

The Family Portal

App login - quick reference guide



From April 2025, Anglicare is introducing a new client information system, **AlayaCare**. This system will improve the way we plan and deliver services to our clients, and features a Family Portal, allowing you to access essential care information on any device.

This guide will help you log into the Family Portal for the first time, using the **AlayaCare Family Portal** app.

Step 1

Download the **AlayaCare Family Portal** app from the App Store or Google Play.



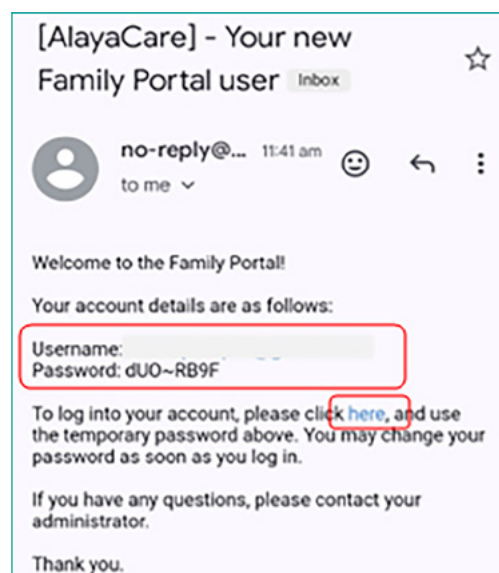
Step 2

Once you've registered with Anglicare Southern Queensland to access the portal, you'll receive an email invitation from **AlayaCare** containing three important pieces of information:

- The **web address** to connect to Anglicare's Family Portal
- Your **Username** (your email address)
- Your temporary **Password**.

Note

If you are logging into the Family Portal desktop on your smartphone refer to the Quick Reference Guide - Logging in to the Family Portal.



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Step 3

Open the **AlayaCare Family Portal** app on your device.

Copy the web address from the email and enter it into the app as prompted.

Click **Next**.

1:12

Enter Portal Address
You can find it in the welcome email

Web address
https://

Next

Powered by **AlayaCare**
Southern Queensland

Step 4

Enter the email address you have registered with Anglicare and the temporary password from the email.

Select the box to accept the Privacy Agreement terms, once you have read and understood them.

Click **Login**.

Anglicare
Southern Queensland

Log in to your account

Email *
[Input field]

Password *
[Input field] [Forgot password?](#)

☐ Remember me

☐ I have read and agreed to the Privacy Agreements.

Login

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Step 5

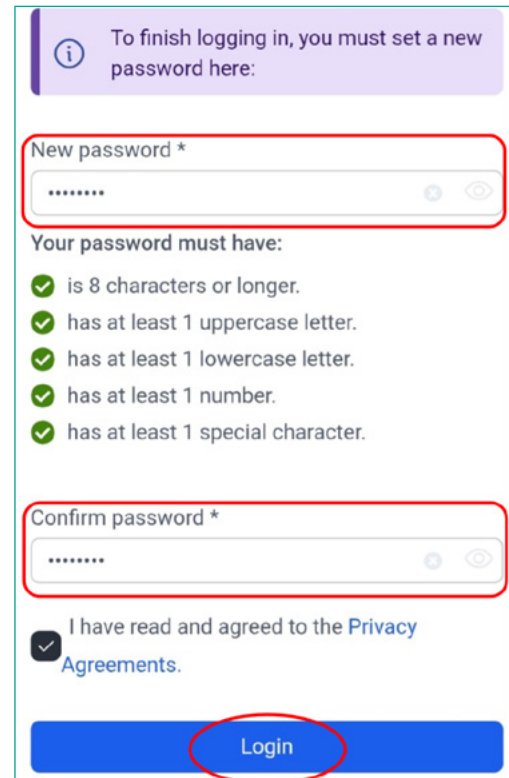
You will be prompted to set a new password.

a. Enter in your **new password**

b. Enter your new password again in the *Confirm Password* field

c. Click Login.

Your login details are now confirmed and you are ready to start using the Family Portal.



The screenshot shows the password setup screen in the Anglicare app. At the top, a purple banner with an information icon states: "To finish logging in, you must set a new password here:". Below this is a "New password *" field with a red border, containing masked characters and toggle icons. Underneath, the text "Your password must have:" is followed by five green checkmark icons and their requirements: "is 8 characters or longer.", "has at least 1 uppercase letter.", "has at least 1 lowercase letter.", "has at least 1 number.", and "has at least 1 special character.". Below these is a "Confirm password *" field, also with a red border and masked characters. At the bottom, there is a checked checkbox next to the text "I have read and agreed to the [Privacy Agreements](#).". The "Login" button at the very bottom is blue and has a red oval around it.