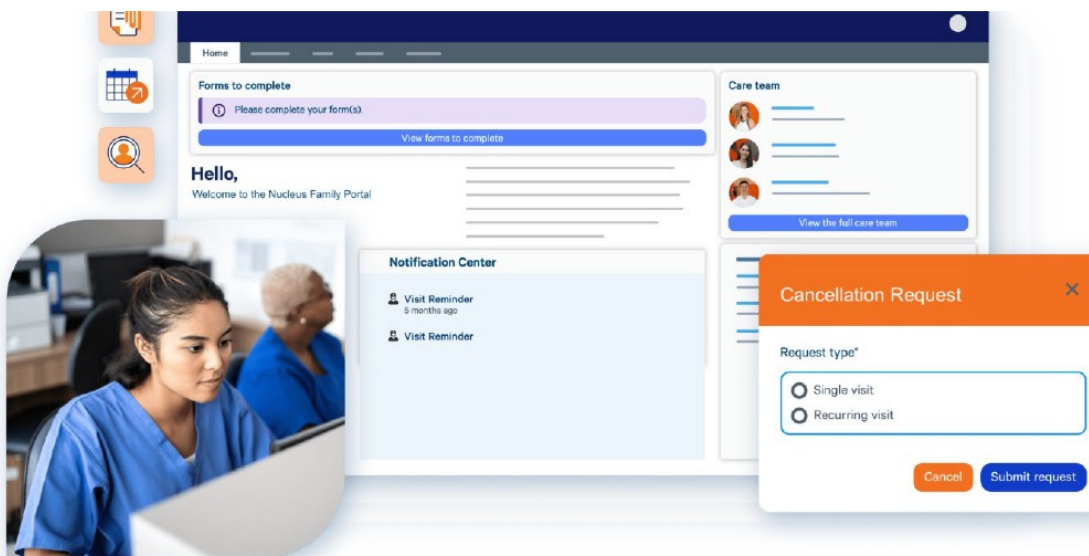


Family Portal User Guide V.8



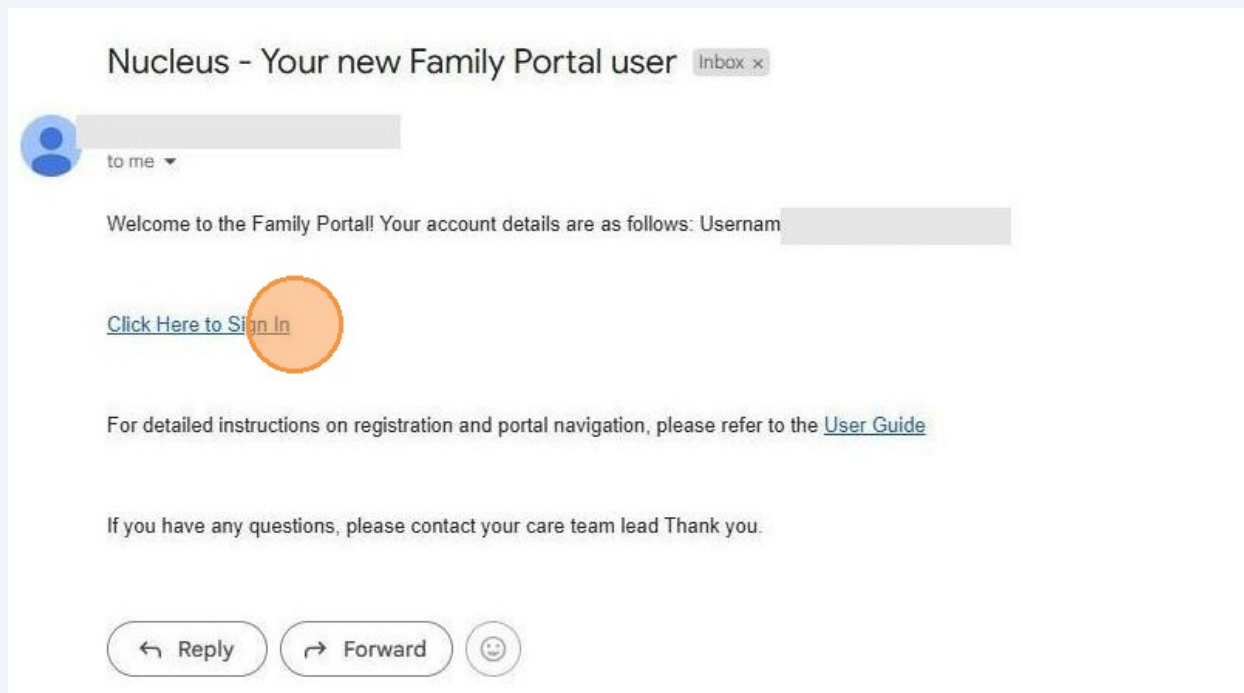
1 What is the Family Portal?

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.

