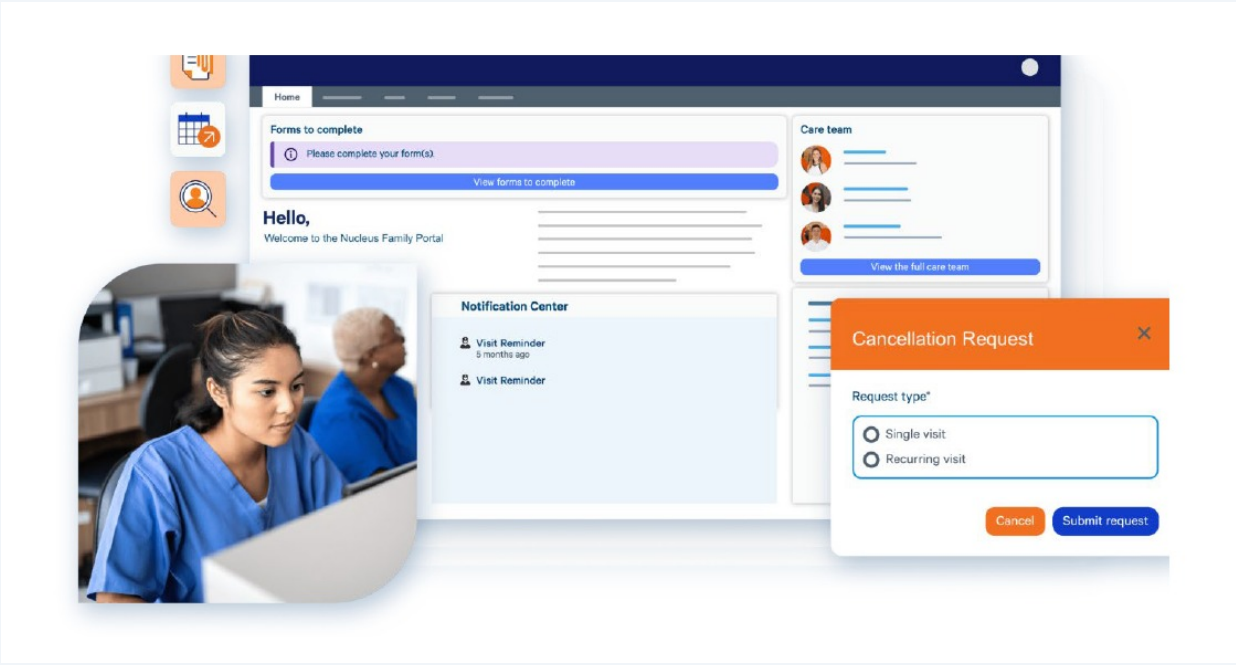
Family Portal User Guide V.8

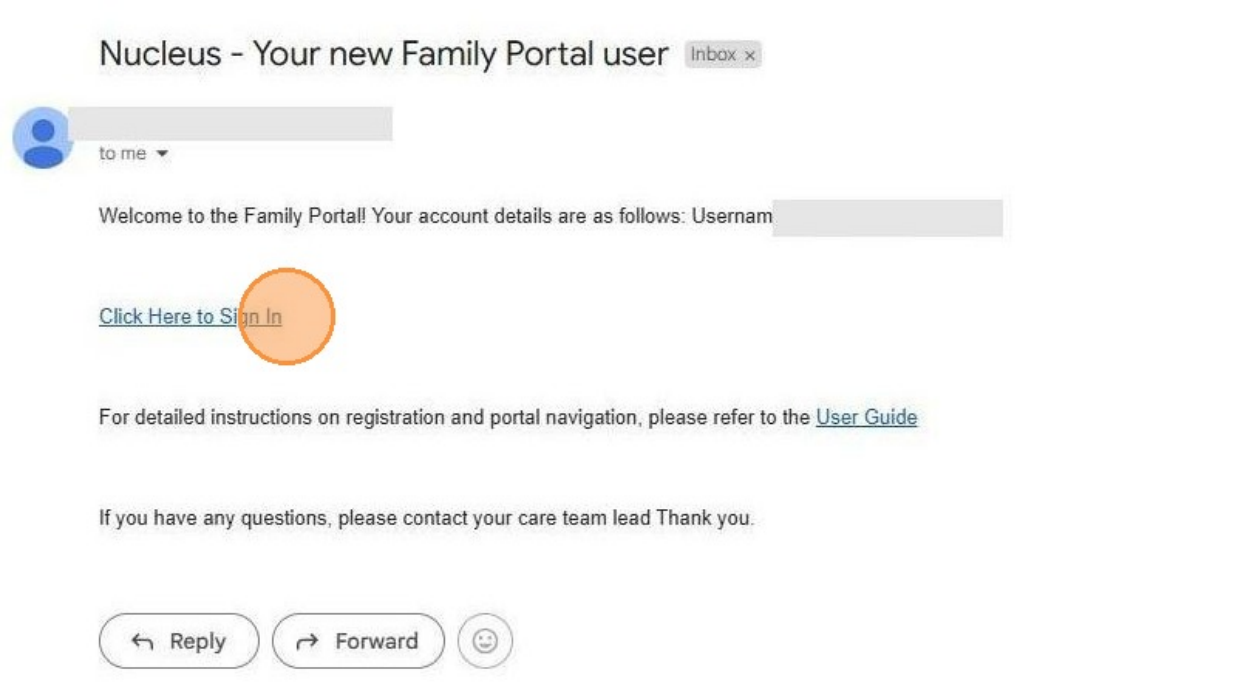
1 What is the Family Portal?

The AlayaCare Family Portal (the 'Portal') allows clients, providers and authorized family/caregivers access to parts of the client health record and visit schedules. It is an online, secure and digital solution designed to enhance connectivity and engagement with your care at Nucleus.



Creating An Account

2 Navigate to your email and Click "Click Here to Sign In"



⚠ Note that you will receive this email from "no-reply@alayamail.com"

3

- The link will then take you to a page where you can set up your new password.
- Go ahead and create your password
- After you have created your password, you can then proceed to log in.

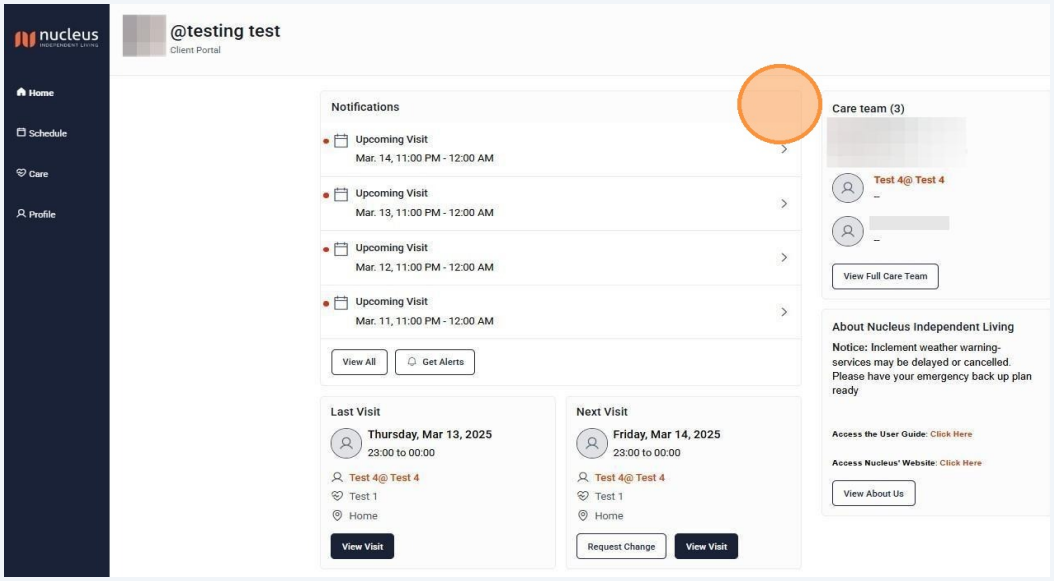
Web/Desktop Version

4 Navigate to https://nucleus.alayacare.ca/familyportal

5

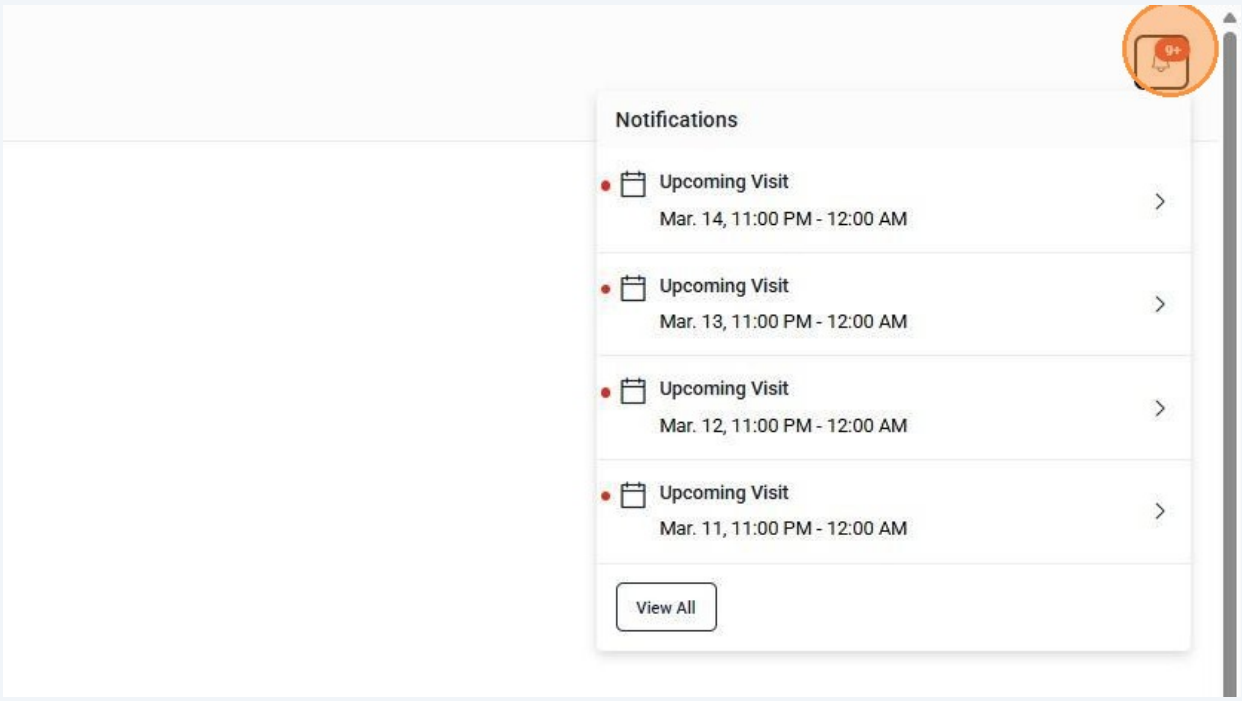
- Enter your Email and Password associated with your account
- Click "Login"

6 It should take you to your home page as shown below:



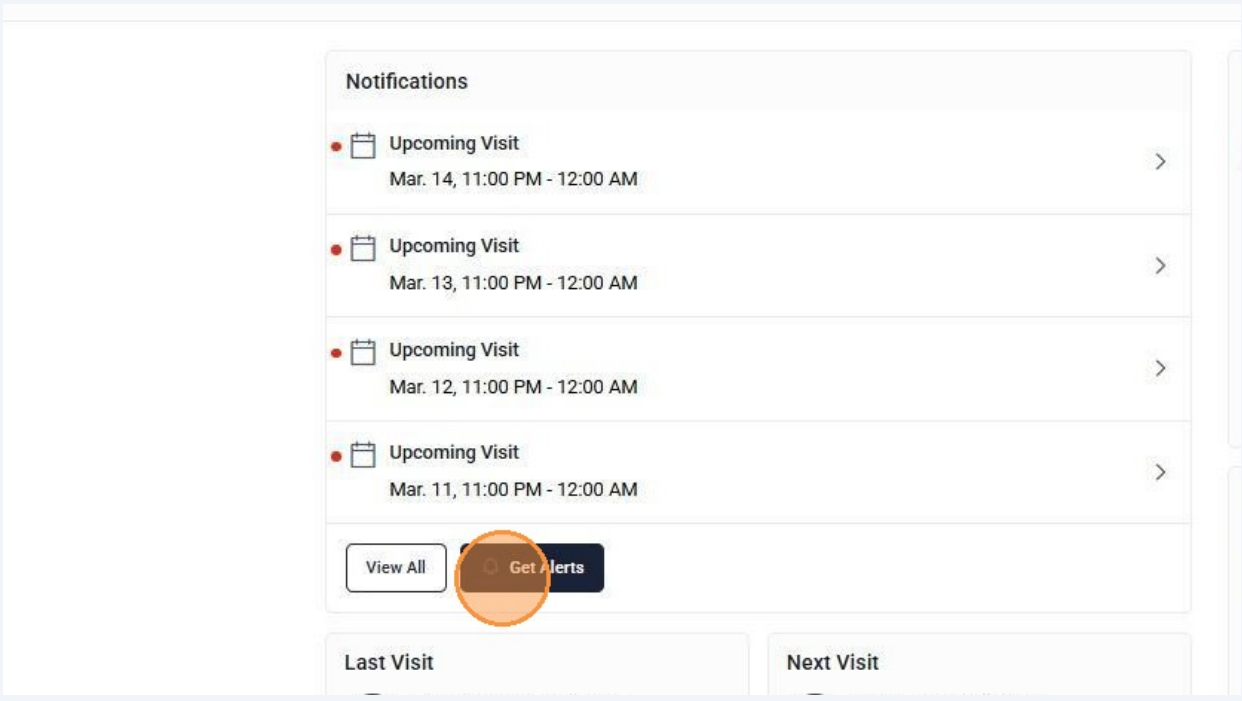
Notifications

7 The top left bell icon is for your notifications



8

- You can manage your email notifications through your home page.
- Click **"Get Alerts"** to customize your notification preferences.

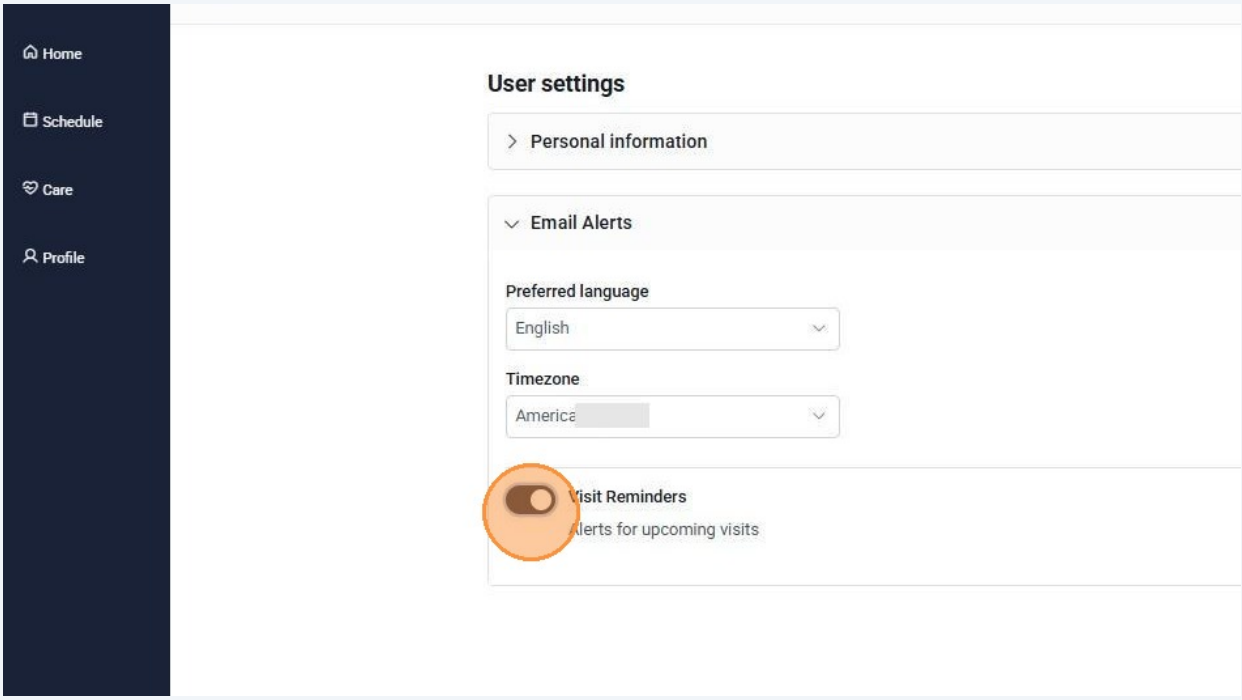


9

• Under **Email Alerts**, toggle the **Visit Reminders** button to turn it **on or off**.

