



# Family Portal – Logging In

## Introduction

Use the following document as a guide on **how to request access for, as well as login to, the Family Portal.** 

#### **Step 1 – Request Family Portal Access**

**Request access to the Family Portal** from Whiddon by reaching out to your Coordinator directly, or in one of the following ways:

Email: csoteam@Whiddon.com.au

Phone number: *1300 738 388* 

When your account has been set up you will receive an email to get started.

#### **Step 2 – Receive Credentials**

You will receive an email with your login credentials. It will contain your **username** and **temporary password**.

**Click on the link** in the email to be brought to the Family Portal login page. (*The URL is whiddon.alayacare.com/familyportal*).

If you do not see an email in your inbox, please check your spam or junk folders.





N no-reply@alayamail.com To: You	← Reply ≪ Reply all → Forward 📴 ···· Thu 21/11/2024 4:01 PM
Welcome to the Whiddon Family Portal!	
Your account details are as follows:	
Username: Whiddon@FamilyPortal.com	
Password: J*F~vTV0	
To log into your account, please click <u>here</u> ,	and use the temporary password above. You may change your password as soon as you log in.
You can download the App to your mobile	or tablet through either the Apple Store or Google Play Store.
Once you open the App, you will need to e	ter our 'Portal Address', which is Whiddon.AlayaCare.com
If you have any questions, are have difficult	y accessing the portal please contact your Coordinator.
Thank you	

# **Step 3 – Logging into your Family Portal Account**

Login to the Family Portal using the username and temporary password provided in the email.

username@email.com	
Password *	Forgot password
•••••	
<ul> <li>Remember me</li> <li>I have read and agreed to the Privac</li> </ul>	cy Agreements.





## **Step 4 – Change Password**

You will be prompted to change your password.

This will be the password you use to login to the Family Portal from now on. Please securely document the password for future use.



#### Step 5 – Access Account

That's it! You now have access to the family portal and can navigate through the various pages to view information on scheduling, visit details, services and much more!