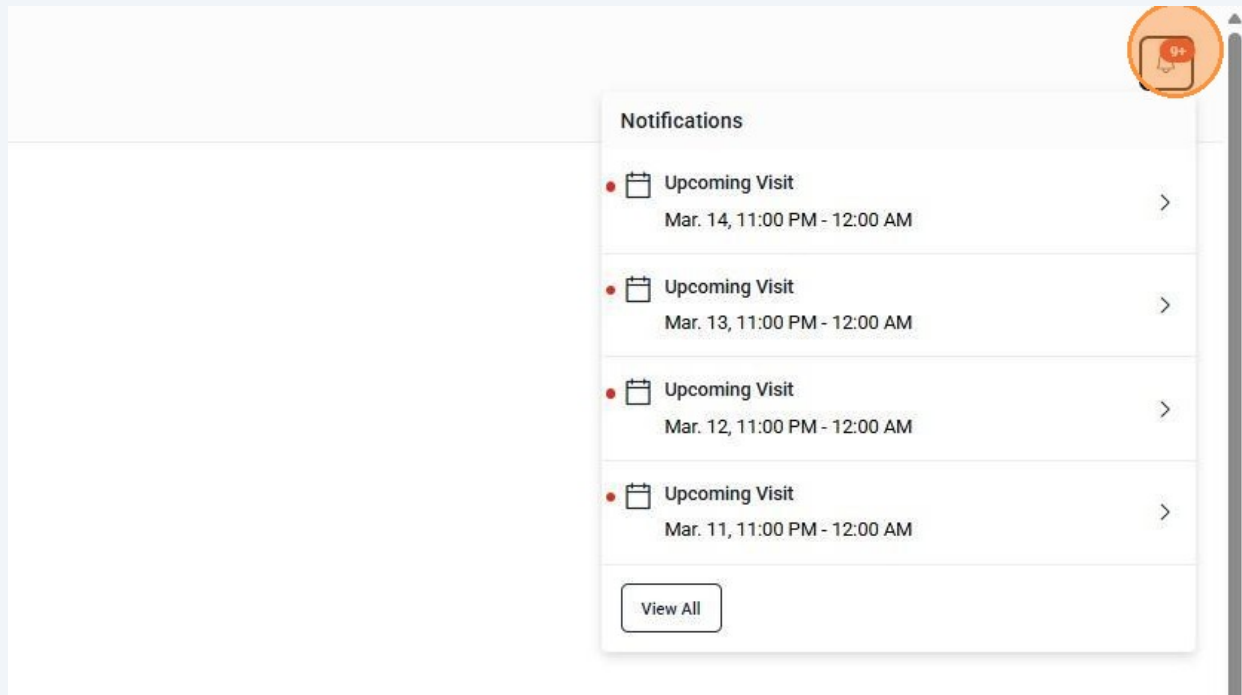
4 Navigate to <https://nucleus.alayacare.ca/familyportal>

- 5
- Enter your Email and Password associated with your account
 - Click "Login"

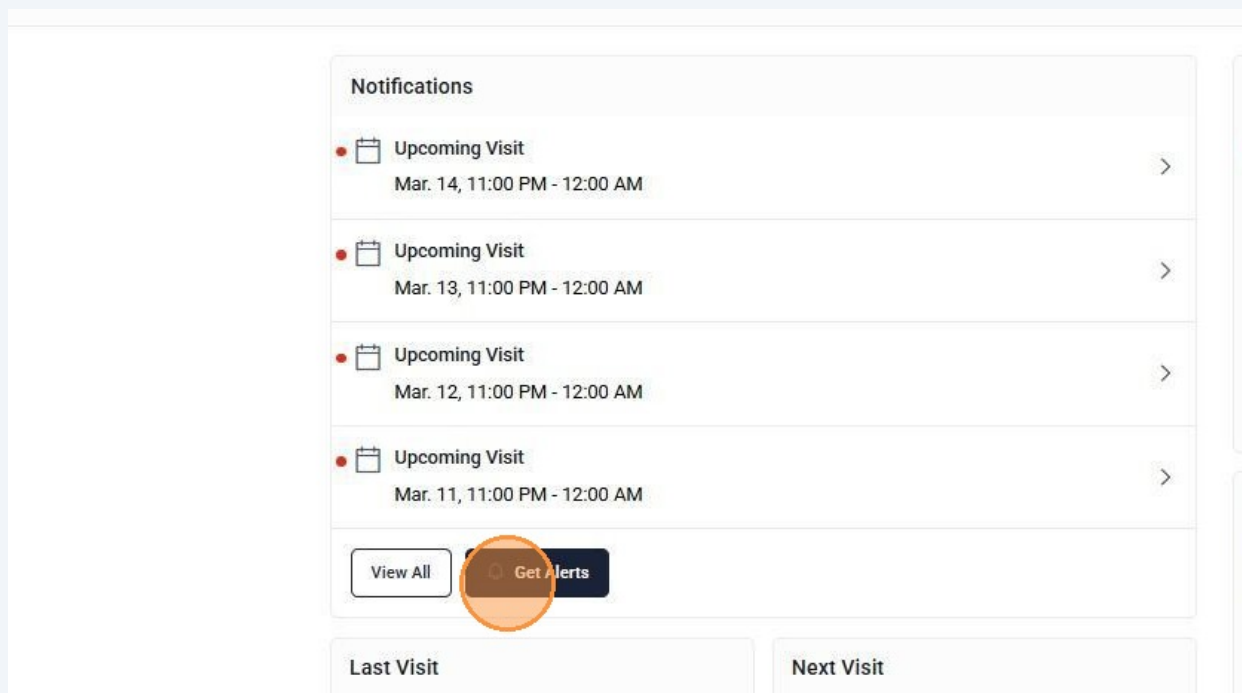
6 It should take you to your home page as shown below:

