


Reset password – quick reference guide

Step 1

Go to the login screen
(anglicaresq.alayacare.com/familyportal)
and select '**Forgot password?**'


Client Portal

Email *

Password *

☐ Remember me


☒ I have read and agreed to the
Privacy Agreements.

Log In

Forgot password?

Step 2

Enter your email address and select the
Send Confirmation Code button.


Forgot Password

We'll send you a confirmation code to
verify your identity.

Email *

Send Confirmation Code

Back to Log In

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Step 3

You will receive an email that contains a confirmation code.

From:

<no-reply@verificationemail.com>

Date: Tue, 3 June 2025, 11:03 am**Subject:** Anglicare Family Portal - Reset your account password**To:**

Hi,

You recently requested to reset your password for our Family Portal account. Please enter the following confirmation code: 564564 in the **Confirmation Code** field on the 'Set New Password' screen. Then complete the steps to enter your new password. The password must contain a capital letter, lower case letter, number and a special character like & or %.

Need some help? Please contact the Anglicare Client Service Centre on 1300 610 610.

Thank you.

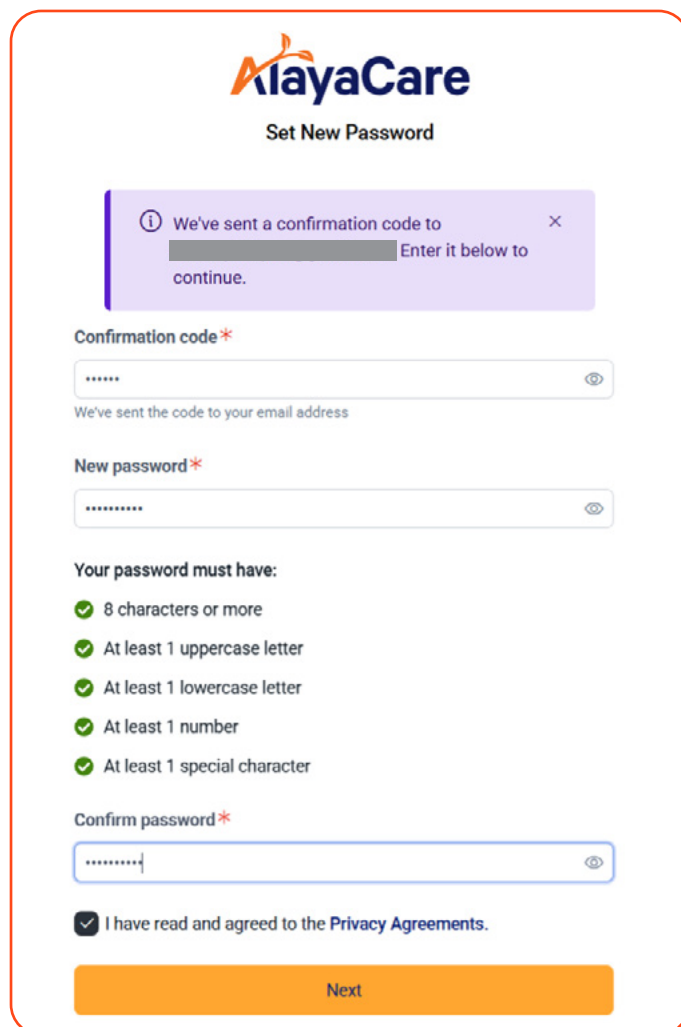
Step 4

- Enter the Confirmation code** in the email
- Enter your New password**, making sure it meets the minimum requirements listed.
- Re-enter your new password in the **Confirm password field** and select **Continue**.

Password requirements:

Make sure your password has:

- At least 8 characters
- At least 1 uppercase (capital) letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character (eg: \$, @, %, #)



AlayaCare
Set New Password

i We've sent a confirmation code to [redacted] Enter it below to continue. *x*

Confirmation code*
[redacted] *eye*
We've sent the code to your email address

New password*
[redacted] *eye*

Your password must have:

- check* 8 characters or more
- check* At least 1 uppercase letter
- check* At least 1 lowercase letter
- check* At least 1 number
- check* At least 1 special character

Confirm password*
[redacted] *eye*

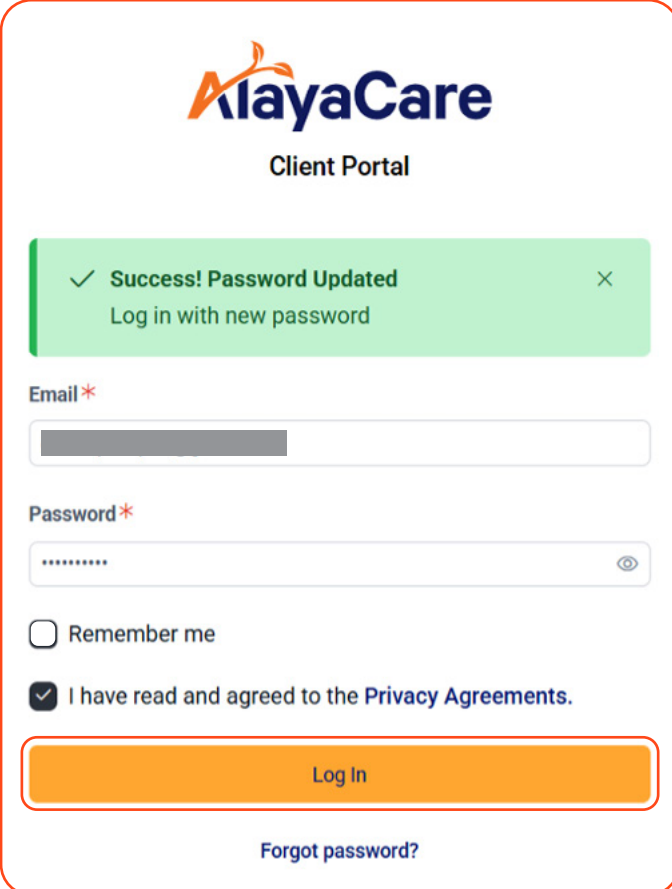
check I have read and agreed to the [Privacy Agreements](#).

Next

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Step 5

You will then be asked to log in to your Family Portal account with your new password. Ensure you tick the Privacy Agreements box and then select the **Log In** button.



The screenshot shows the AlayaCare Client Portal login interface. At the top is the AlayaCare logo and the text 'Client Portal'. A green success message box states 'Success! Password Updated' with a checkmark icon and a close button (X), followed by the instruction 'Log in with new password'. Below this are two input fields: 'Email *' and 'Password *'. The email field contains a greyed-out placeholder. The password field contains a series of dots and a toggle icon. Below the password field are two checkboxes: 'Remember me' (unchecked) and 'I have read and agreed to the Privacy Agreements.' (checked). At the bottom is a large orange 'Log In' button and a link for 'Forgot password?'.