

App login – quick reference guide

From May 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 using the **AlayaCare Family Portal** app.

Note

The first time you login to the AlayaCare Family Portal must be from the email on a computer, tablet or mobile device. Once you have set your password you can then login via the App.

To set up your Family Portal account using a computer, tablet or smartphone, refer to the Quick Reference Guide - Logging in to the Family Portal - Website

Step 1

Download the AlayaCare Family Portal app to your device



App login – quick reference guide

Step 2

Once you've registered with Anglicare Southern Queensland to access the Family Portal, you'll receive an email invitation from **AlayaCare** containing instructions on how to finalise your account set up and set your password. The email also includes a link required to login to the Family Portal via the app.

Once you have set your password using a computer, tablet or smartphone, you can proceed to login using the App.

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

You can login to the Anglicare Family Portal in two ways, from any device that is connected to the internet, such as a computer, tablet or smartphone, or through the AlayaCare Family Portal app that you can download to your smartphone.

The first time you login to the Family Portal must be from the email on a computer, tablet or mobile device. Once you have set your password you can then login to the App. Instructions for both are included below.

Computer, tablet or smartphone (connected to the internet)

1. Please click [here](#) to select a new password.
2. You will then be able to login using your username and password.

Your Username: your@email.com.au

AlayaCare Family Portal App

Once you have set your password you can setup the App.

1. Download the app from the appropriate app store.
2. When logging into the app on your smartphone, when you first open the app, you will be asked to enter the portal address. Enter anglicaresq.alayacare.com and then select next.
3. Enter your username and password.

Need some help? Click [here](#) for a step by step guide to login to the Anglicare Family Portal from a computer, tablet or mobile device. More information about the Family Portal is available [here](#). Or contact the Anglicare Client Service Centre on 1300 610 610.

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

Thank you.

Note

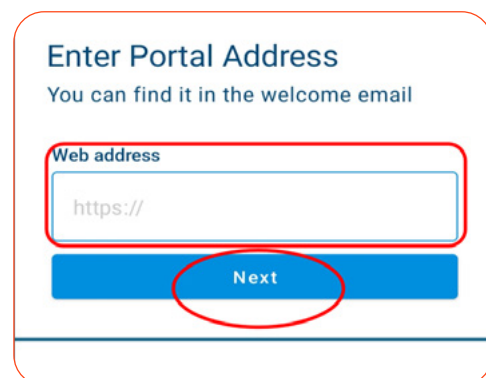
To set up your Family Portal account for the first time, or to login to the Family Portal website using a computer, tablet or smartphone, refer to the Quick Reference Guide - Logging in to the Family Portal - Website

Step 3

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

Copy the web address from the email (anglicaresq.alayacare.com) and enter it into the app as prompted.

Click **Next**.



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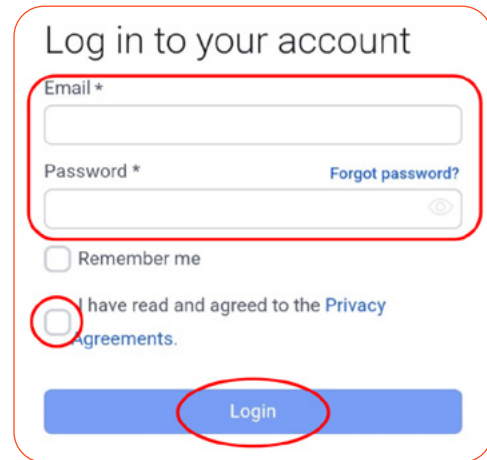
Step 4

Enter your username (email address) and password you set into the relevant fields.

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

Click **Login**.

You are now ready to start using the Family Portal app.



Log in to your account

Email *

Password * [Forgot password?](#)

Remember me

I have read and agreed to the Privacy Agreements.

Login