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

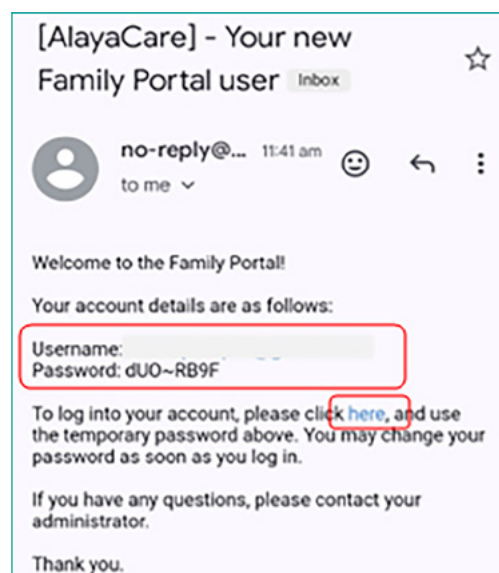Download the *AlayaCare Family Portal* app from the App Store or Google Play.

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.

> **[AlayaCare] - Your new Family Portal user** Inbox
>
> no-reply@...   11:41 am
> to me
>
> Welcome to the Family Portal!
>
> Your account details are as follows:
>
> Username:
> Password: dUO~RB9F
>
> To log into your account, please click here, and use the temporary password above. You may change your password as soon as you log in.
>
> If you have any questions, please contact your administrator.
>
> Thank you.

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.**

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**.

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Step 5
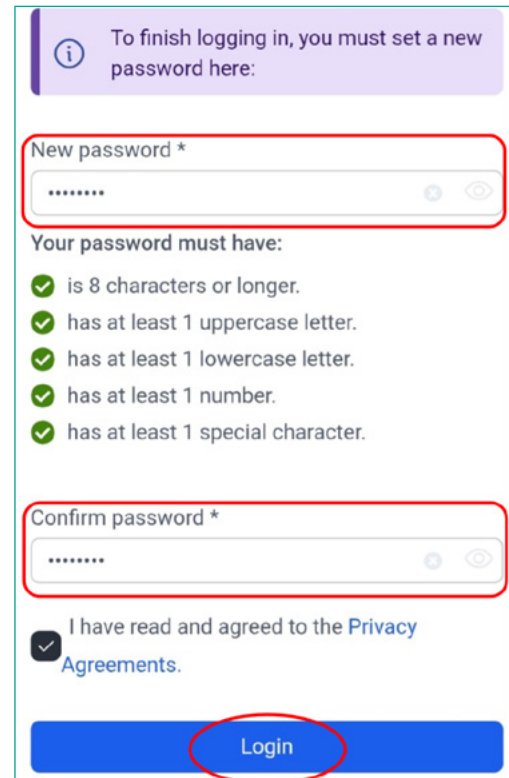
You will be prompted to set a new password.

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.

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