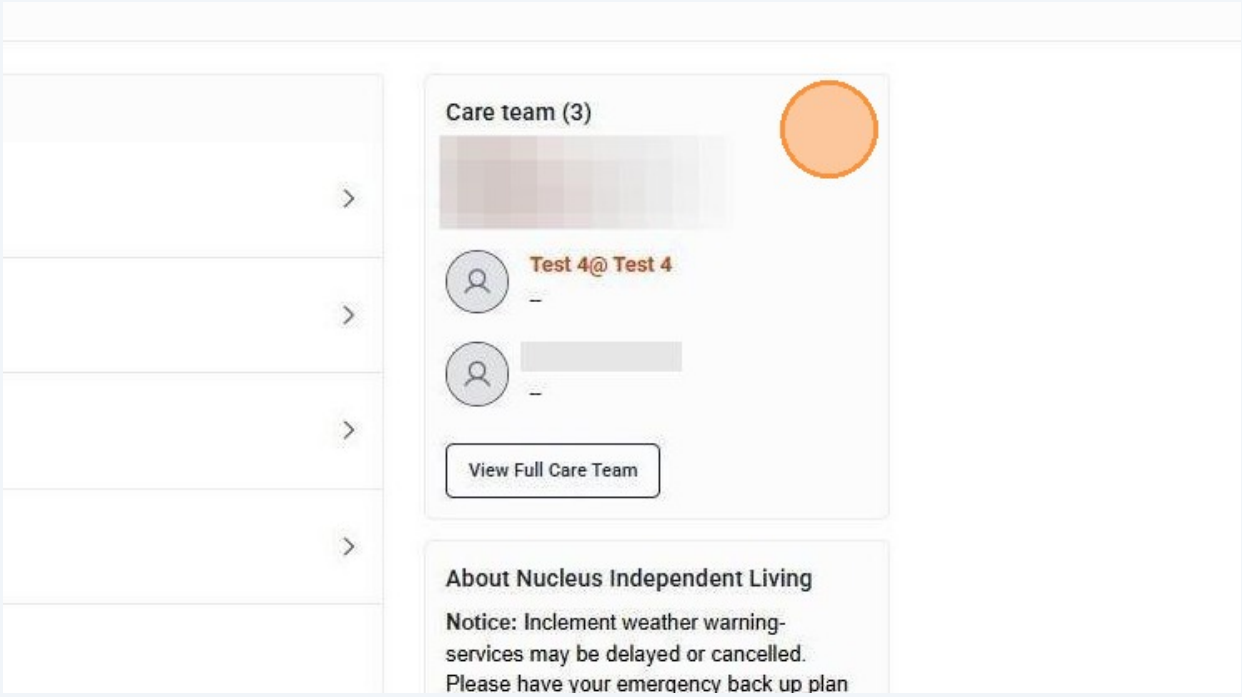
• **Grey** means it's **off**, and you **won't receive emails** for visits.

• **Enabled** means you'll get email reminders for your scheduled visits.

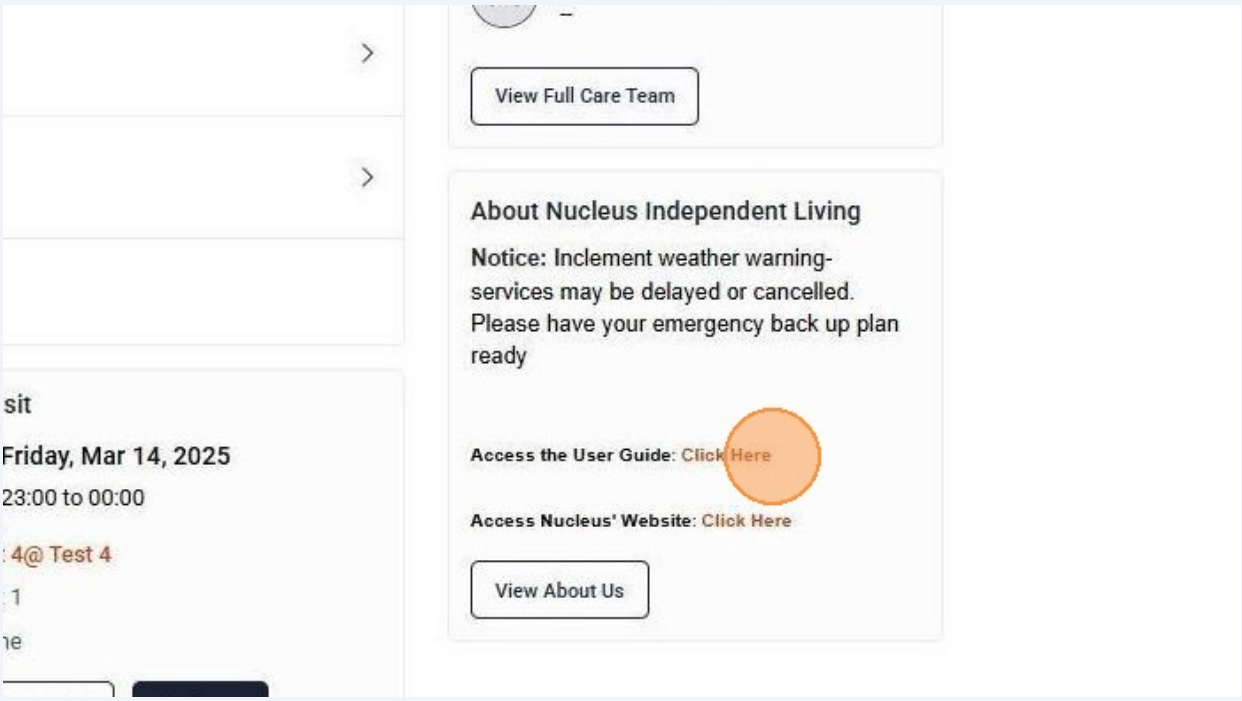


Basic Navigation

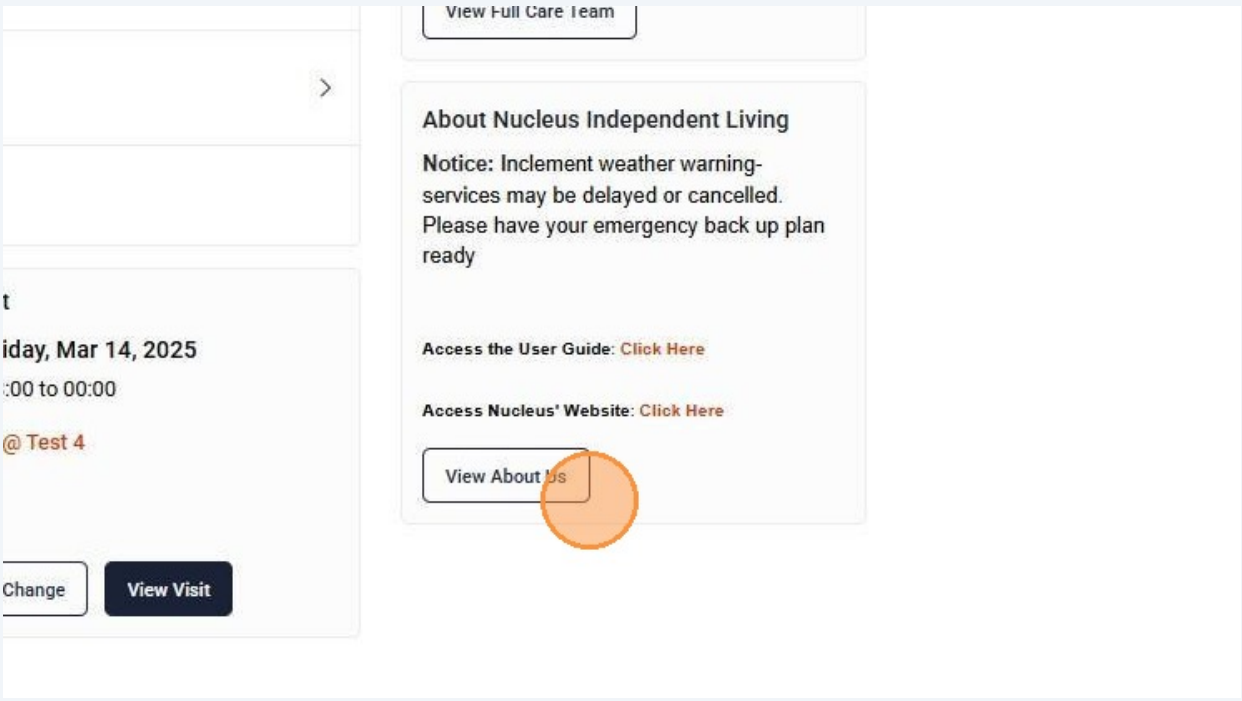
10 In the 'Care Team' section, you can see the names of your care team members.



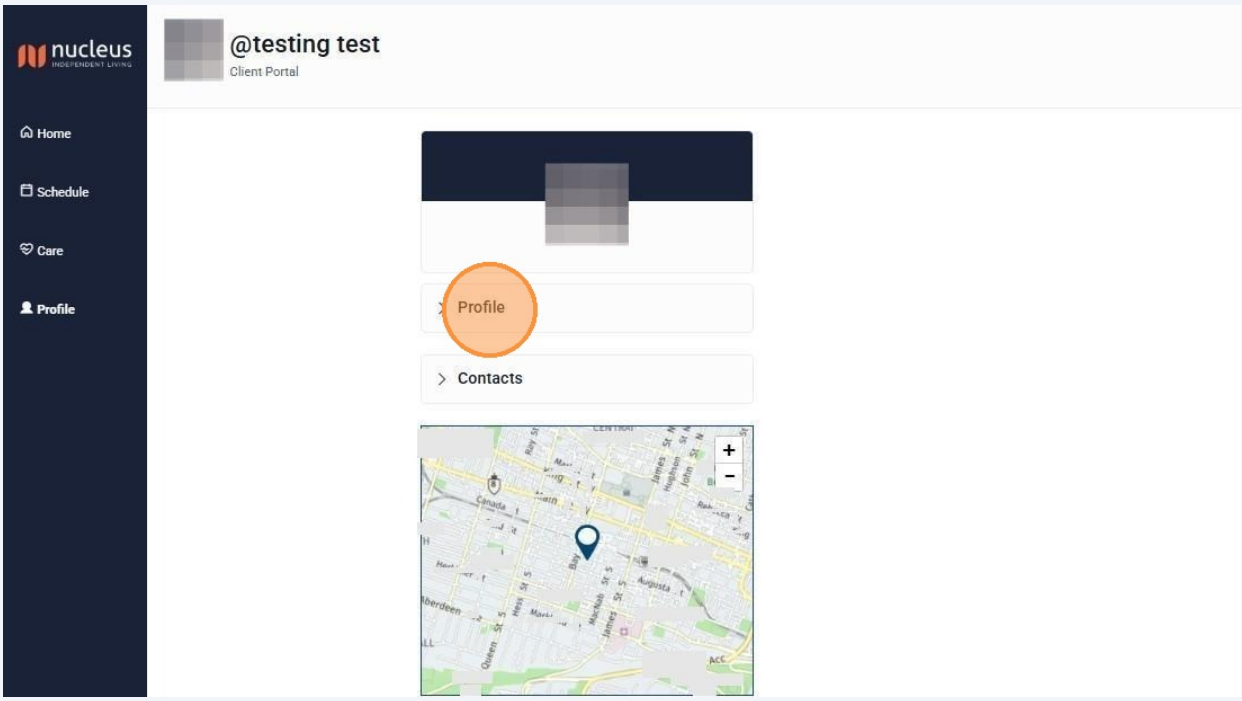
11 In the 'About Nucleus' section, you'll find important notices, such as weather updates, along with links to your User Guide and our website.



