

Family Portal – Logging In

Introduction

Use the following document as a guide for how to request access for, as well as login to, the Family Portal. *Please adjust the highlighted points as needed based on your agency's specific Family Portal configuration and access you provide to users. Be aware of spacing changes, due to any edits you make.*

Step 1 – Request Family Portal Access

Request access to the Family Portal from *[enter in your organization name]*.

To request a Family Portal account see below: *(adjust as needed per your agency's method for clients and client contacts to request access to the Family Portal. Some options are found below. Use of a Consent Form is suggested).*

Email: *(if applicable, enter the email address for clients to send an email to request a Family Portal account).*

Phone number: *(if applicable, enter the phone number for clients to call to request a Family Portal account).*

Contact name: *(if applicable, enter the contact for clients to request for a Family Portal account. Could be their caregiver during a visit).*

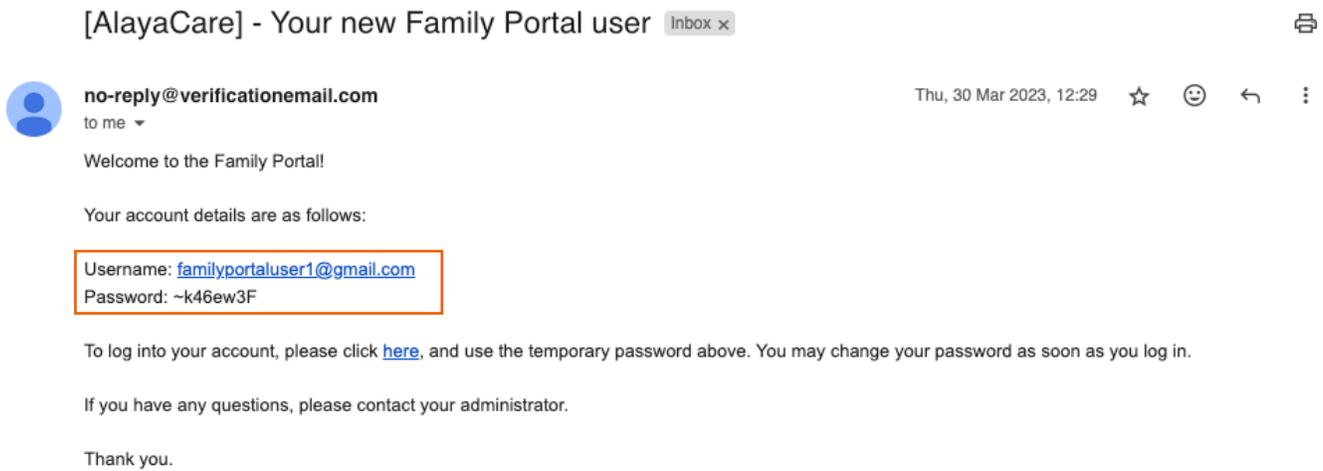
Form: *(if applicable, collect consent via a form in the client profile or a form that can be added to the client's attachment. After that, leave a coordinator note (pinned) or use the risks section of the client profile to mention "FP Consent Received" prior to extending access. This is the suggested use case, especially when a client contact is requesting access for the Family Portal).*

Upon account set up and creation, you will receive an email to get started.