Notifications

- 7 The top left bell icon is for your notifications

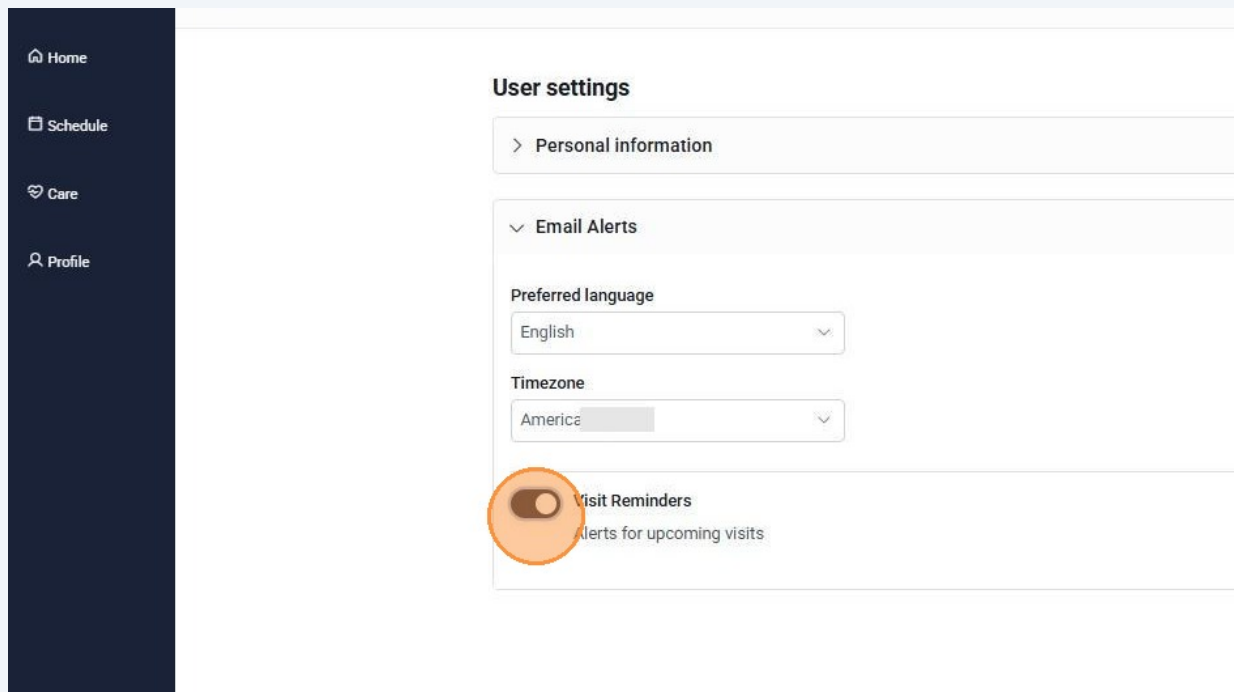


- 8
- You can manage your email notifications through your home page.
 - Click "**Get Alerts**" to customize your notification preferences.



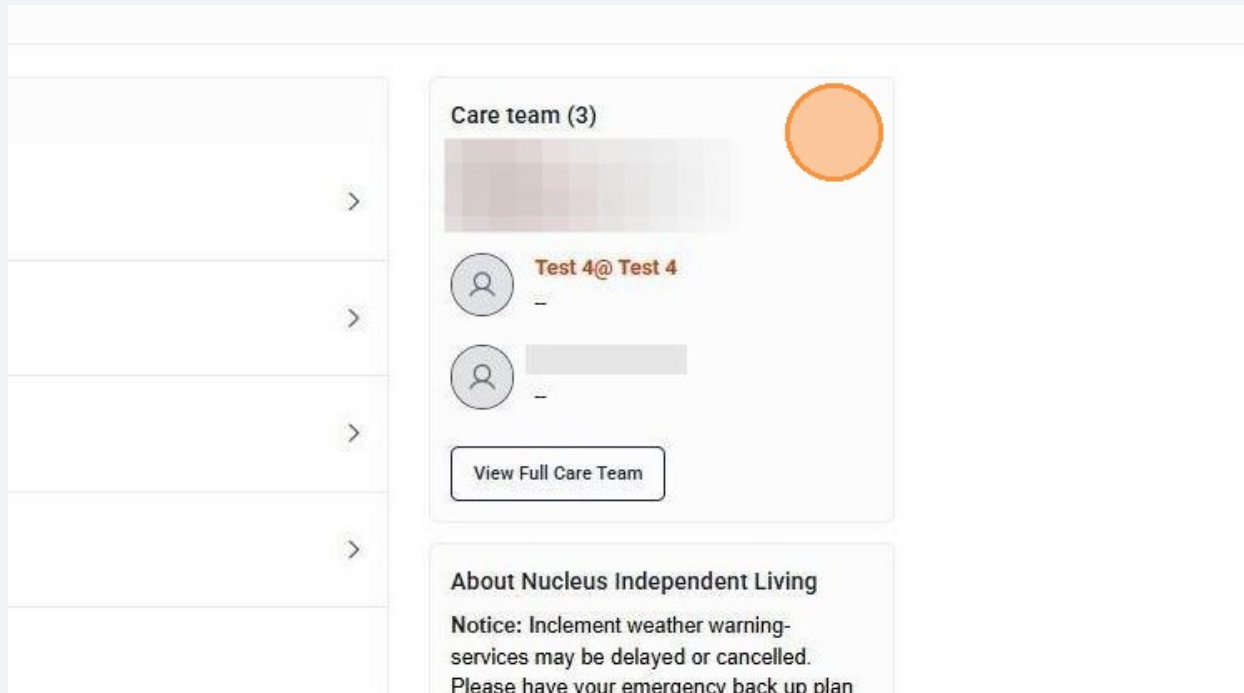
9

- 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.