12 To view our Privacy Policy and organization information, click on 'View About Us'.

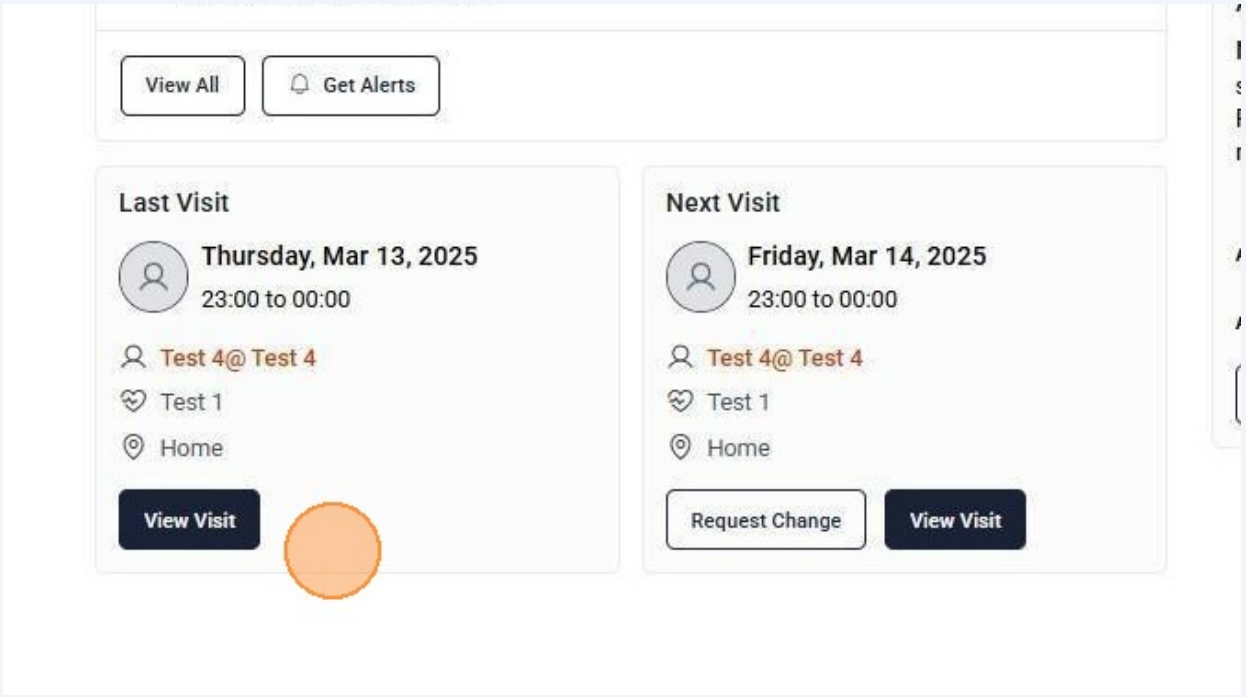


13 The **Profile** section displays your details, including your **email, address, and phone number**.

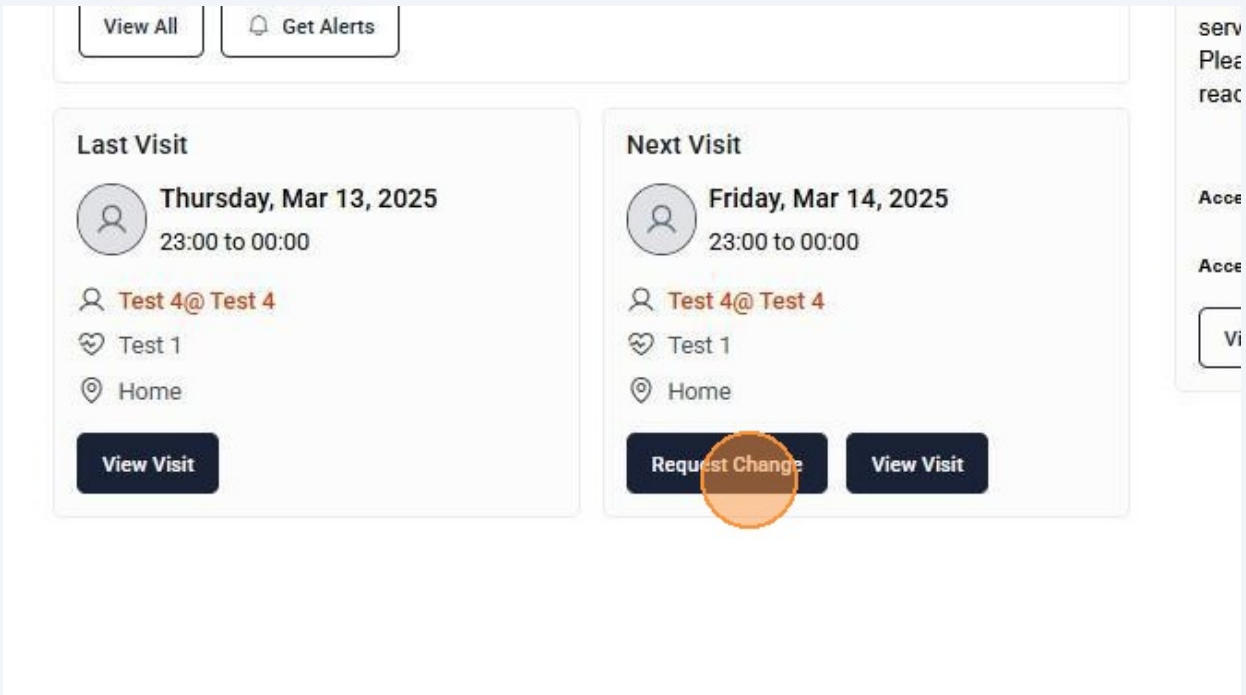


Visit Cancellation & Schedule

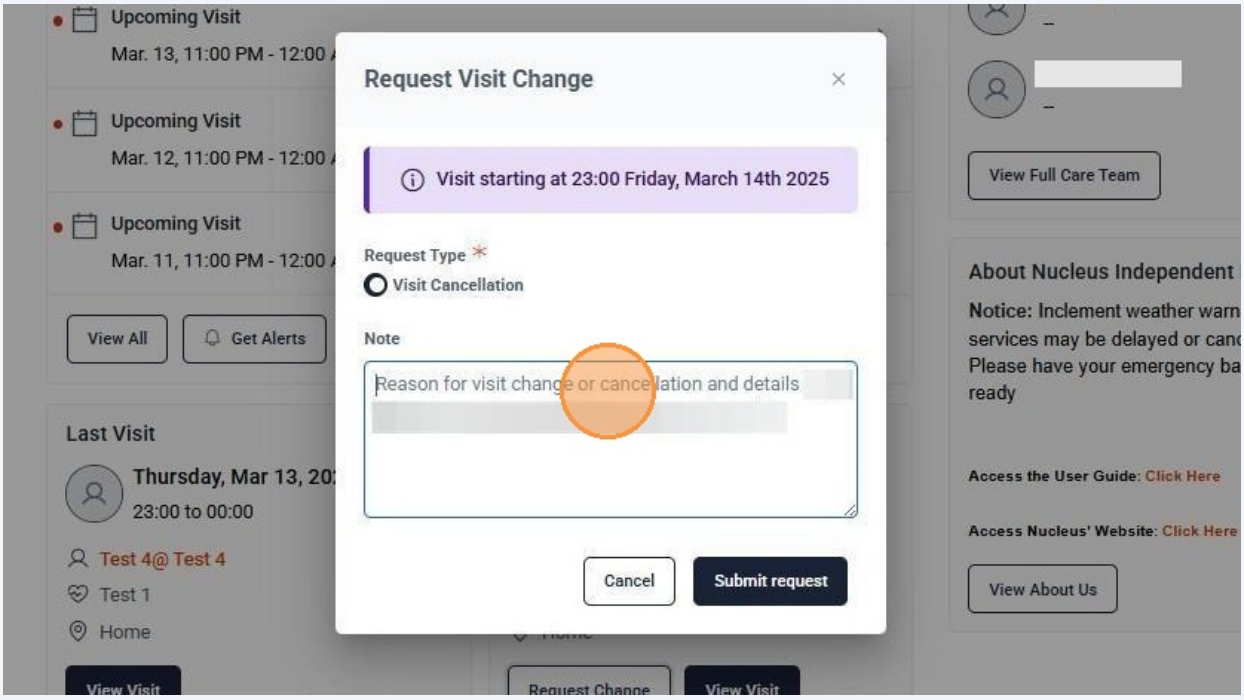
14 Your home page will display your last visit and your next upcoming visit.



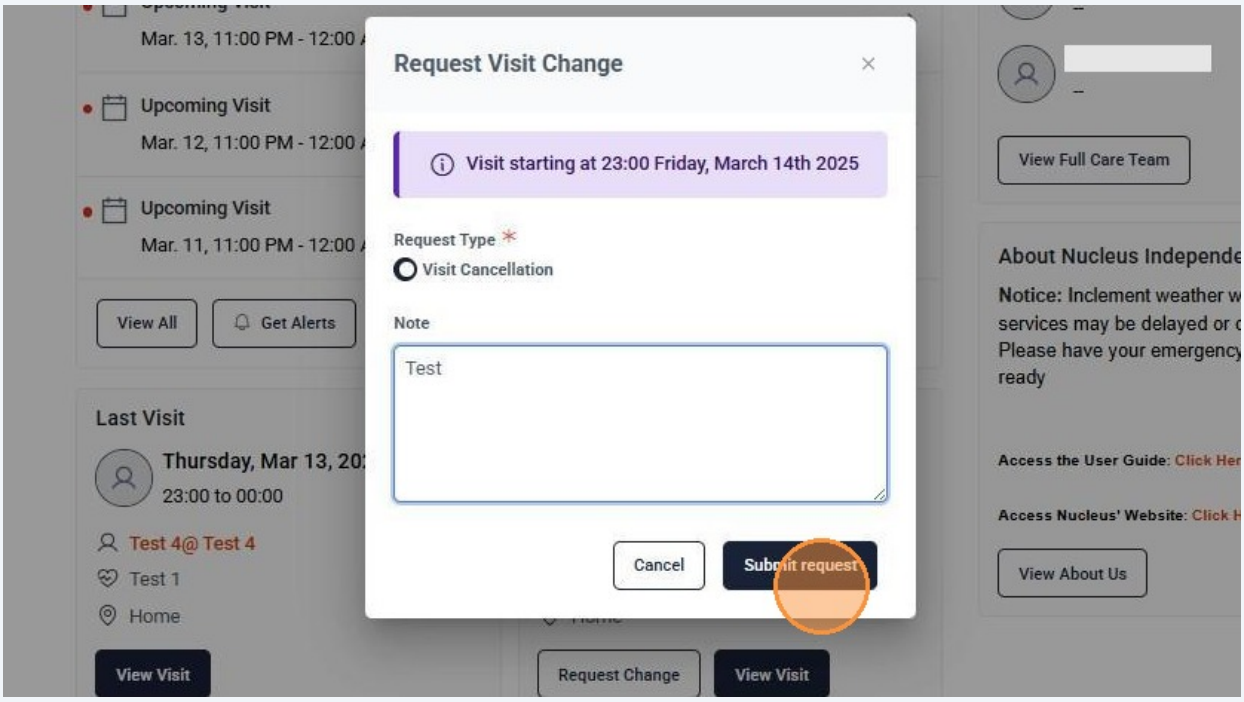
15 You can cancel a visit by clicking on Request change



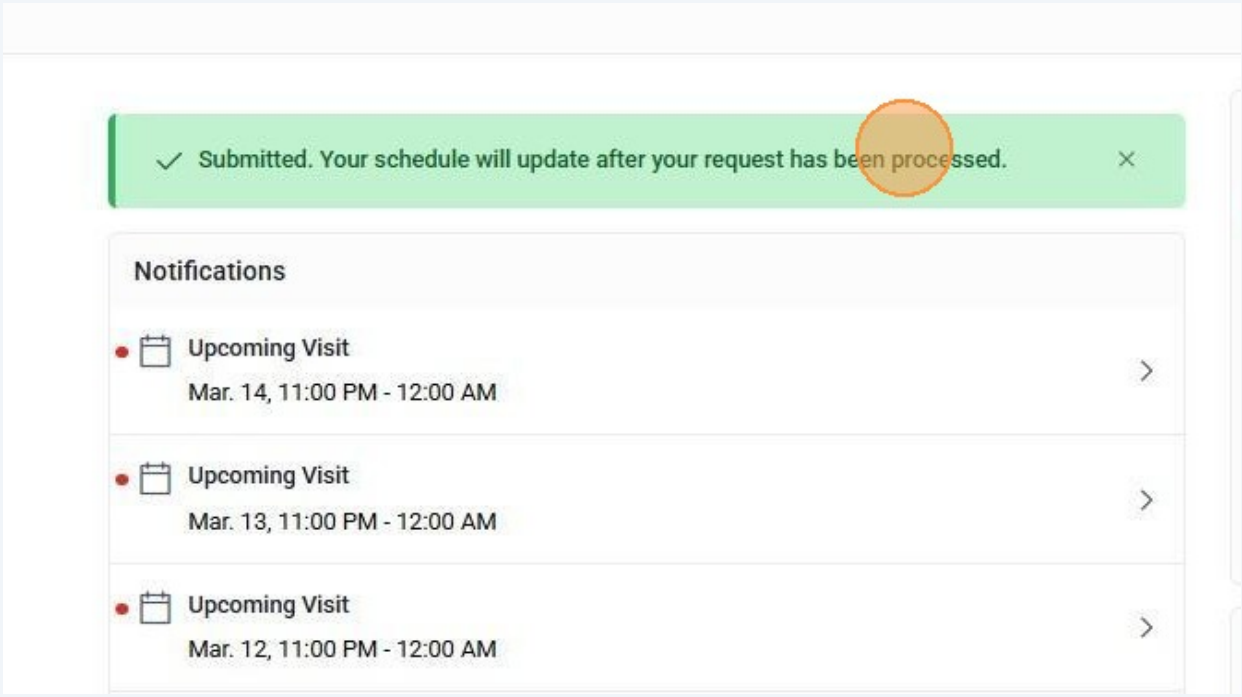
16 Please add a reason for the visit cancellation so that our staff can action it.



17 Click "Submit request".



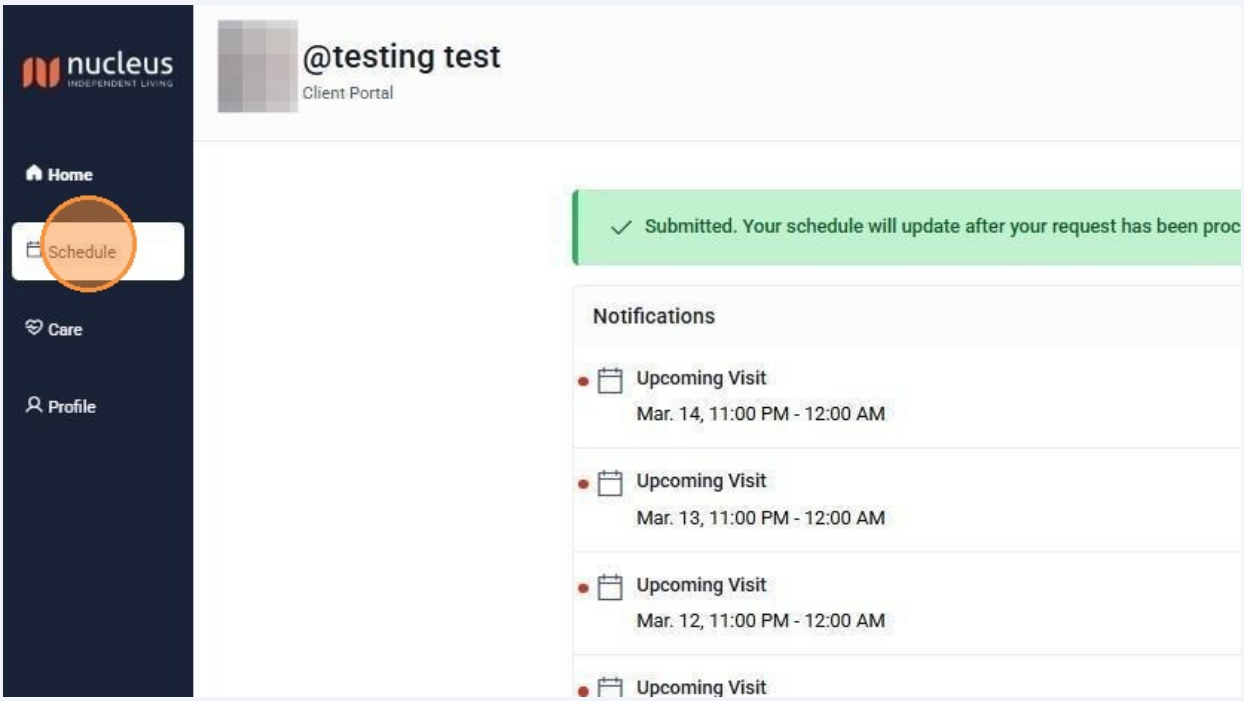
18 Once submitted, you will see a green banner as shown below:



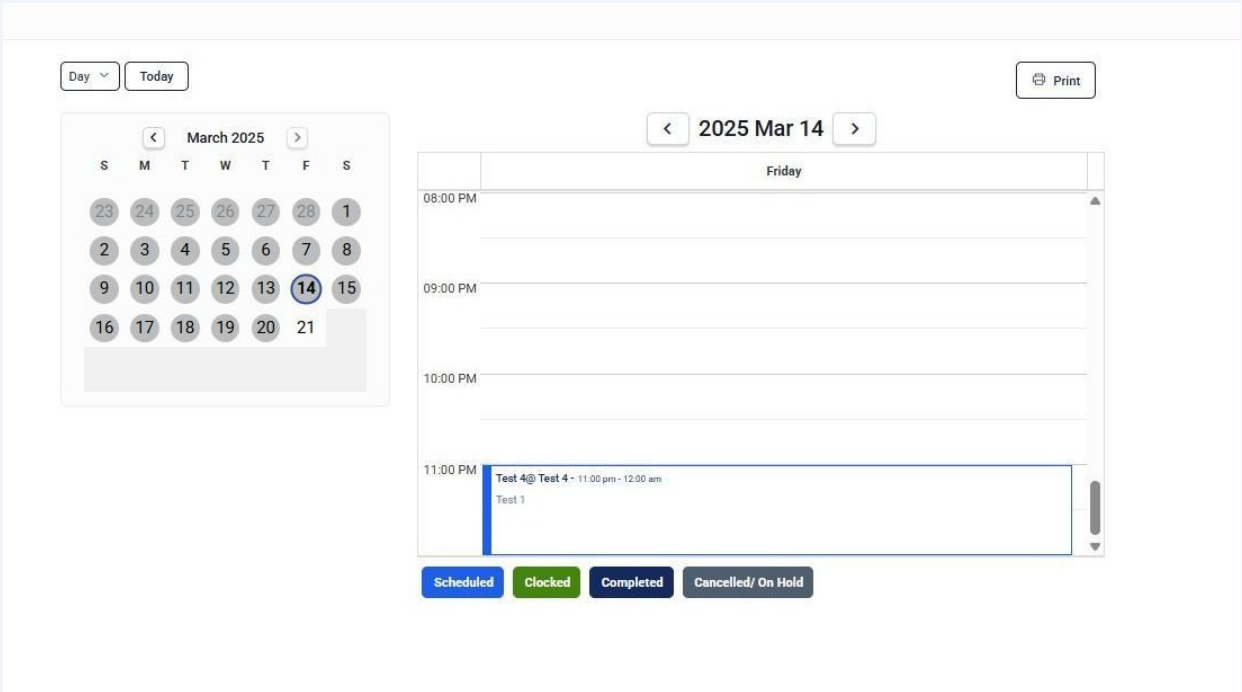
Your schedule will update after our staff processes your request. To confirm it has been actioned, check your Schedule tab—if the visit is no longer there, it has been processed. If the visit is still there, you will need to wait till our staff processes it.

