

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*

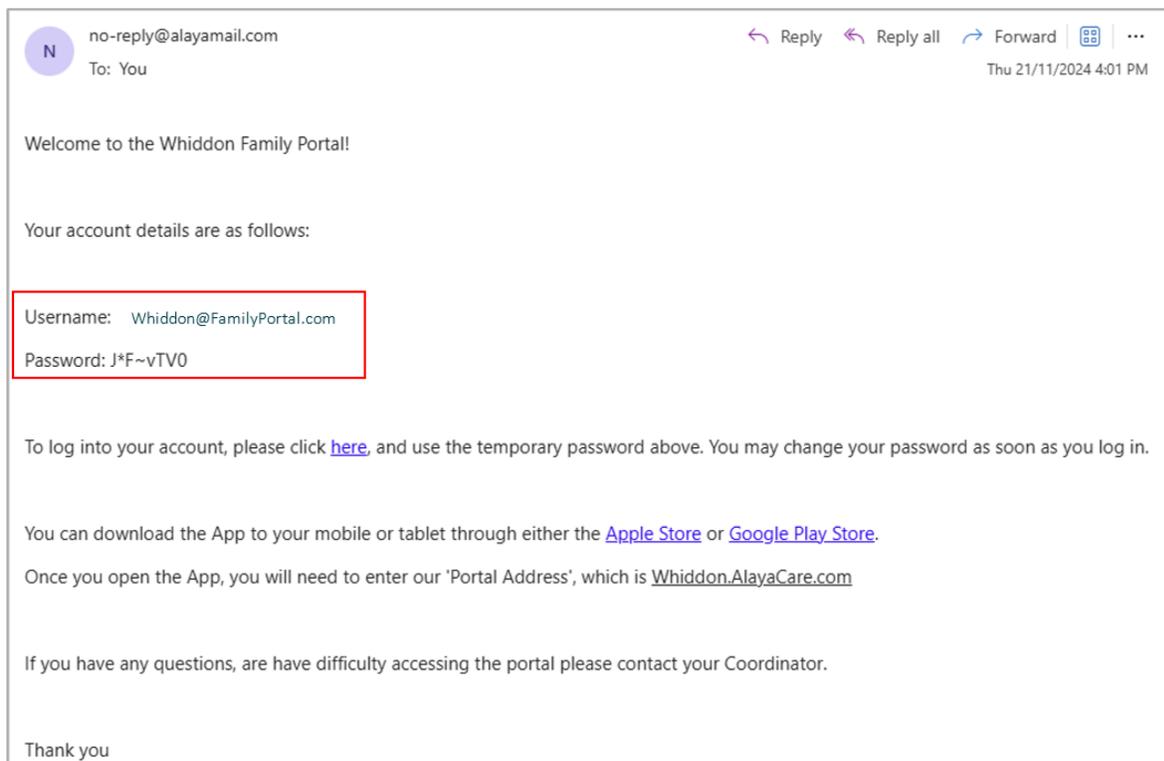
When your account has been set up you will receive an email to get started.

Step 2 – Receive Credentials

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

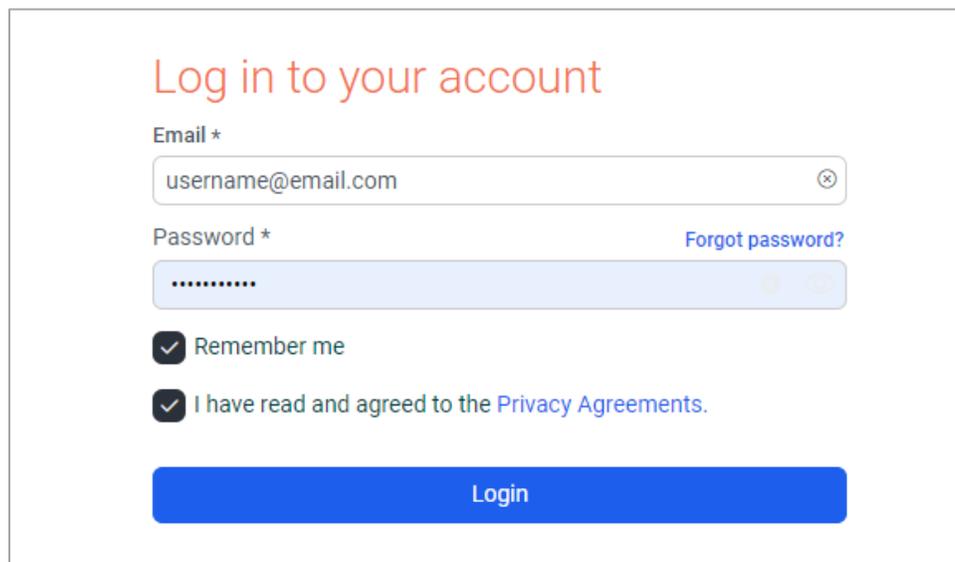
Click on the link in the email to be brought to the Family Portal login page.
(The URL is *whiddon.alayacare.com/familyportal*).

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



Step 3 – Logging into your Family Portal Account

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



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.



Welcome to Family Portal

i To finish logging in, you must set a new password here:

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 *

.....

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

Login

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!