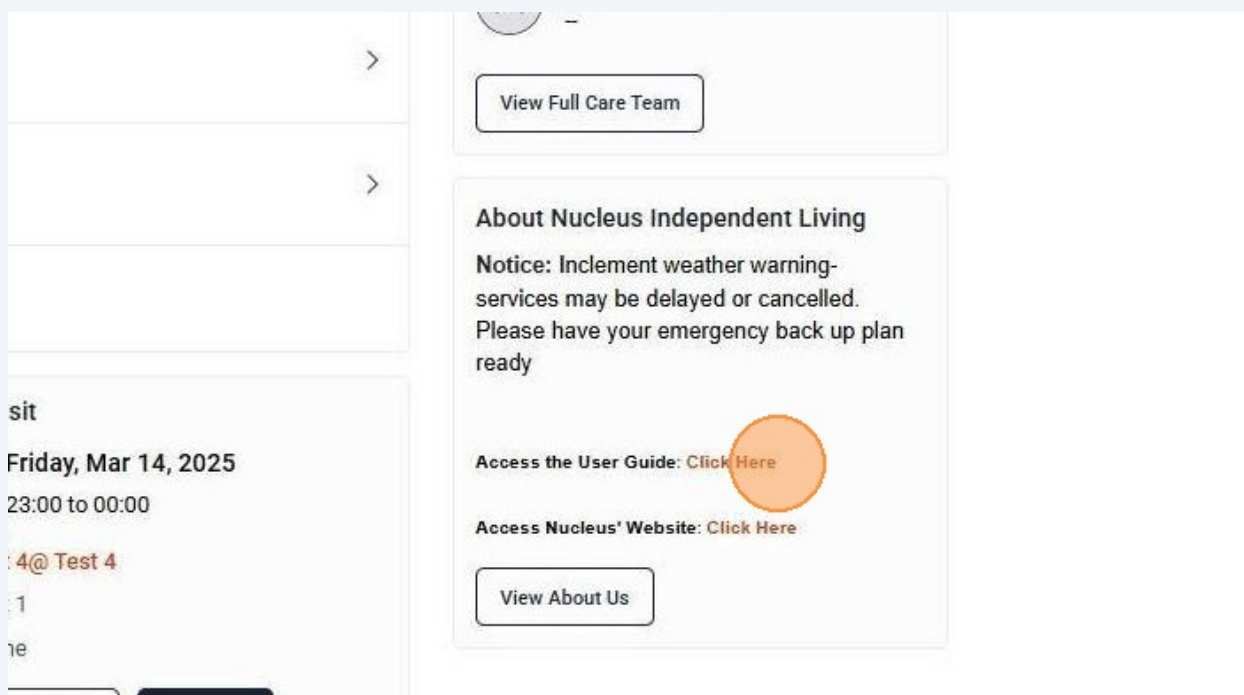


Basic Navigation

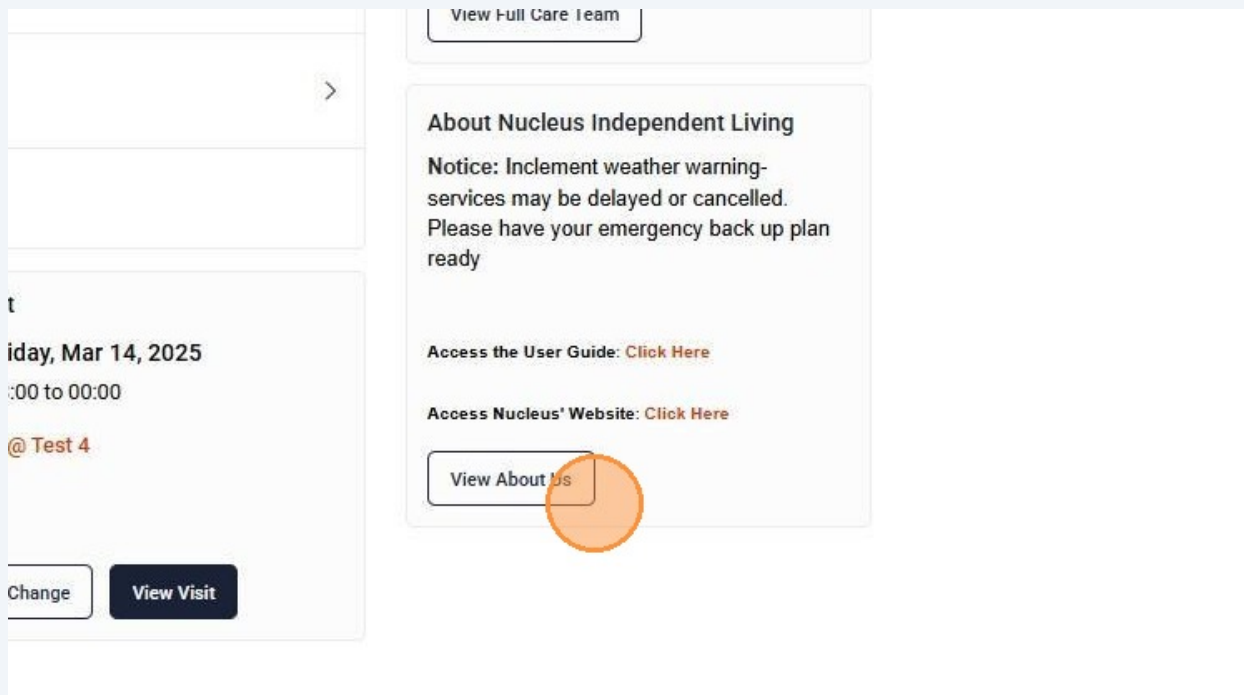
- 10** In the 'Care Team' section, you can see the names of your care team members.



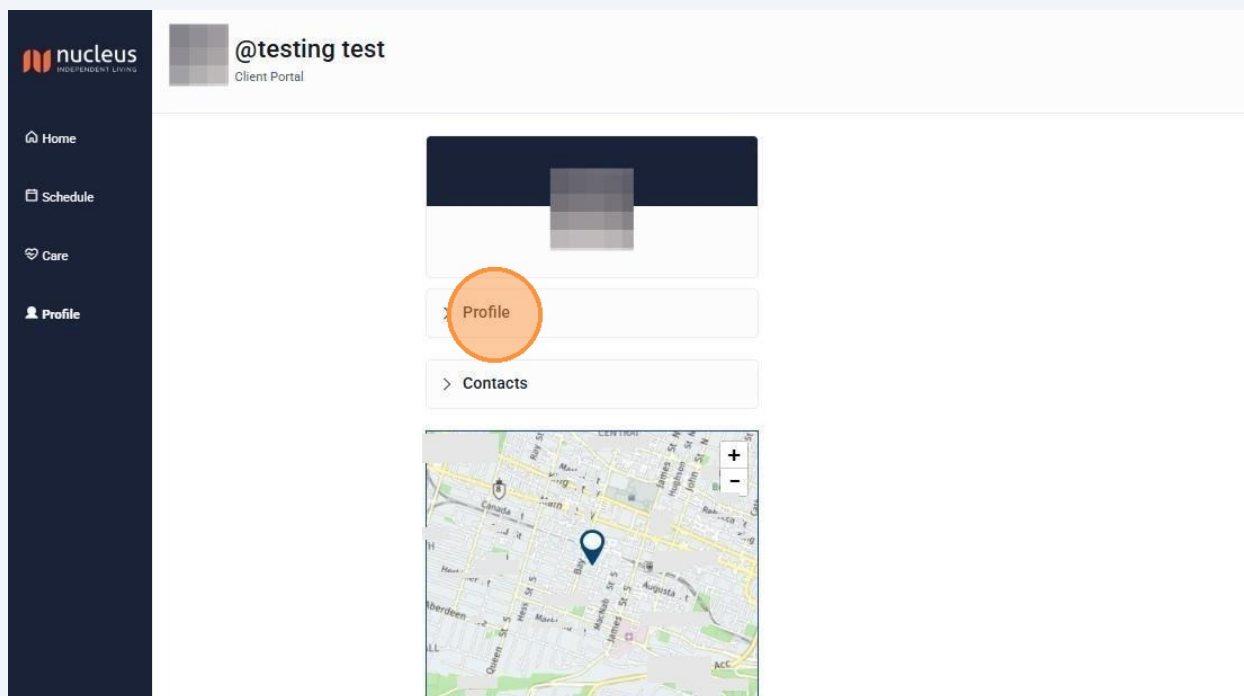
- 11** In the 'About Nucleus' section, you'll find important notices, such as weather updates, along with links to your User Guide and our website.