Please note that visit cancellations must be made at least 12 hours in advance. If you need to cancel within 12 hours of the visit, please call our office.

19 To view your schedule in detail, click on the 'Schedule' tab in the left-side menu.

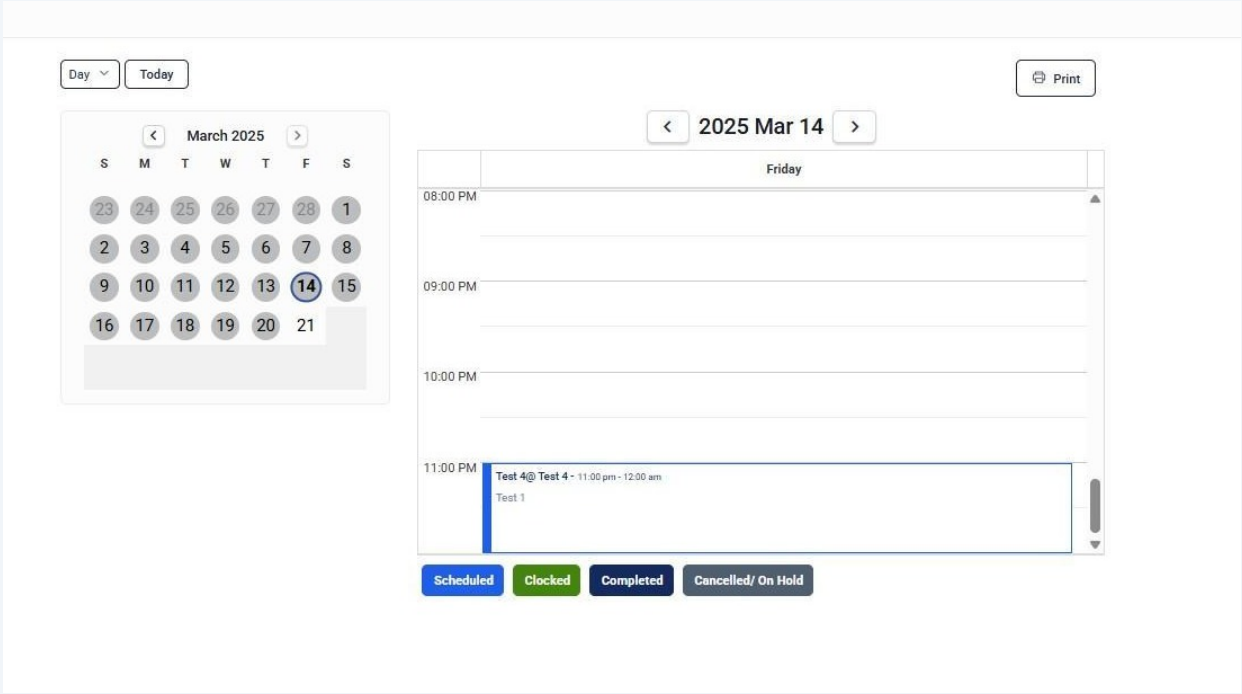


20 You will see a Day view by default and you can click on the visit to see details about the visit



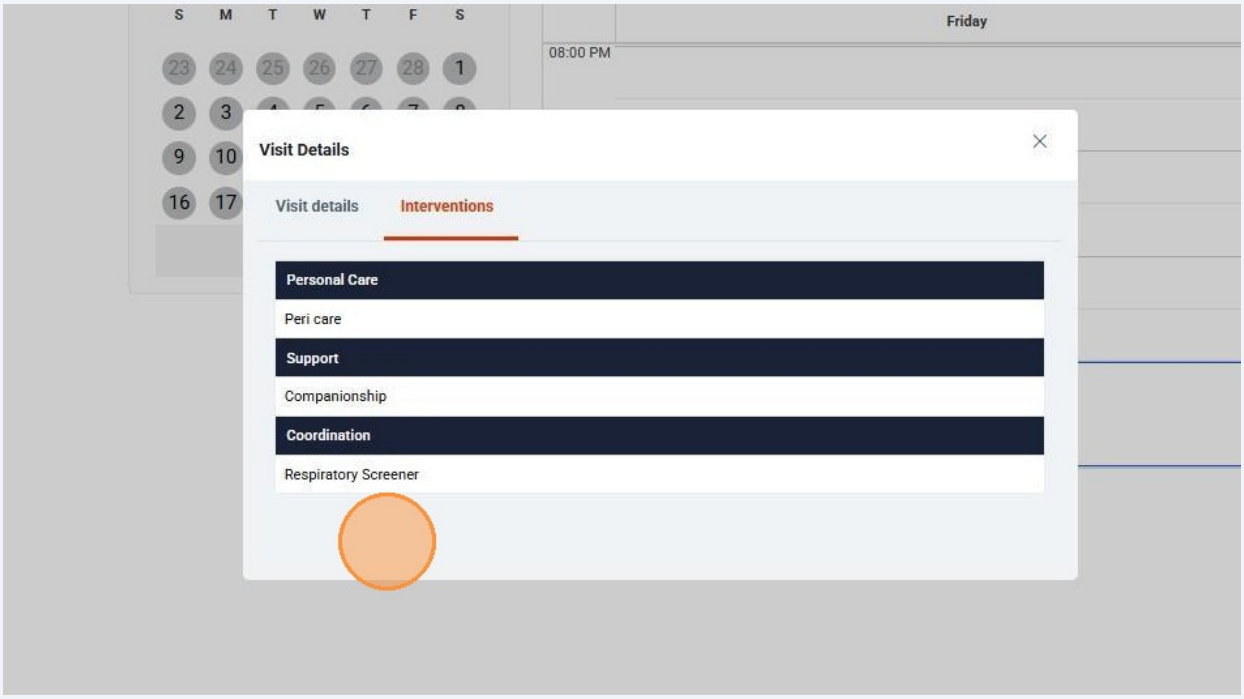
You can view your upcoming visits **one week in advance**.

20 You will see a Day view by default and you can click on the visit to see details about the visit



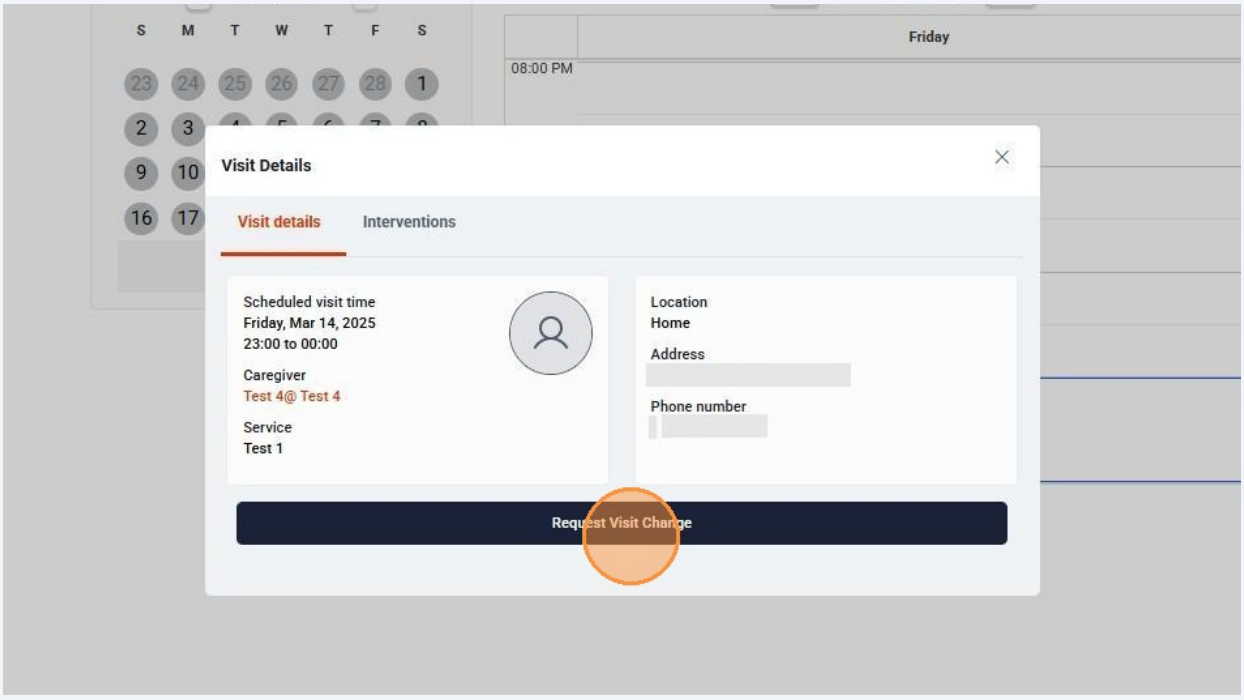
You can view your upcoming visits **one week in advance**.

21 In the visit details, you'll find a list of the scheduled tasks for that visit under "Interventions".

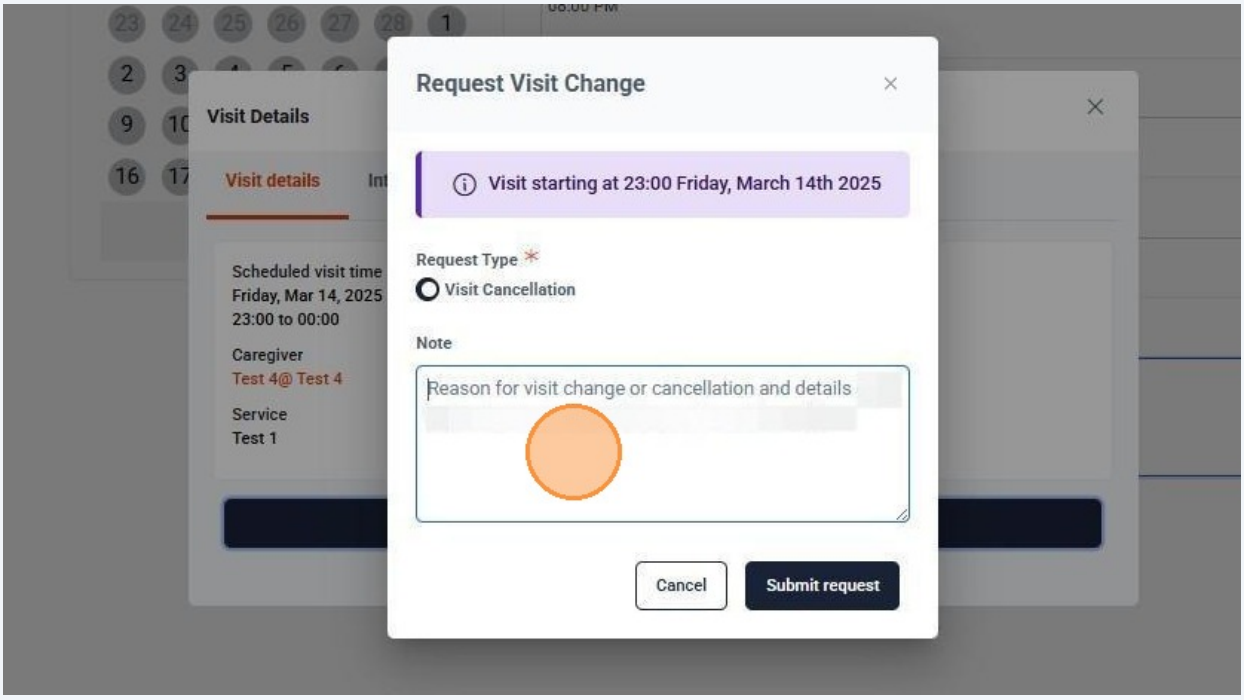


22

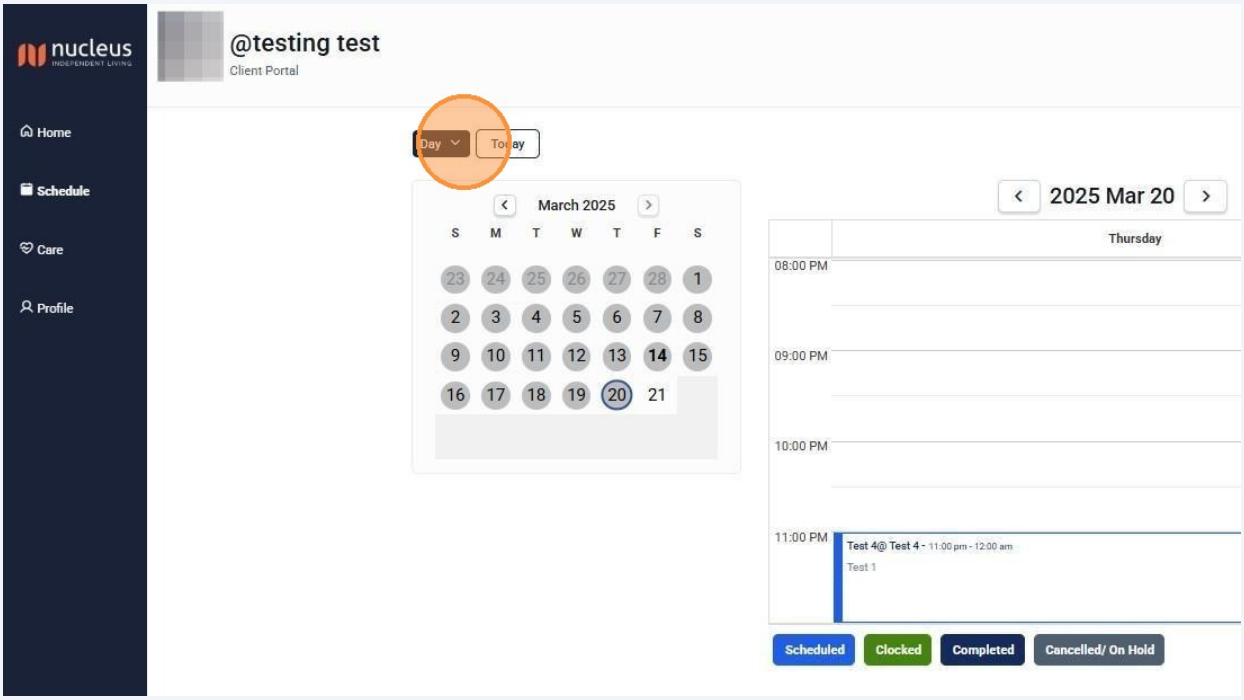
- You can cancel specific visits in the **Schedule** tab.
- Click on the visit you want to cancel.
- Click **"Request Visit Change."**



