

## The Family Portal

# Website 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 secure website.

### Step 1

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

- A **link** to the secure Family Portal website (please note: this link will expire in 7 days.)
- Your **Username** (this is your email address)
- Your temporary **Password**.

**From:** [no-reply@alayamail.com](mailto:no-reply@alayamail.com) <[no-reply@alayamail.com](mailto:no-reply@alayamail.com)>  
**Sent:** Thursday, 6 March 2025 7:31 AM  
**To:** [REDACTED]  
**Subject:** [EXTERNAL] Anglicare Family Portal - Your new Family Portal user details

**Welcome to the Anglicare Family Portal (hosted by AlayaCare).**

1. To log into your account on your computer, tablet or smartphone, please click [here](#), and you will see a screen asking you to enter your username and password. Please enter the following username and temporary password and click login.

**Username:** [REDACTED]  
**Password:** o4Z2J\_Fl

1. After you have logged in you will be asked to change your password to something you can remember.

Tip: your password must be at least 8 characters long and include a special character such as \$, !, or #. Make sure you see five green ticks under your new password, this indicates your password is suitable.

Need some help? Click [here](#) for a step-by-step guide to login to the Anglicare Family Portal. Or contact the Anglicare Client Service Centre on 1300 610 610.

**Please note:** updated schedule information will not be available on the portal until **April 1**.

### Note

If you are logging into the Family Portal app on your smartphone refer to the Quick Reference Guide – Logging in to the AlayaCare Family Portal app.

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### Step 2

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 \*

Password \* [Forgot password?](#)

Remember me

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

Login

### Step 3

You will be prompted to set a new password.

- Enter in your **new password** - look for five green ticks to show your password is suitable.
- Enter your new password again in the *Confirm Password* field
- Click **Login**

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

New password \*

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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 \*

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

Login