

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).*

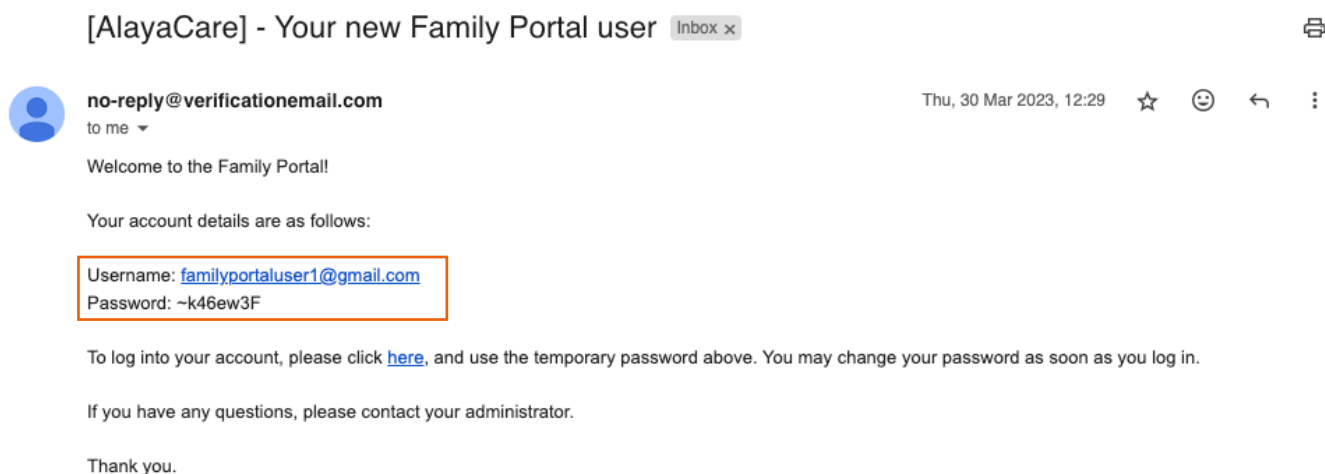
Form: *(if applicable, collect consent via a form in the client profile or a form that can be added to the client's attachment. After that, leave a coordinator note (pinned) or use the risks section of the client profile to mention "FP Consent Received" prior to extending access. This is the suggested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

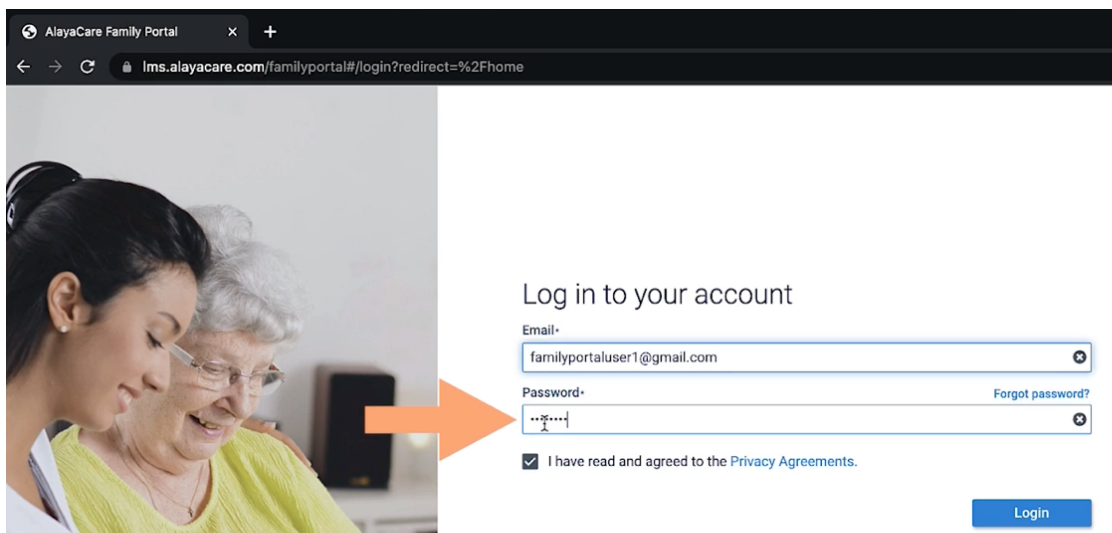
You will receive an email with your login credentials. It will contain your **username** and **temporary password**. Click on the link in the email to be brought to the Family Portal login page. The URL will be *(enter in your family portal URL name. Example: [agencyname.alayacare.com/familyportal](#))*.

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!




AlayaCare University



Tiffany Adele ▼

Hello, Tiffany



Home
Schedule
Care
Profile
Records

Forms to complete

i Please complete your form(s).

View forms to complete

Hello, Tiffany

Welcome to the AlayaCare University Family portal!

Upcoming Activity

Next Visit

Thursday, Jan 4, 2024
20:00 to 21:00

Jasleen Akhtar
Nursing

[View Visit](#)
[Request Change](#)

Recent Activity


Last Visit

Sunday, Oct 22, 2023
16:11 to 17:11


Frankie Buchanan
SAD - Soins a Domicile

[View Visit](#)
[Write a review](#)


Care team



Anne Ryan
Registered Nurse (RN)



Frankie Buchanan
Personal Support Worker



Jasleen Akhtar
Registered Nurse (RN)

View the full care team

Active Services

[Midline Insertion - Visit](#)

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[Midline Insertion - Hourly](#)

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Personal Care

Anne Ryan

Foot Care

Jasleen Akhtar