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

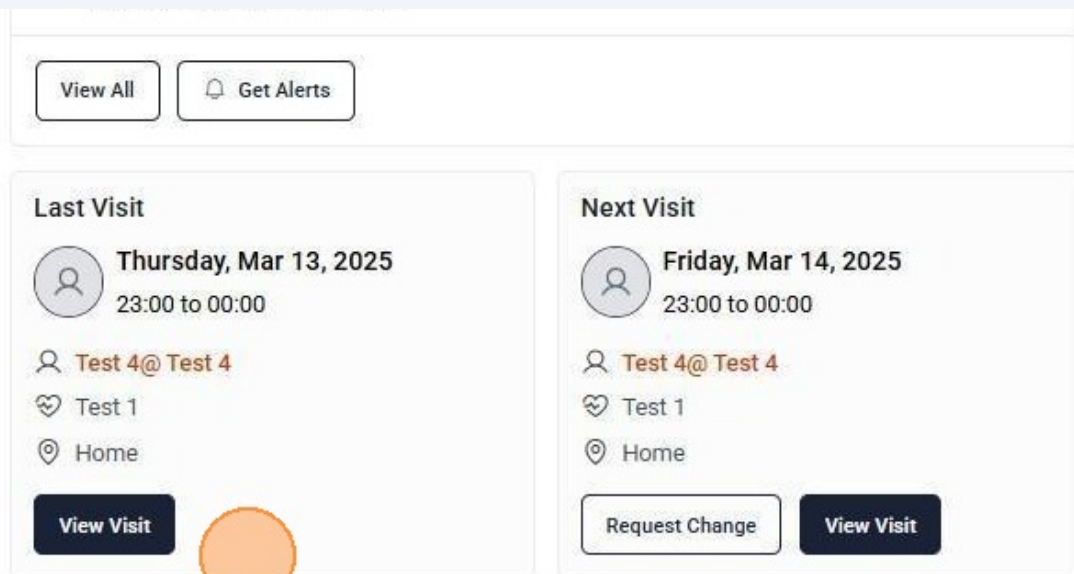


- 13 The **Profile** section displays your details, including your **email, address, and phone number**.