23 Choose **"Cancel"** and provide a reason.

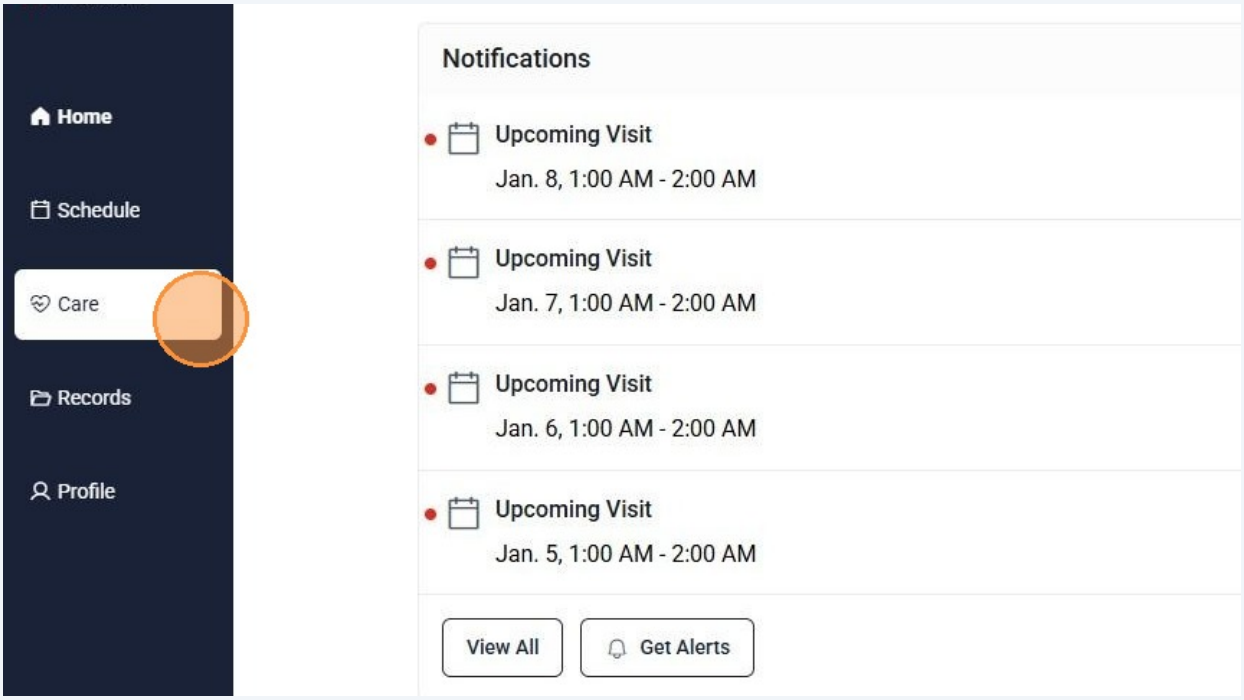


24 You can change the view of your visits in the calendar by Day, Month, and Week.

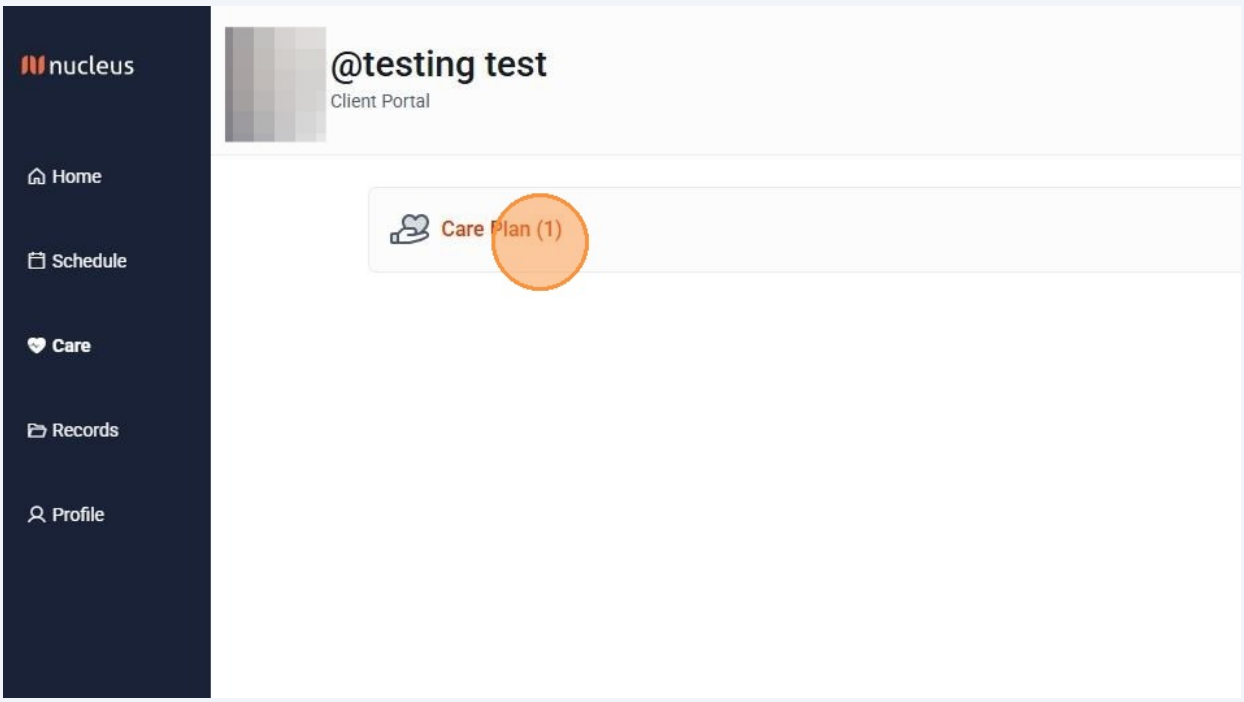


Care Plan

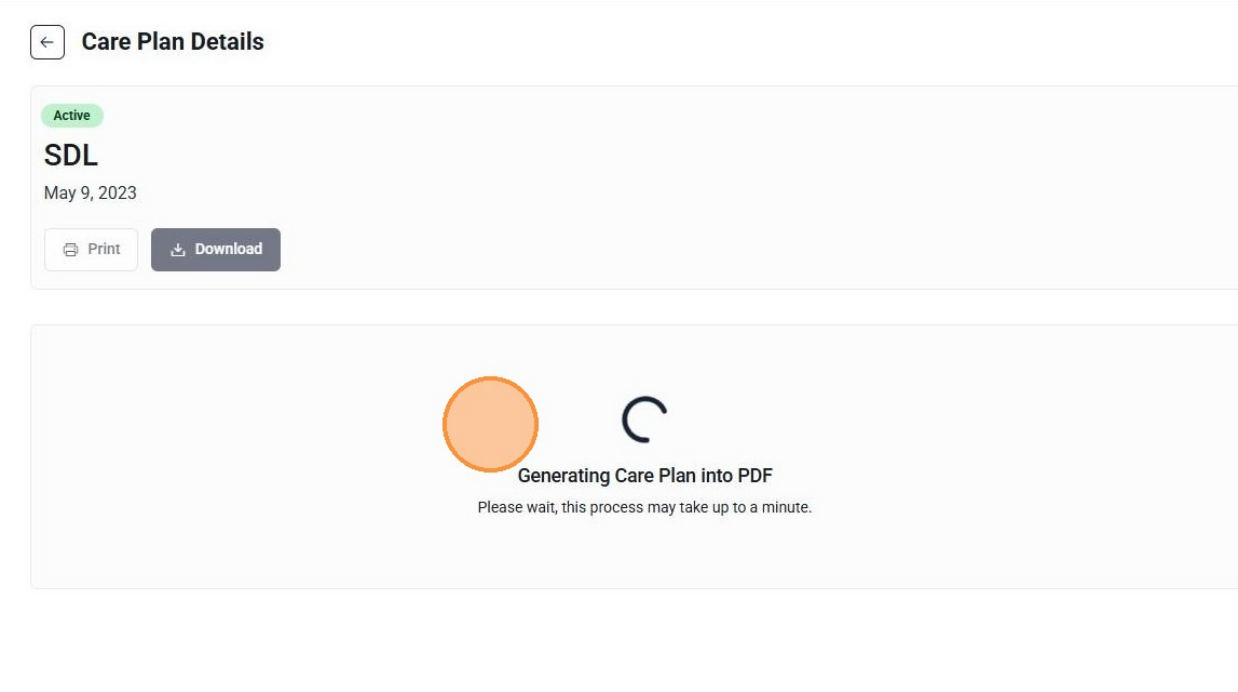
25 Click "Care"



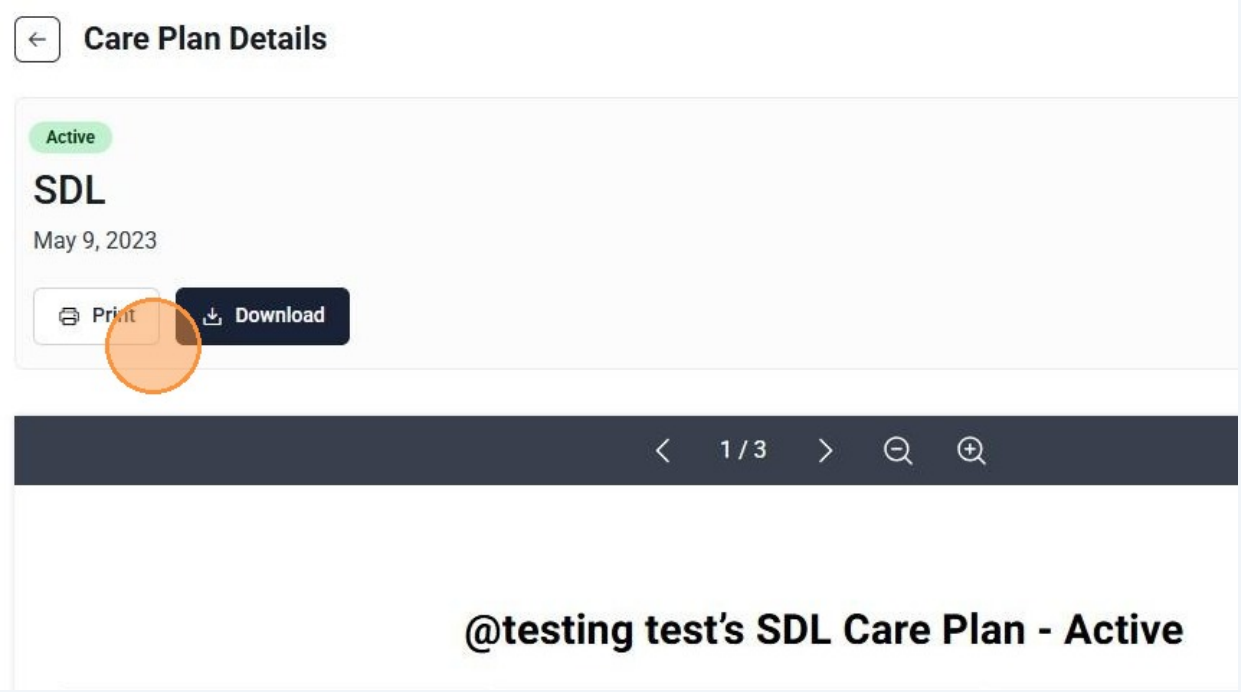
26 Click "Care Plan"



27 The care plan is then generated in real time. This may take a minute or two.



28 Once it loads. You can download or print the care plan, but the latest version will always be stored in the portal.



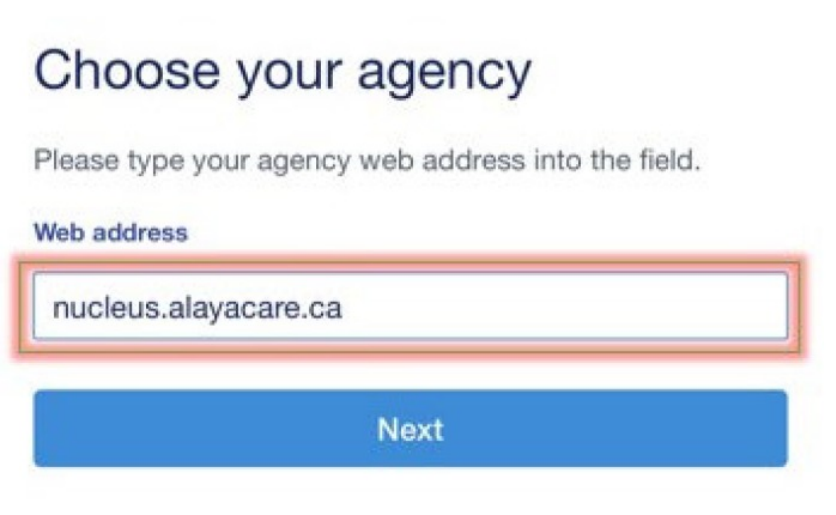
Family Portal Phone App

The Family Portal Mobile app is now available to download for Apple and Android users. To download the app, please search “Alayacare Family Portal” on your device’s app store.

Apple: https://apps.apple.com/ca/app/alayacare-family-portal/id1611632918
Google Play:https://play.google.com/store/apps/details?id=com.alayacare.familyportal.ac&hl

Choosing Your Agency

29 Once you have downloaded and opened the application, please enter the following into the “Web address” field: **nucleus.alayacare.ca**

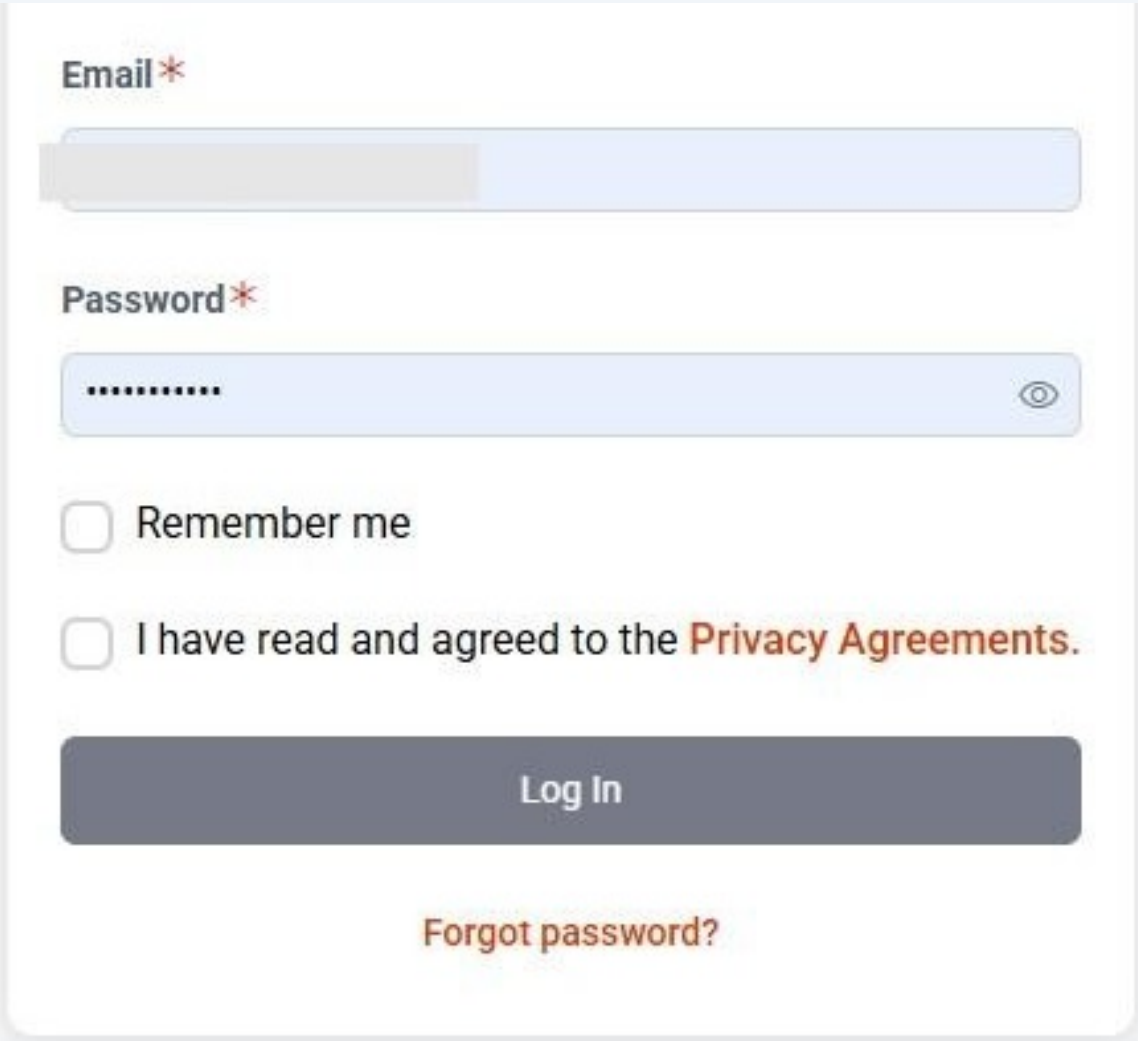


Please note that you can log in to the app but you cannot register using the Mobile App at this time.