Step 2 – Receive Credentials

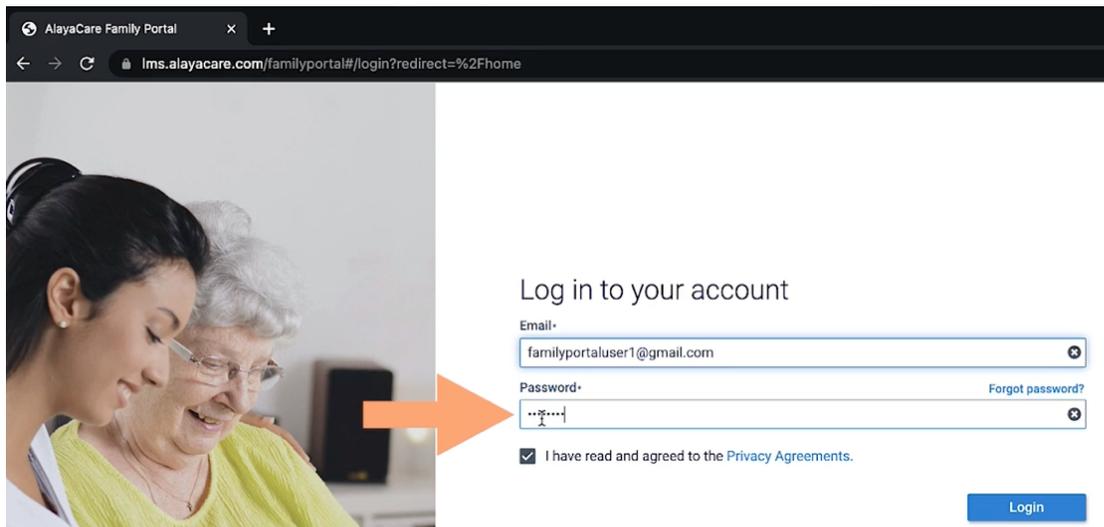
You will receive an email with your login credentials. It will contain your **username** and **temporary password**. Click on the link in the email to be brought to the Family Portal login page. The URL will be *(enter in your family portal URL name. Example: agencyname.alayacare.com/familyportal)*.

If you do not see an email in your inbox, please check your spam or junk folders!



Step 3 – Logging into your Family Portal Account

Log in to the Family Portal using the **username** and **temporary password** provided in the email.



Step 4 – Change Password

You will be prompted to change your password.

This will be the password you use to login to the Family Portal from now on. Please securely document the password for future use.



Welcome to Family Portal

i To finish logging in, you must set a new password here:

New password *

Your password must have:

- is 8 characters or longer.
- has at least 1 uppercase letter.
- has at least 1 lowercase letter.
- has at least 1 number.
- has at least 1 special character.

Confirm password *

I have read and agreed to the [Privacy Agreements](#).

[Login](#)

5 – Access Account

That's it! You now have access to the family portal and can navigate through the various pages to view information on scheduling, visit details, services, invoices and much more!

The screenshot shows the AlayaCare University Family Portal interface for user Tiffany Adele. The header includes the AlayaCare University logo, the user's name 'Tiffany Adele', and a 'Hello, Tiffany' greeting. A navigation menu contains 'Home', 'Schedule', 'Care', 'Profile', and 'Records'. The main content area is divided into several sections:

- Forms to complete:** A purple box with an information icon and the text 'Please complete your form(s)'. Below it is a blue button labeled 'View forms to complete'.
- Hello, Tiffany:** A welcome message: 'Welcome to the AlayaCare University Family portal!' followed by a right-pointing arrow and a message: 'We hope you enjoy learning about the Family Portal and how it can help you and your loved ones stay informed about your care.'
- Upcoming Activity:** A card for 'Next Visit' on Thursday, Jan 4, 2024, from 20:00 to 21:00, with 'Jasleen Akhtar' (Nursing) as the provider. It includes 'View Visit' and 'Request Change' buttons.
- Recent Activity:** A card for 'Last Visit' on Sunday, Oct 22, 2023, from 16:11 to 17:11, with 'Frankie Buchanan' (SAD - Soins a Domicile) as the provider. It includes 'View Visit' and 'Write a review' buttons.
- Care team:** A list of three team members: Anne Ryan (Registered Nurse), Frankie Buchanan (Personal Support Worker), and Jasleen Akhtar (Registered Nurse). A blue button below reads 'View the full care team'.
- Active Services:** A list of services including 'Midline Insertion - Visit', 'Midline Insertion - Hourly', and 'Personal Care' (provided by Anne Ryan). 'Foot Care' is provided by Jasleen Akhtar.