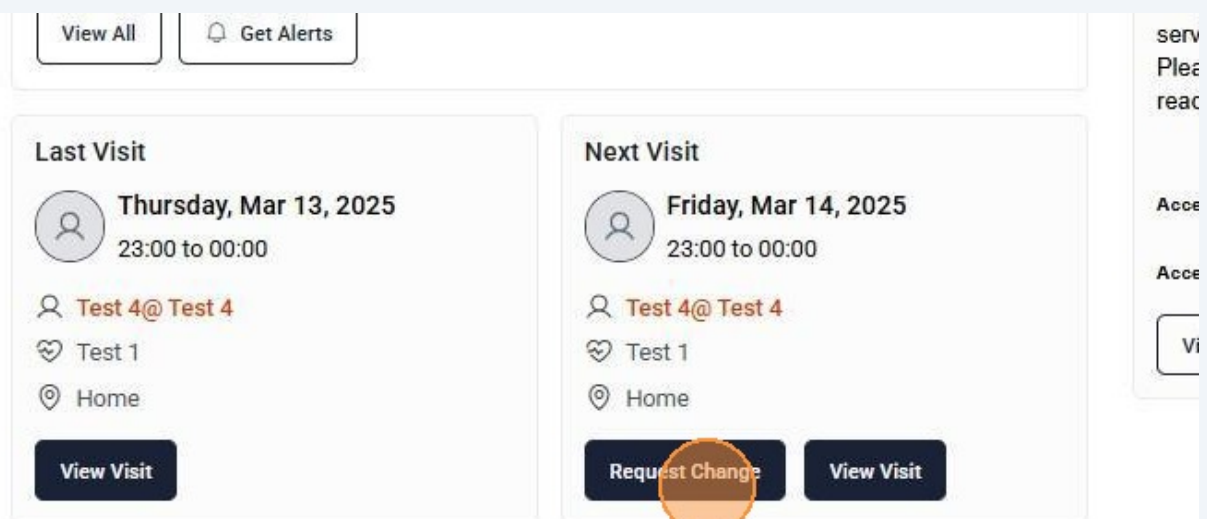


Visit Cancellation & Schedule

- 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



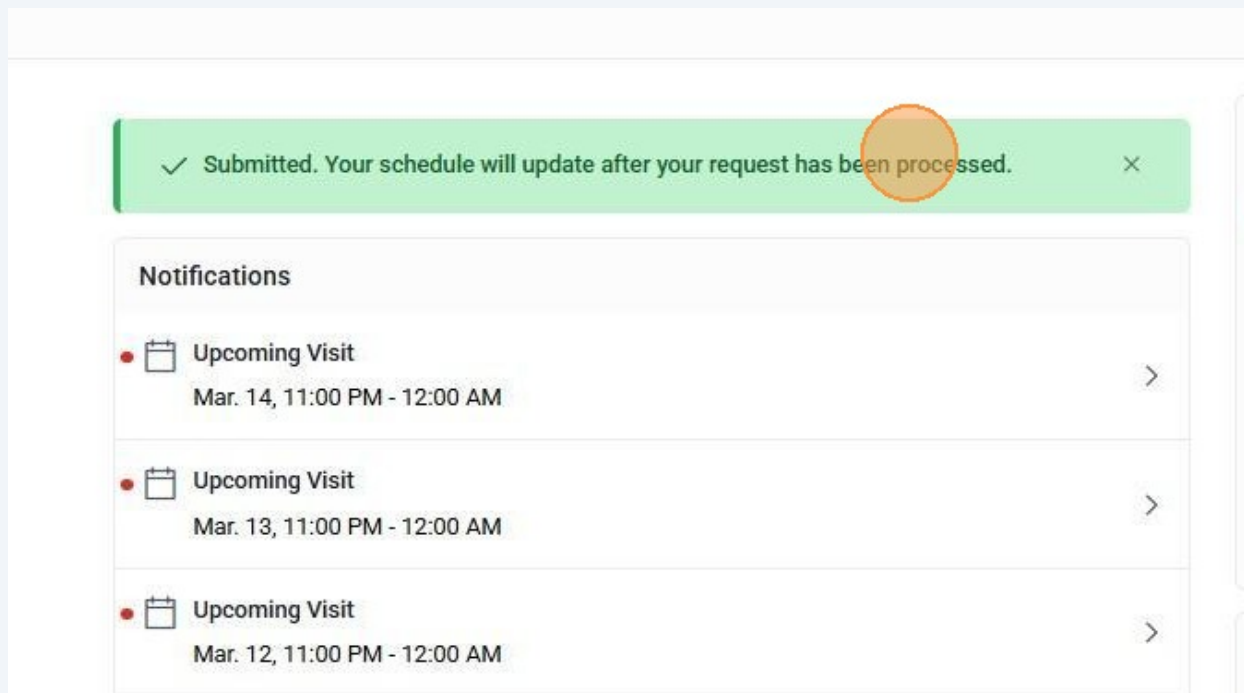
- 16 Please add a reason for the visit cancellation so that our staff can action it.

The screenshot shows a 'Request Visit Change' modal form. At the top, it says 'Visit starting at 23:00 Friday, March 14th 2025'. Below this, the 'Request Type' is set to 'Visit Cancellation'. The 'Note' section contains a text field with the placeholder text 'Reason for visit change or cancellation and details'. An orange circle highlights this text field. At the bottom of the modal are 'Cancel' and 'Submit request' buttons. The background shows a list of 'Upcoming Visit' items and a 'Last Visit' section.

- 17 Click "Submit request".

This screenshot is identical to the previous one, but the orange circle now highlights the 'Submit request' button at the bottom right of the modal. The text field in the 'Note' section now contains the word 'Test'.

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.

The screenshot shows the Nucleus Client Portal interface. On the left, a dark blue sidebar contains the Nucleus logo and navigation links: Home, Schedule (highlighted with an orange circle), Care, and Profile. The main content area has a header with a placeholder profile picture and the text '@testing test Client Portal'. Below the header, a green notification bar states: '✓ Submitted. Your schedule will update after your request has been processed'. A 'Notifications' section follows, listing four 'Upcoming Visit' entries with dates and times: Mar. 14, 11:00 PM - 12:00 AM; Mar. 13, 11:00 PM - 12:00 AM; Mar. 12, 11:00 PM - 12:00 AM; and a partially visible entry for Mar. 11.

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

The screenshot displays the 'Day' view of the schedule. On the left, a calendar for March 2025 shows the 14th selected. The main area is titled '2025 Mar 14 Friday'. A vertical timeline on the right shows time slots from 08:00 PM to 11:00 PM. A visit titled 'Test 4@ Test 4 - 11:00 pm - 12:00 am' is scheduled for 11:00 PM, with a sub-entry 'Test 1'. At the bottom, there are four buttons: 'Scheduled' (blue), 'Clocked' (green), 'Completed' (dark blue), and 'Cancelled/ On Hold' (grey). A 'Print' button is located in the top right corner.

