | Guardian Portal
3. Manage your child's Information – App | Guardian Portal
4. Manage your contact information – App | Guardian Portal
5. Accept the service declarations – App | Guardian Portal
6. Review your child's enrolment information in the Guardian Portal

Please note: If currently using BPAY as your preferred payment method, cease payments being paid to the current biller code and acquire the new billing details from your service.

Day to Day

Your setup is done, what's next?
1. How to sign your child in and out of the kiosk
2. Viewing Statements and Invoices – App | Guardian Portal
3. Request Bookings – App | Guardian Portal
4. Add a Nominee – App | Guardian Portal

Guardian Help Page Guides & Videos

Thank you for taking the time to get acquainted with your new Guardian system, we are certain you'll love it!

The team at Xap!