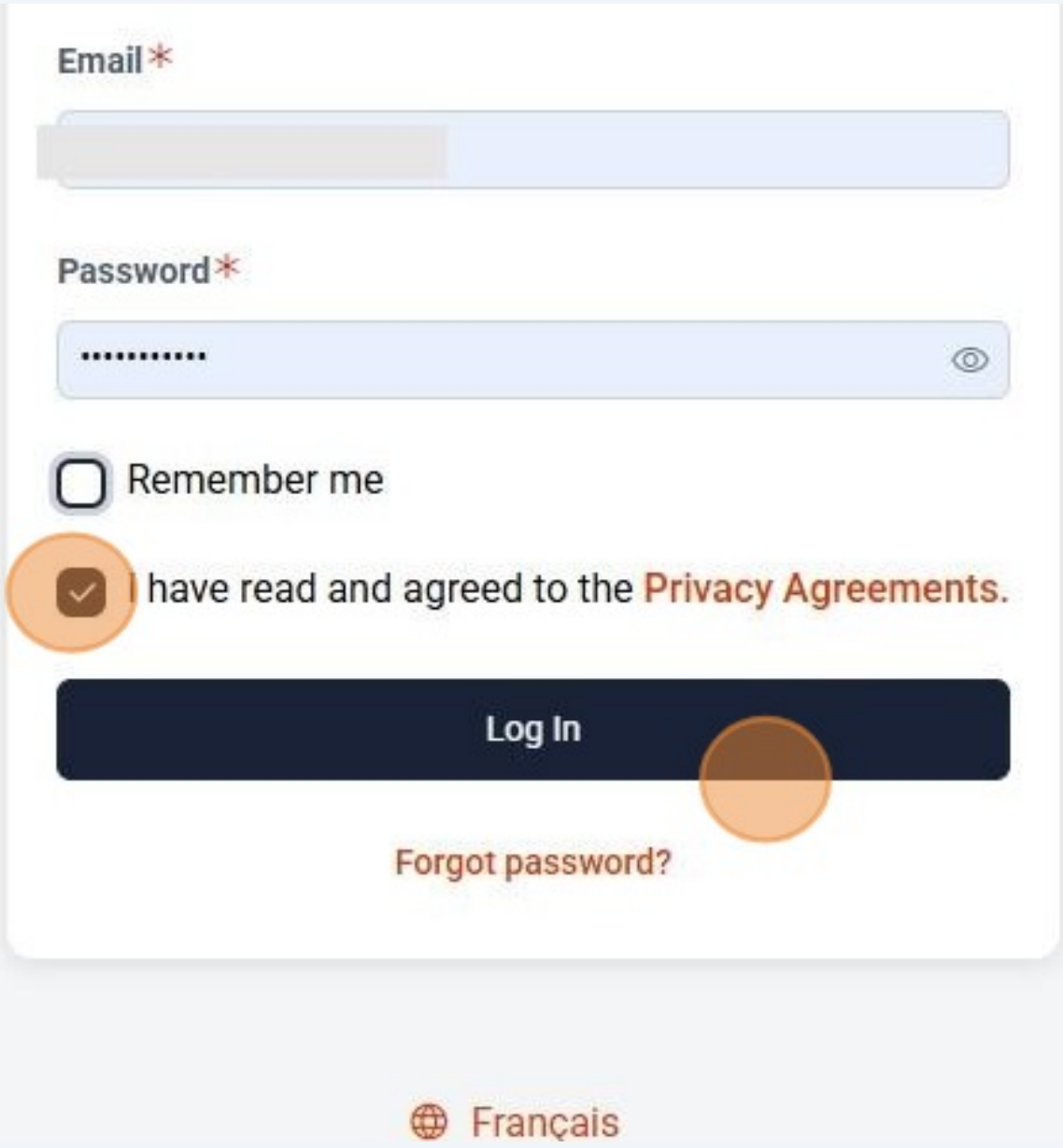
Registration must be completed on the web app.

Logging In

30 Please enter your registered email and password in the fields.

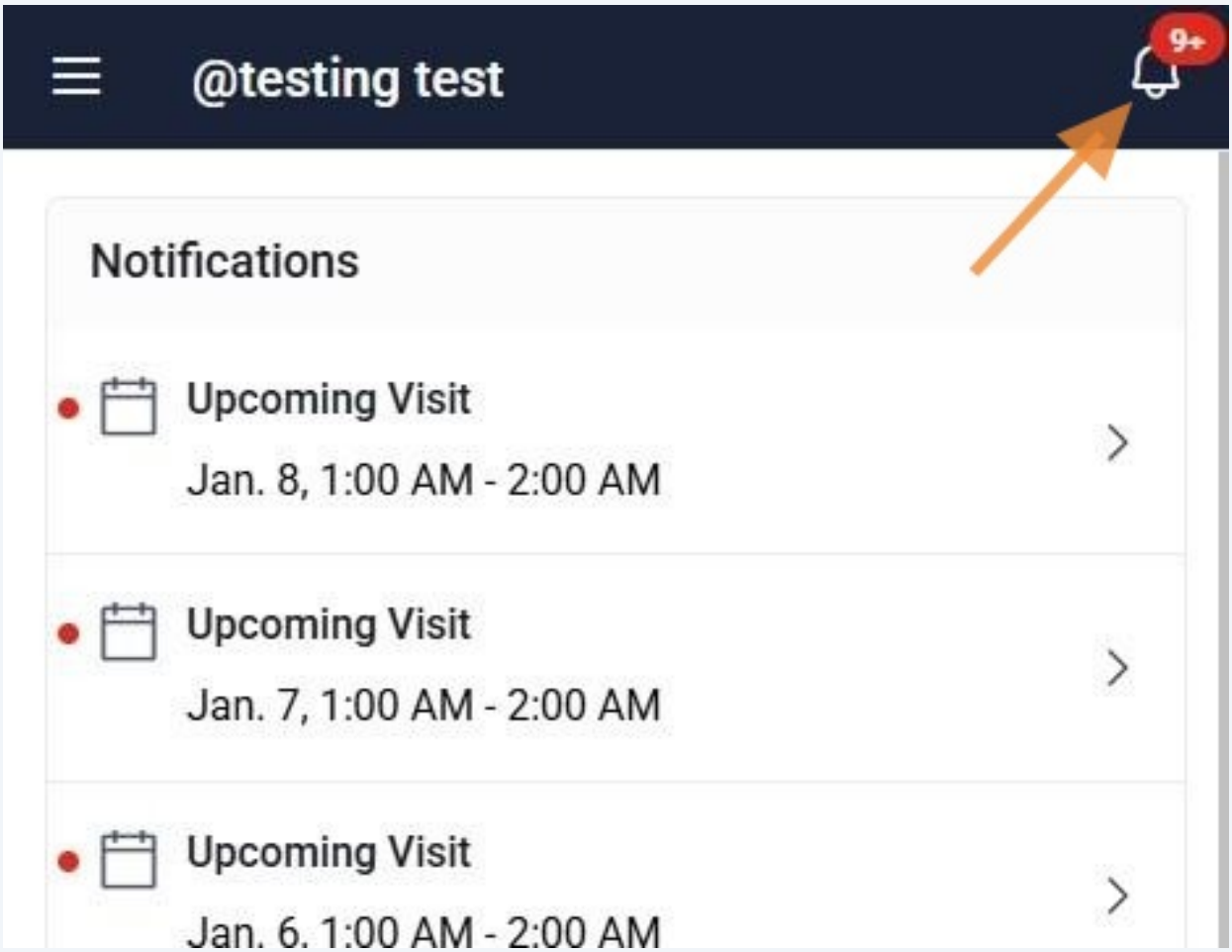


31 Make sure to have the “I have read and agreed to the Privacy Agreements.” selected before logging in as you **cannot login without agreeing to the terms.**

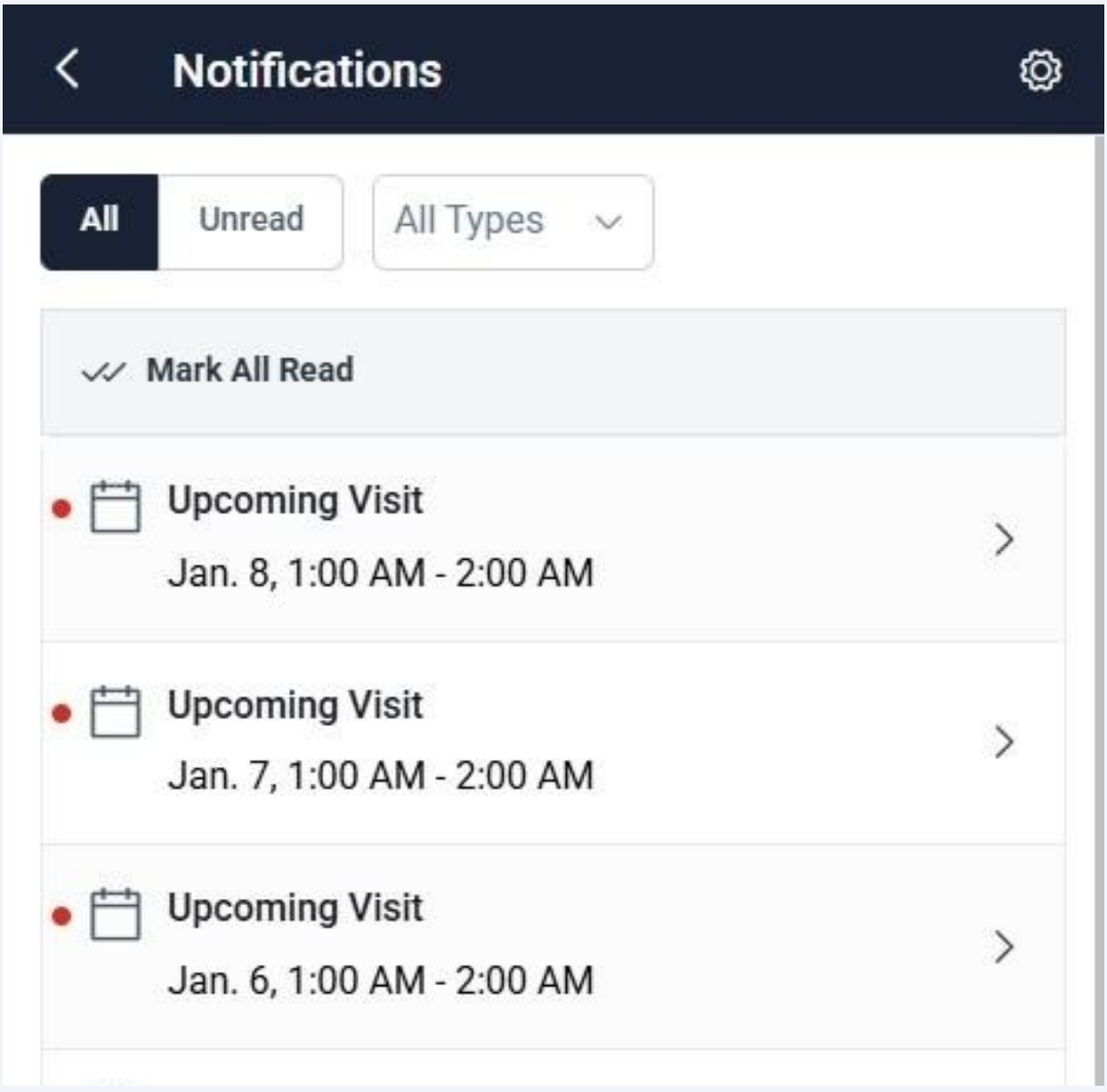


Notifications

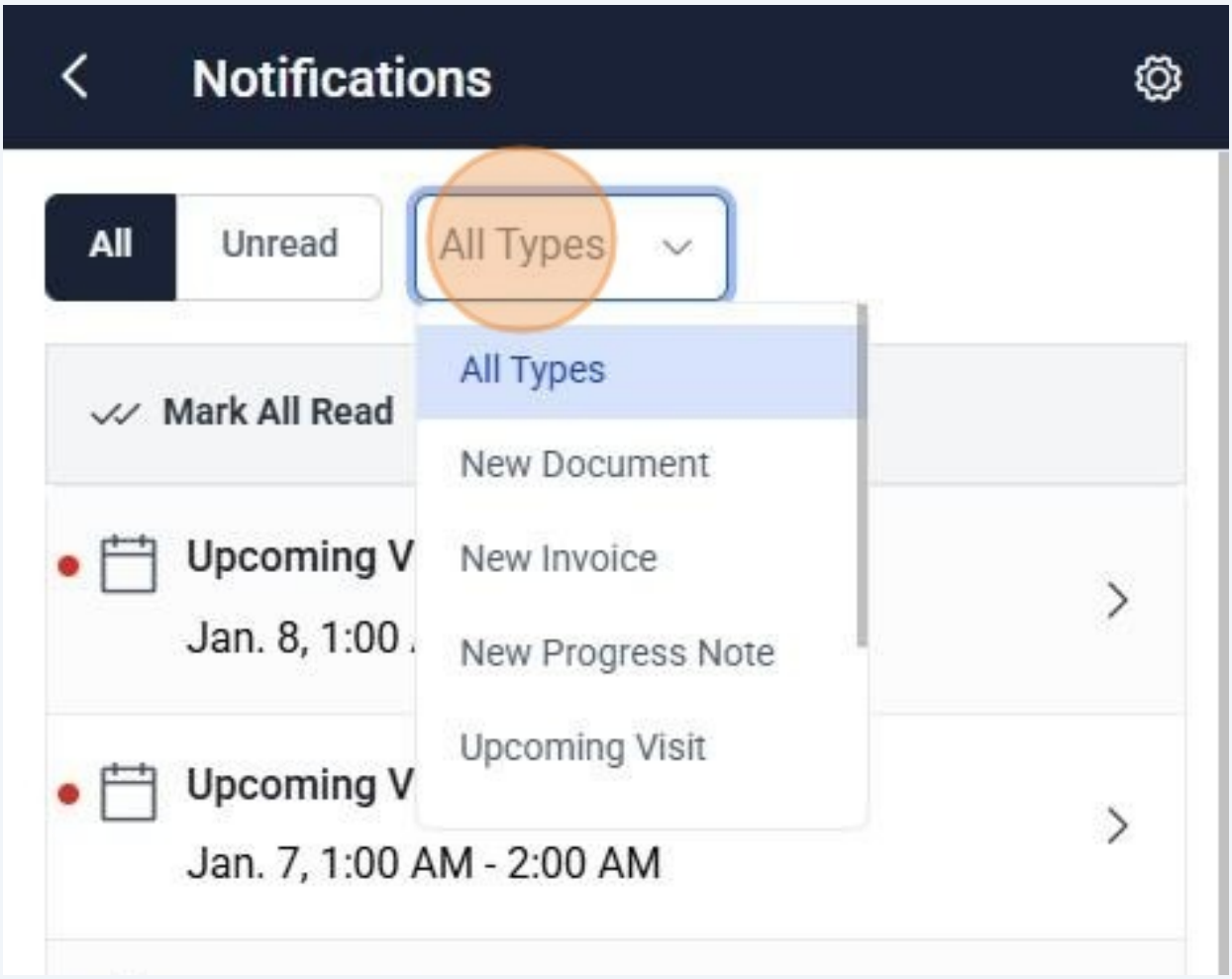
32 To view your notifications, click the bell icon at the top left of your phone app



