

## Website 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 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 two important pieces of information:

- Your **Account Username** (your email address)
- A **link** to the secure Family Portal website where you can finalise your account setup and set your password. Please note: this link expires in 7 days.

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:

#### 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](http://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

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

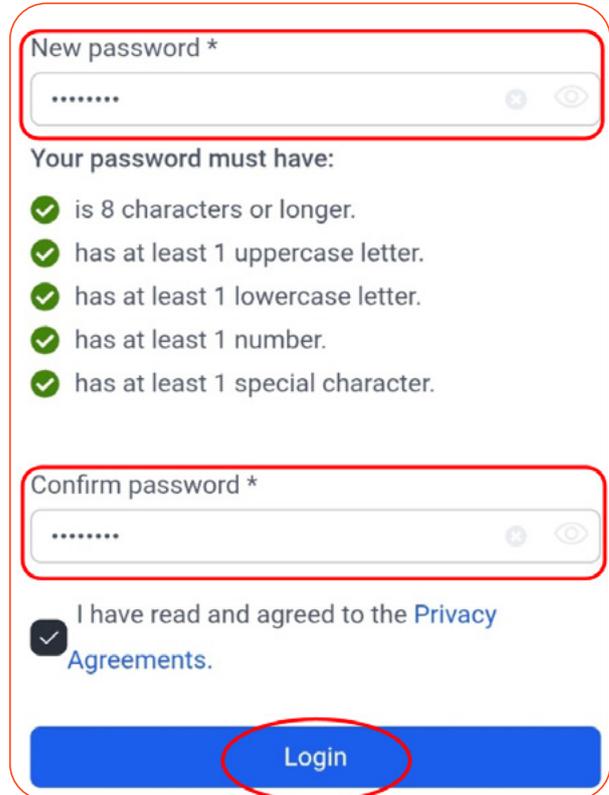
When you click on the link ('Please click here to set a new password'), you will be prompted to set a new password.

- a. Enter your **new password** - look for five green ticks to show your password meets the minimum requirements.
- b. **Re-enter** your new password in the Confirm Password field
- c. Click **Login**

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

### Note

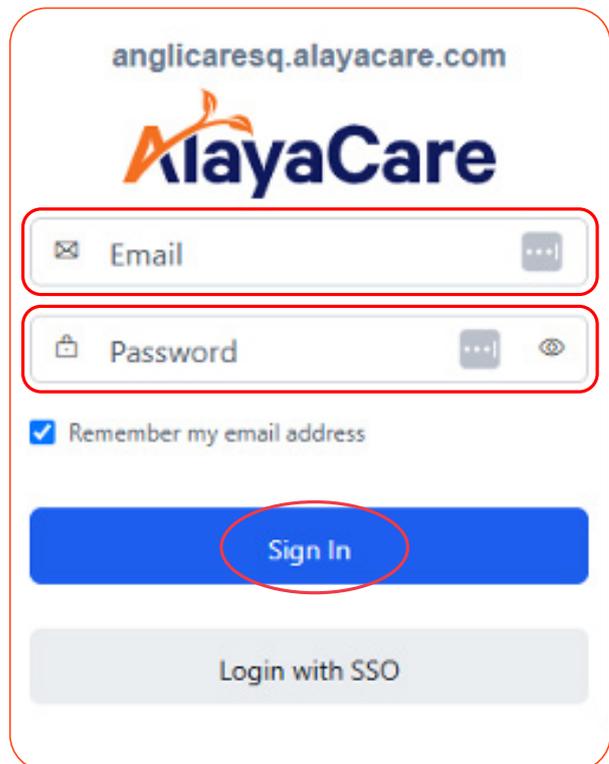
Examples of a special character include: \$ # @ ! % \* ^ &



The screenshot shows a 'New password \*' field with a masked password '.....'. Below it, a list of requirements is shown with green checkmarks: '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'. A 'Confirm password \*' field with a masked password '.....' is below. A checkbox is checked for 'I have read and agreed to the Privacy Agreements.' A blue 'Login' button is at the bottom, circled in red.

## Step 3

To login in future, visit [anglicaresq.alayacare.com/familyportal](http://anglicaresq.alayacare.com/familyportal) and enter your Account Username (your email) and your password where prompted, and click **Sign In**.



The screenshot shows the login page for 'anglicaresq.alayacare.com' with the 'AlayaCare' logo. There are two input fields: 'Email' and 'Password', both with masked content and a redacted button. A checkbox is checked for 'Remember my email address'. A blue 'Sign In' button is at the bottom, circled in red. Below it is a grey 'Login with SSO' button.