- i** 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

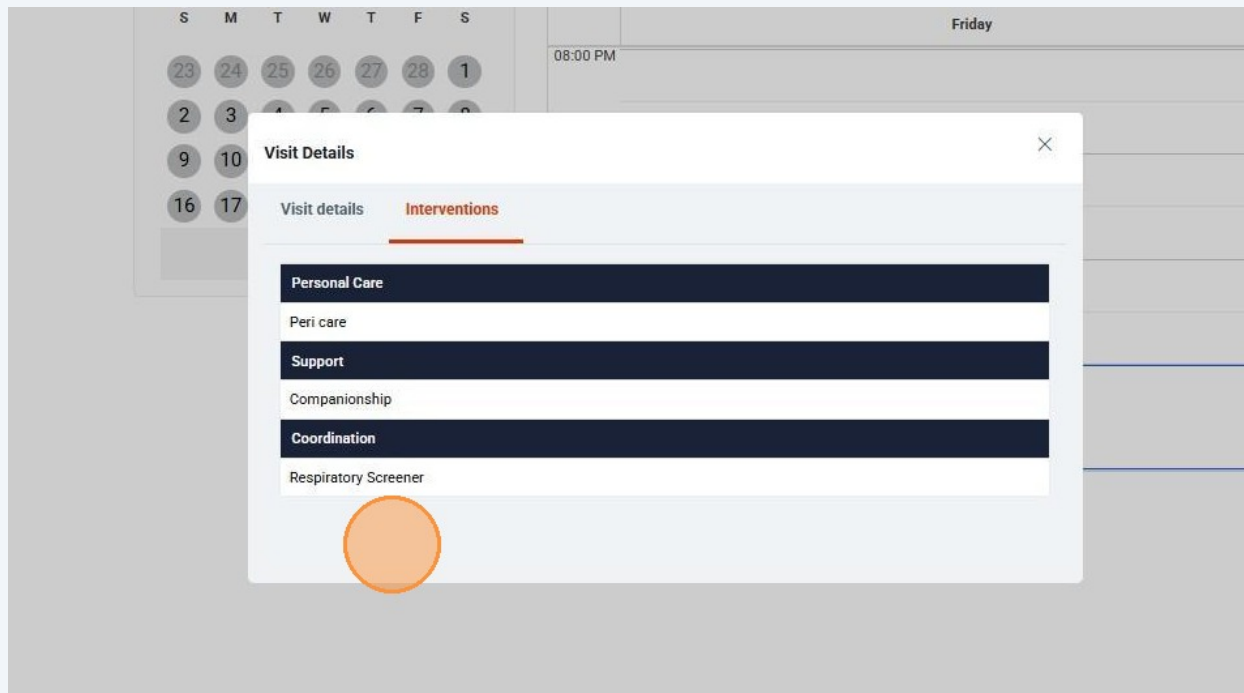
The screenshot displays a scheduling interface. On the left, there is a calendar for March 2025 with the 14th highlighted. The main area shows a day view for Friday, March 14, 2025. The timeline ranges from 08:00 PM to 11:00 PM. A visit titled "Test 4@ Test 4 - 11:00 pm - 12:00 am" is scheduled at 11:00 PM. Below the timeline, there are four buttons: "Scheduled" (blue), "Clocked" (green), "Completed" (dark blue), and "Cancelled/ On Hold" (grey).



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

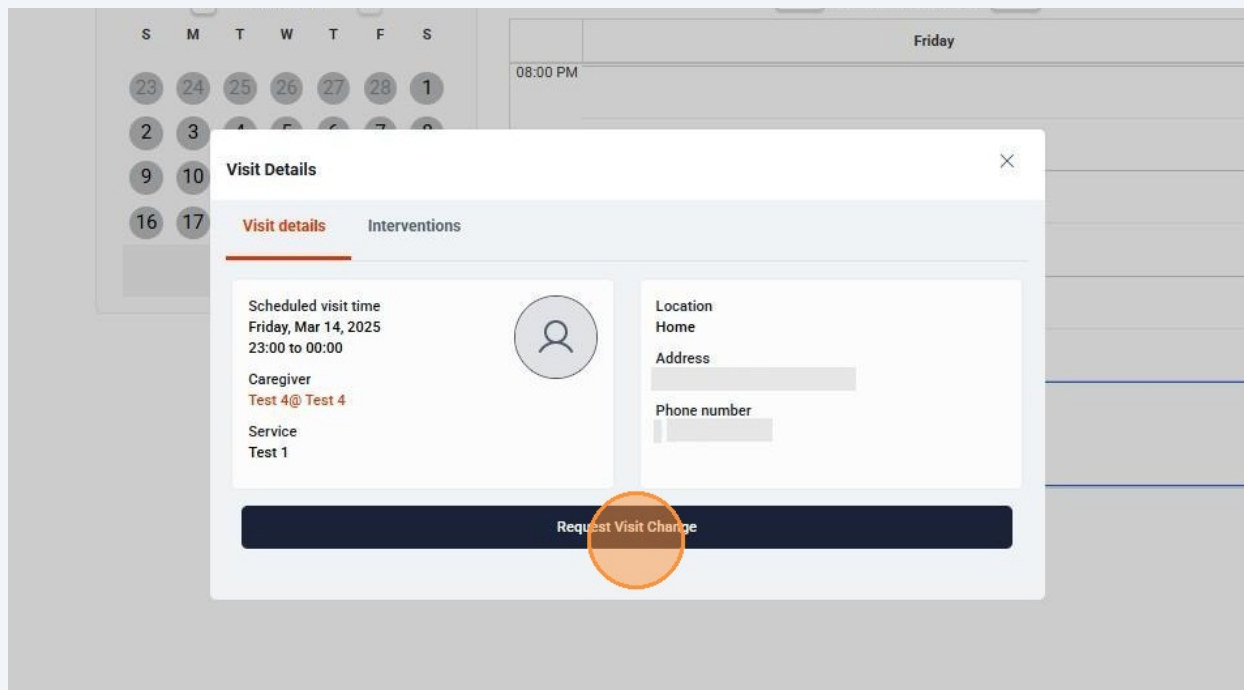
21

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.