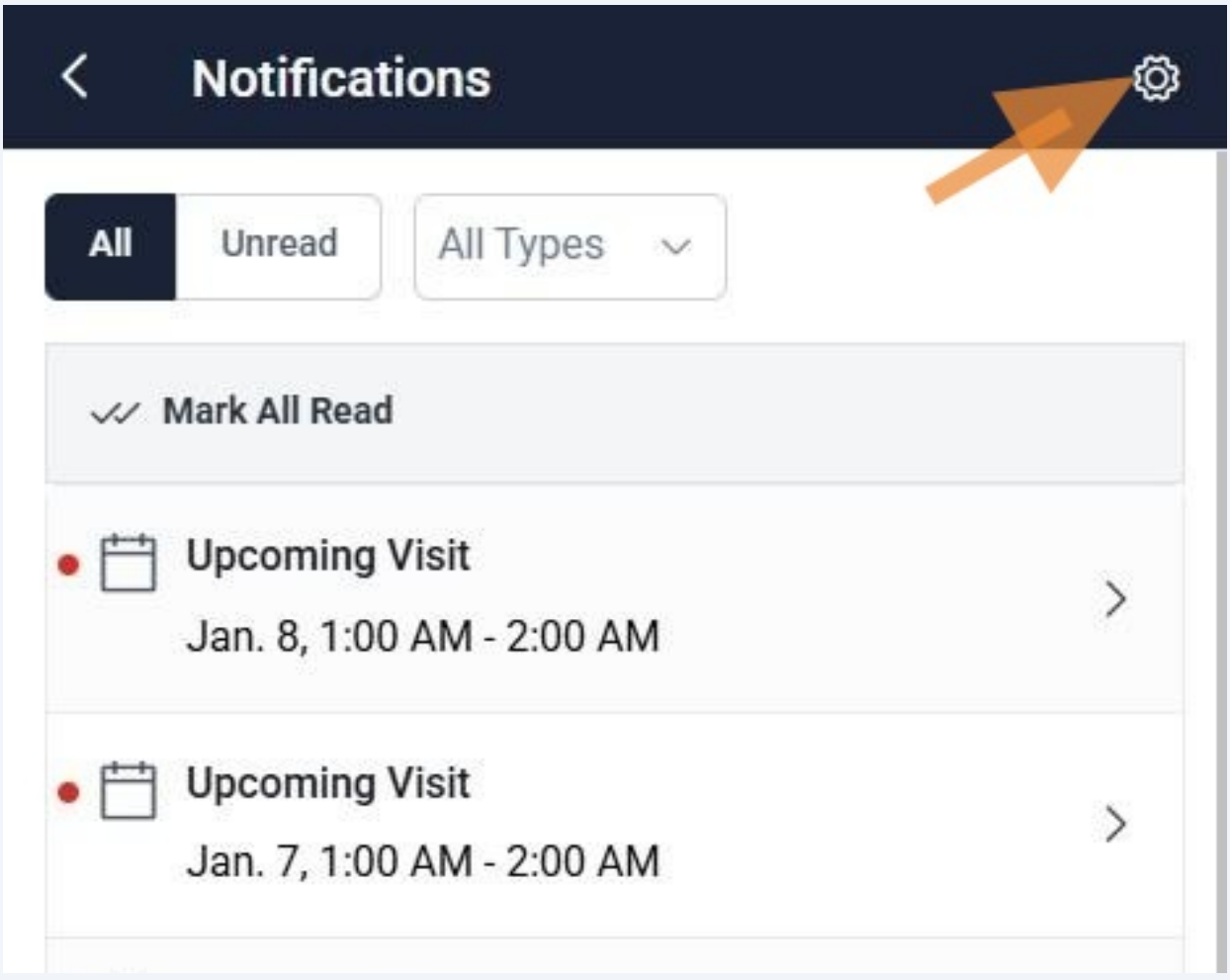
33 You can then view all of your notifications as shown below:



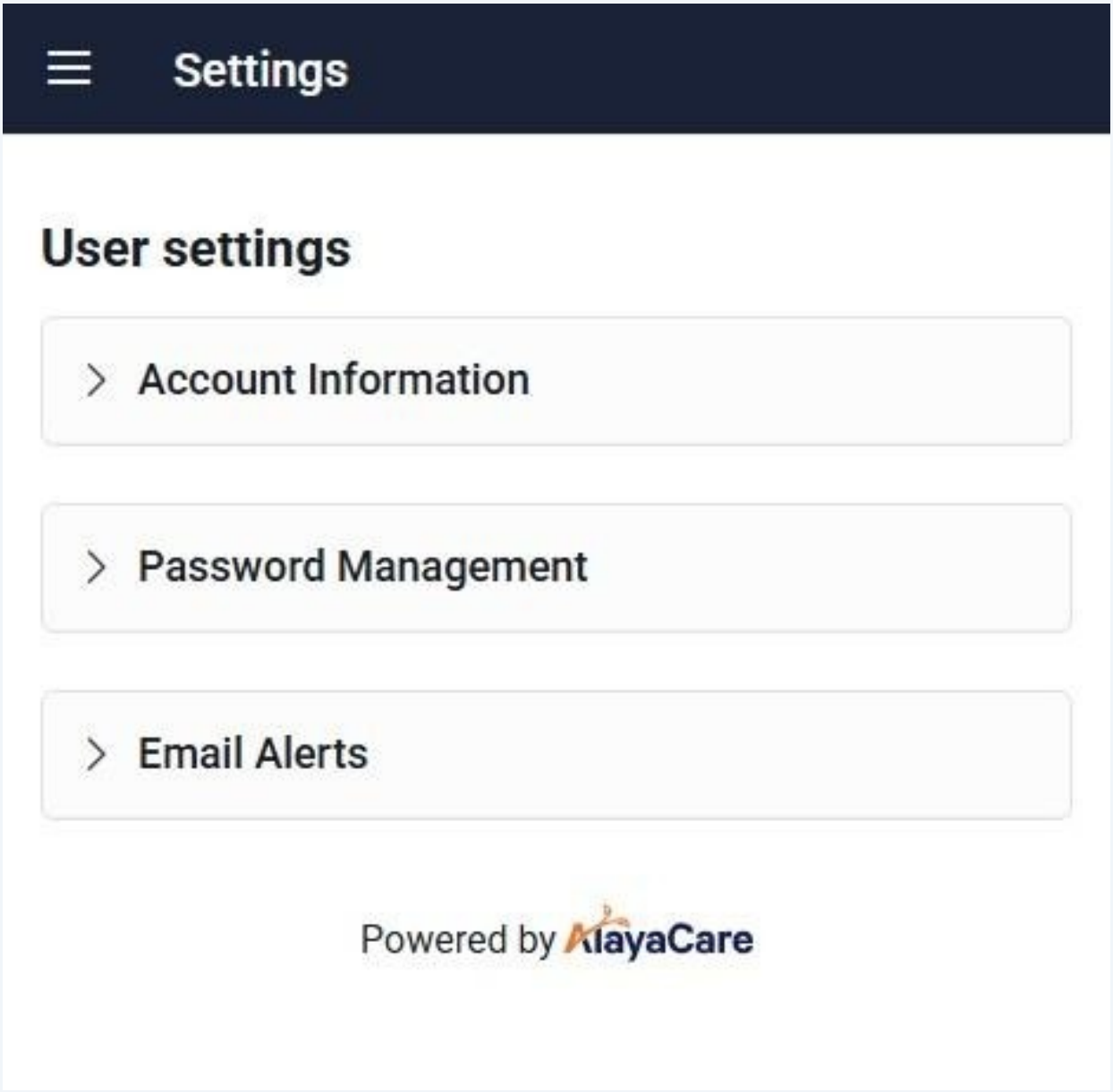
34 You can filter the types of notifications you wish to see by clicking "All Types"



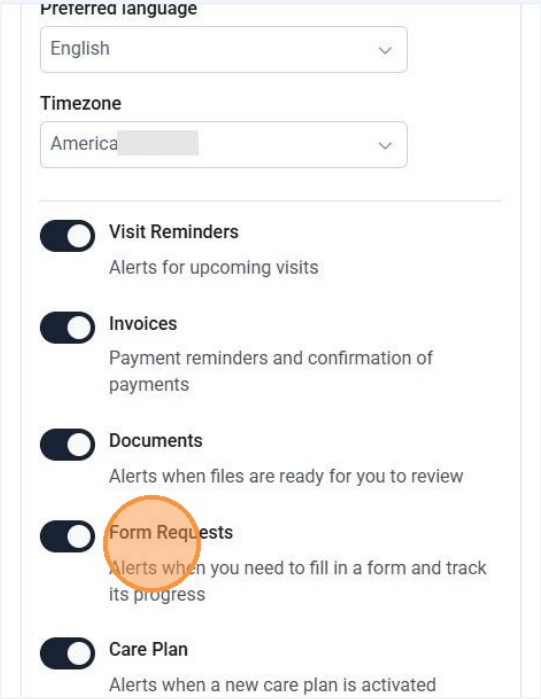
35 Click on the settings icon at the top right to control which notifications you receive via email.



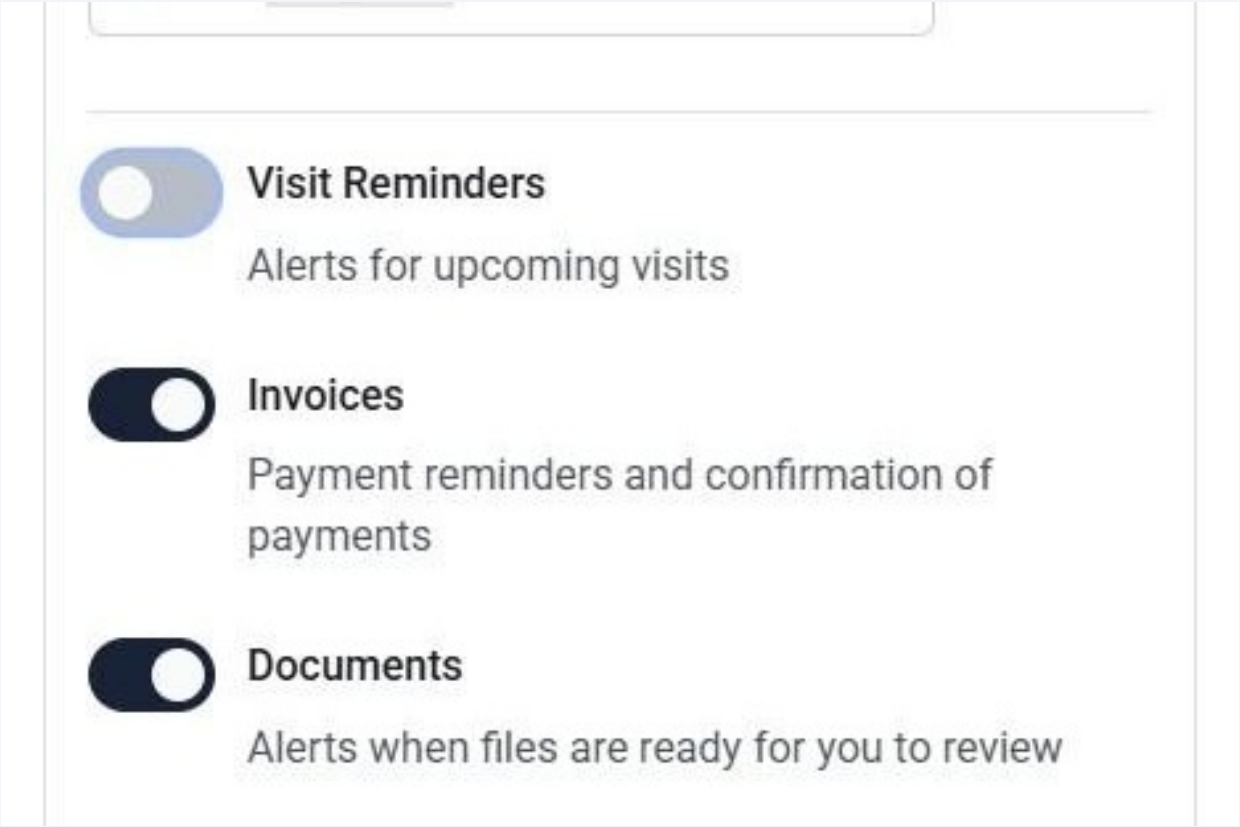
36 You can control which alerts you recieve via email as well as other controls such as account information and password change.



37 Under **Email Alerts**, you are able to change your preferred language, timezone, and email alerts.

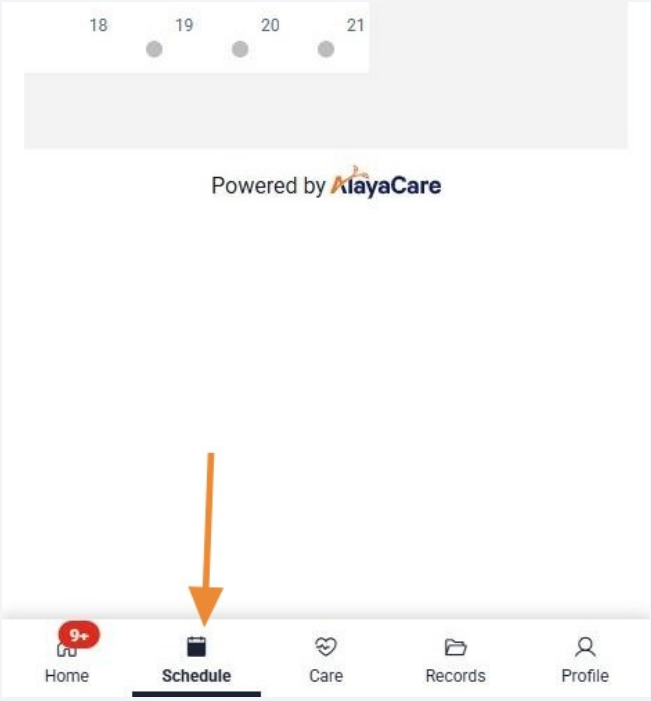


38 When an alert is not selected, it will appear grey as shown below:



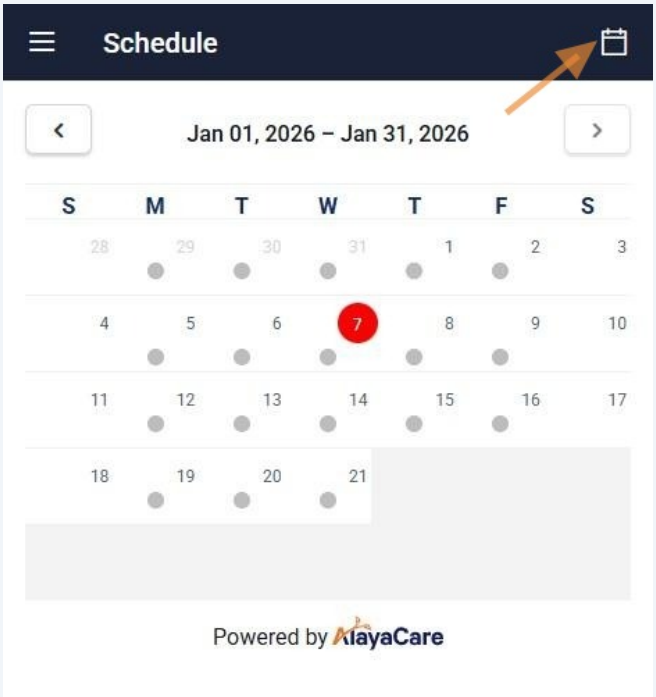
Schedule & Cancellations

39 Click the Schedule button at the bottom of your app to access it.

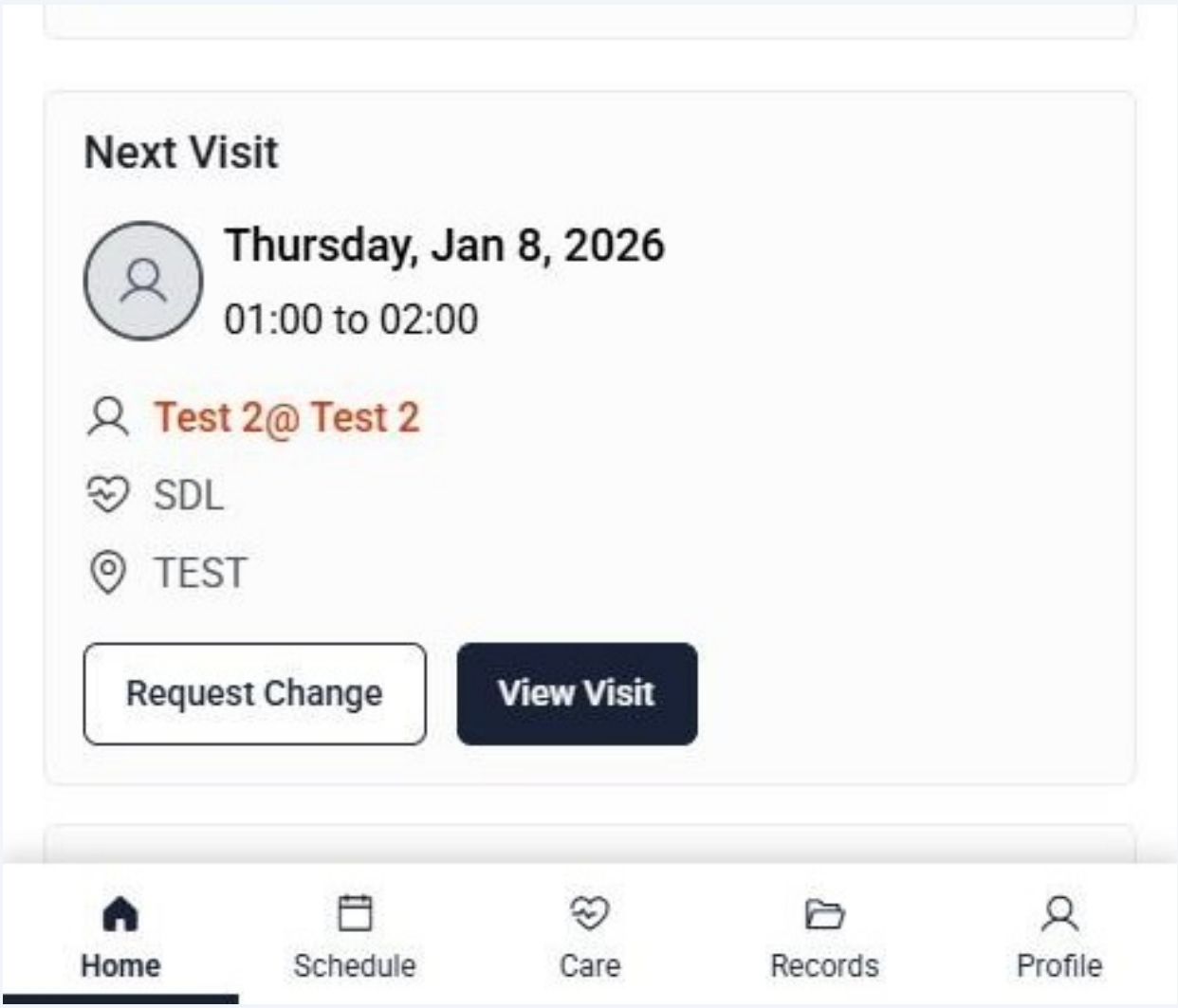


40

- The Schedule function will show your past visits and upcoming visits 1 week in advance.
- You can use the top right calendar icon to change your calendar view:



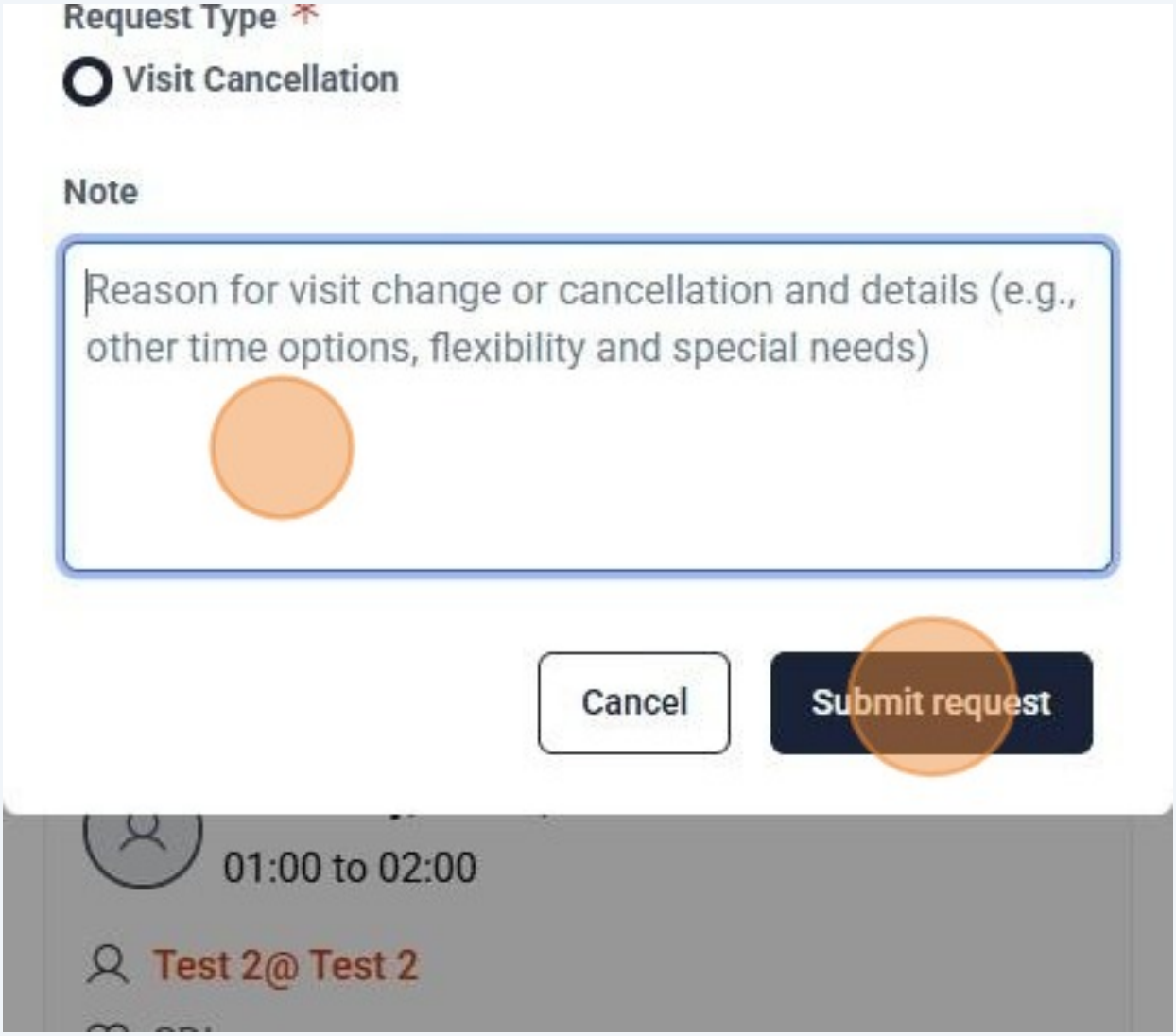
41 You can cancel visits by clicking on “Request Change”.



42

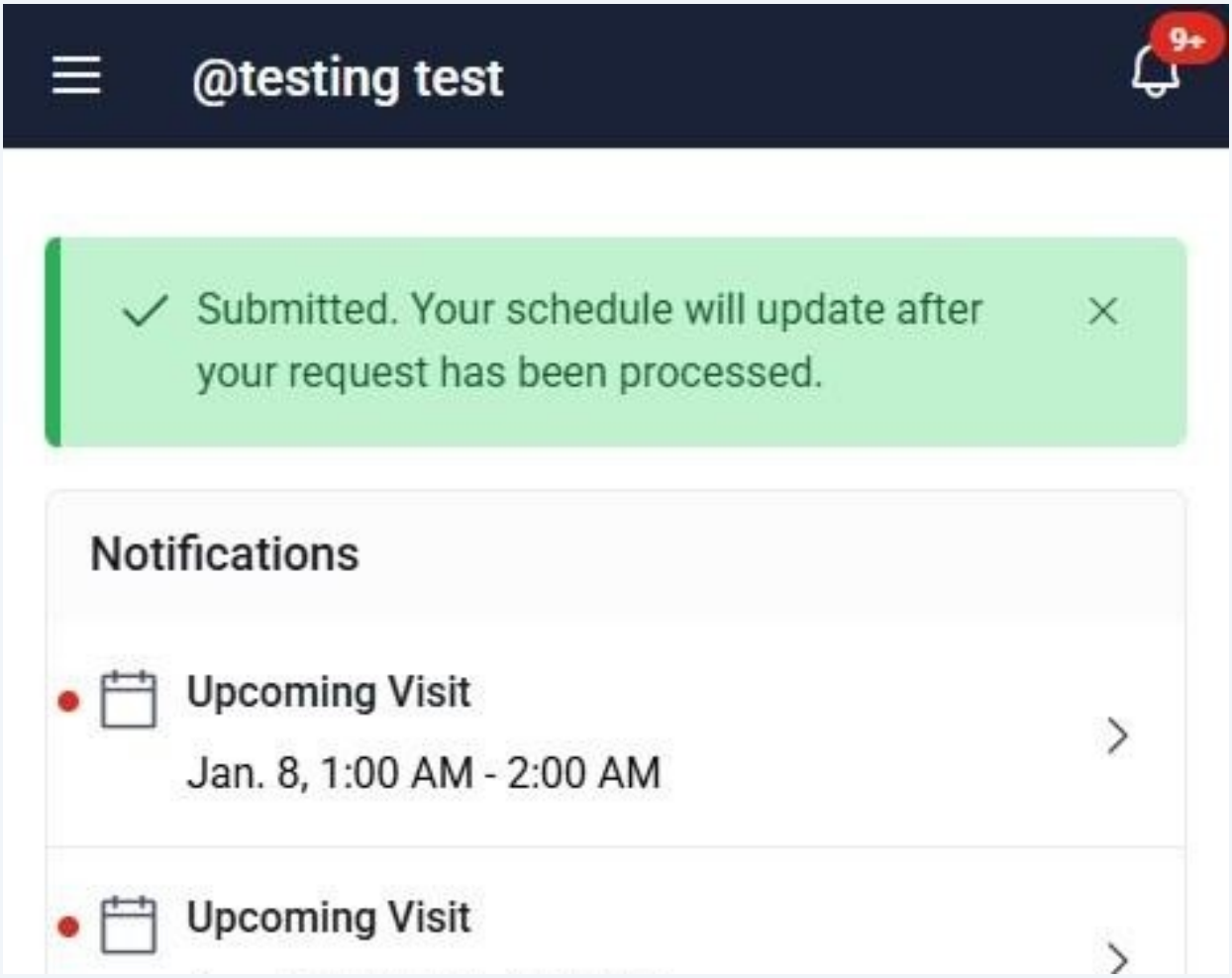
1. Please add a reason for the visit cancellation in the "Note" section so that our staff can action it.

2. Click Submit



⚠ Please do not add requests in the comment section, as it is not actively monitored. For any concerns, complaints, or requests, please call Nucleus.

43 You will receive a confirmation "Submitted. Your schedule will update after your request has been processed."



⚠ Please note that visit cancellations must be made at least 12 hours in advance. If you need to cancel within 12 hours of the visit, please call our office.

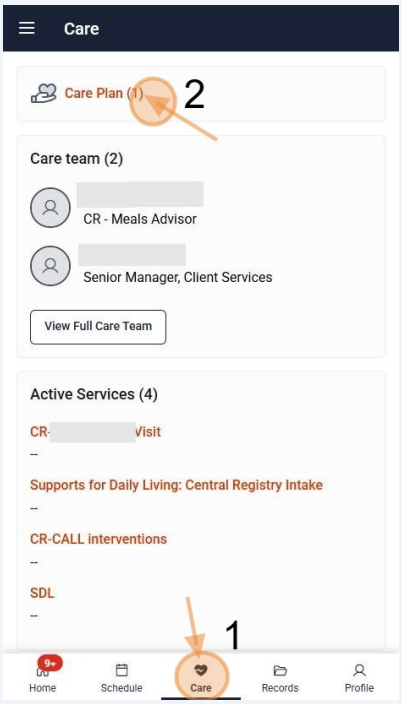
ⓘ Your schedule will update after our staff processes your request. To confirm it has been actioned, check your Schedule tab—if the visit is no longer there, it has been processed. If the visit is still there, you will need to wait till our staff processes it.

Careplan

44

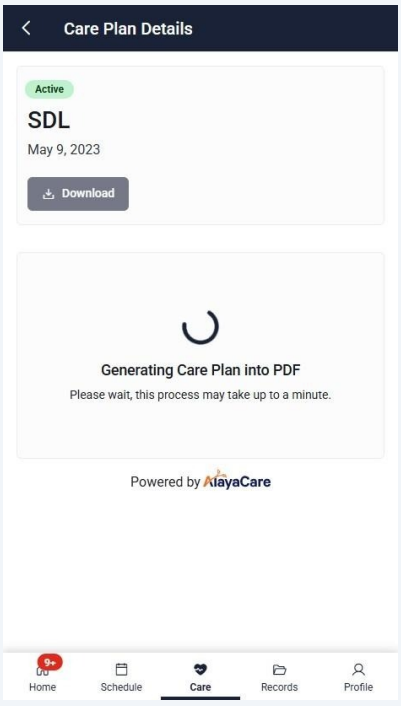
1. To acces your careplan, click on the "Care" tab at the bottom of your app

2. Click "Care Plan" at the top of the page



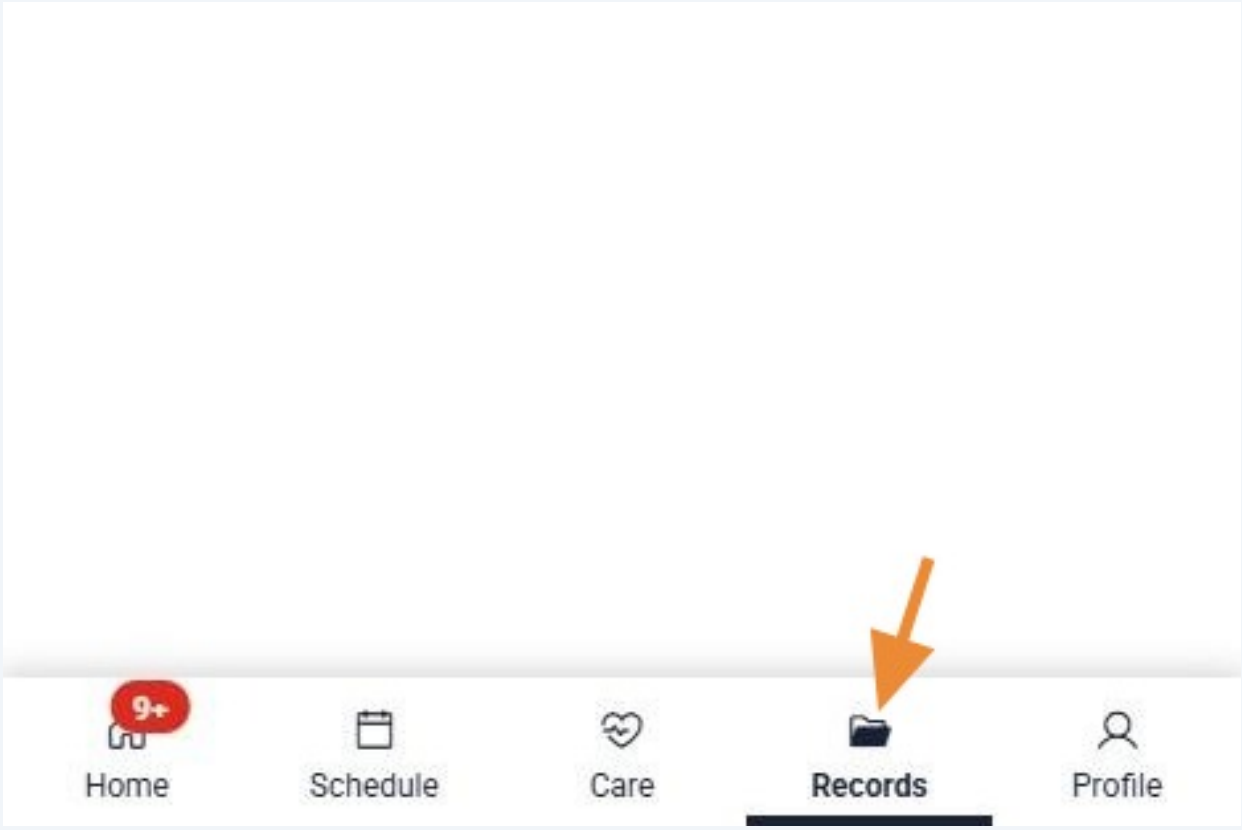
45

The care plan is generated as a PDF file, allowing you to view and download it as required.



Records

46 The Records section will house any documentation that needs to be share with you.



Feedback & Help

- Any feedback can be directed to your Care Team Lead
- Any questions about scheduling, service changes and requests can be directed to **905-829-4499**.
- If there are any last-minute cancellations or urgent concerns, please call in to the Nucleus office at **905-829-4499**.