Request Visit Change

Visit starting at 23:00 Friday, March 14th 2025

Request Type *

☐ Visit Cancellation

Note

Reason for visit change or cancellation and details

Cancel Submit request

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

nucleus
INDEPENDENT LIVING

@testing test
Client Portal

Day Today

March 2025

S M T W T F S

23 24 25 26 27 28 1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21

2025 Mar 20 Thursday

08:00 PM

09:00 PM

10:00 PM

11:00 PM Test 4@ Test 4 - 11:00 pm - 12:00 am
Test 1

Scheduled Clocked Completed Cancelled/ On Hold

Care Plan

25 Click "Care"

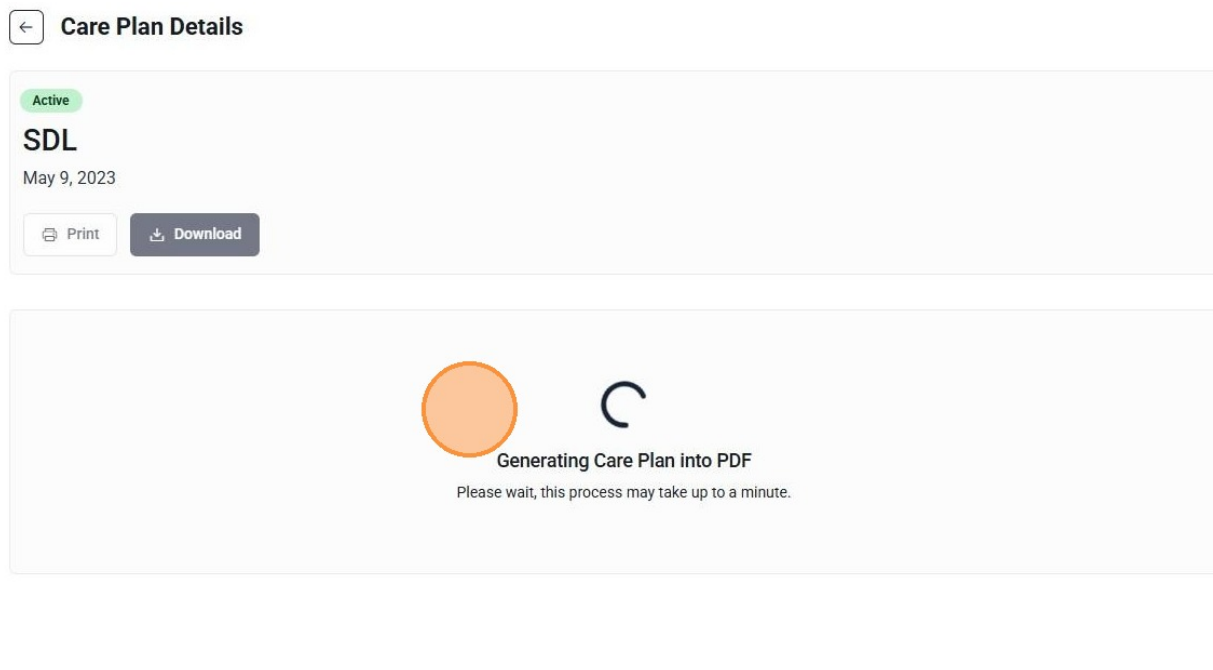
The screenshot shows the 'Care' section of the application. On the left is a dark blue sidebar with navigation options: Home, Schedule, Care (highlighted with an orange circle), Records, and Profile. The main content area has a header 'Notifications' and a list of four 'Upcoming Visit' notifications, each with a calendar icon and a red dot. The notifications are for Jan. 8, Jan. 7, Jan. 6, and Jan. 5, all from 1:00 AM to 2:00 AM. At the bottom of the notifications list are two buttons: 'View All' and 'Get Alerts'.

Notification	Time
Upcoming Visit	Jan. 8, 1:00 AM - 2:00 AM
Upcoming Visit	Jan. 7, 1:00 AM - 2:00 AM
Upcoming Visit	Jan. 6, 1:00 AM - 2:00 AM
Upcoming Visit	Jan. 5, 1:00 AM - 2:00 AM

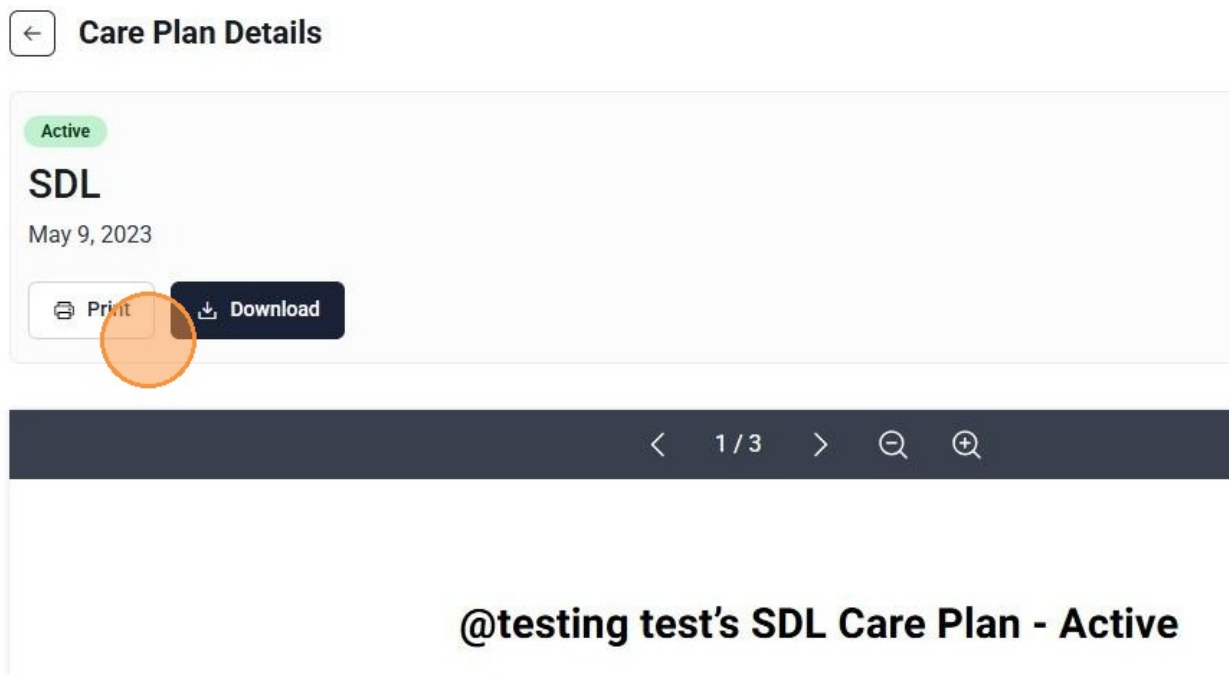
26 Click "Care Plan"

The screenshot shows the 'Care Plan' section of the application. On the left is a dark blue sidebar with navigation options: Home, Schedule, Care, Records, and Profile. The main content area has a header with the 'nucleus' logo and the text '@testing test Client Portal'. Below the header is a button labeled 'Care Plan (1)' with a calendar icon, which is highlighted with an orange circle.

- 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**

Choose your agency

Please type your agency web address into the field.

Web address

nucleus.alayacare.ca

Next



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.

Email *

Password *

☐ Remember me

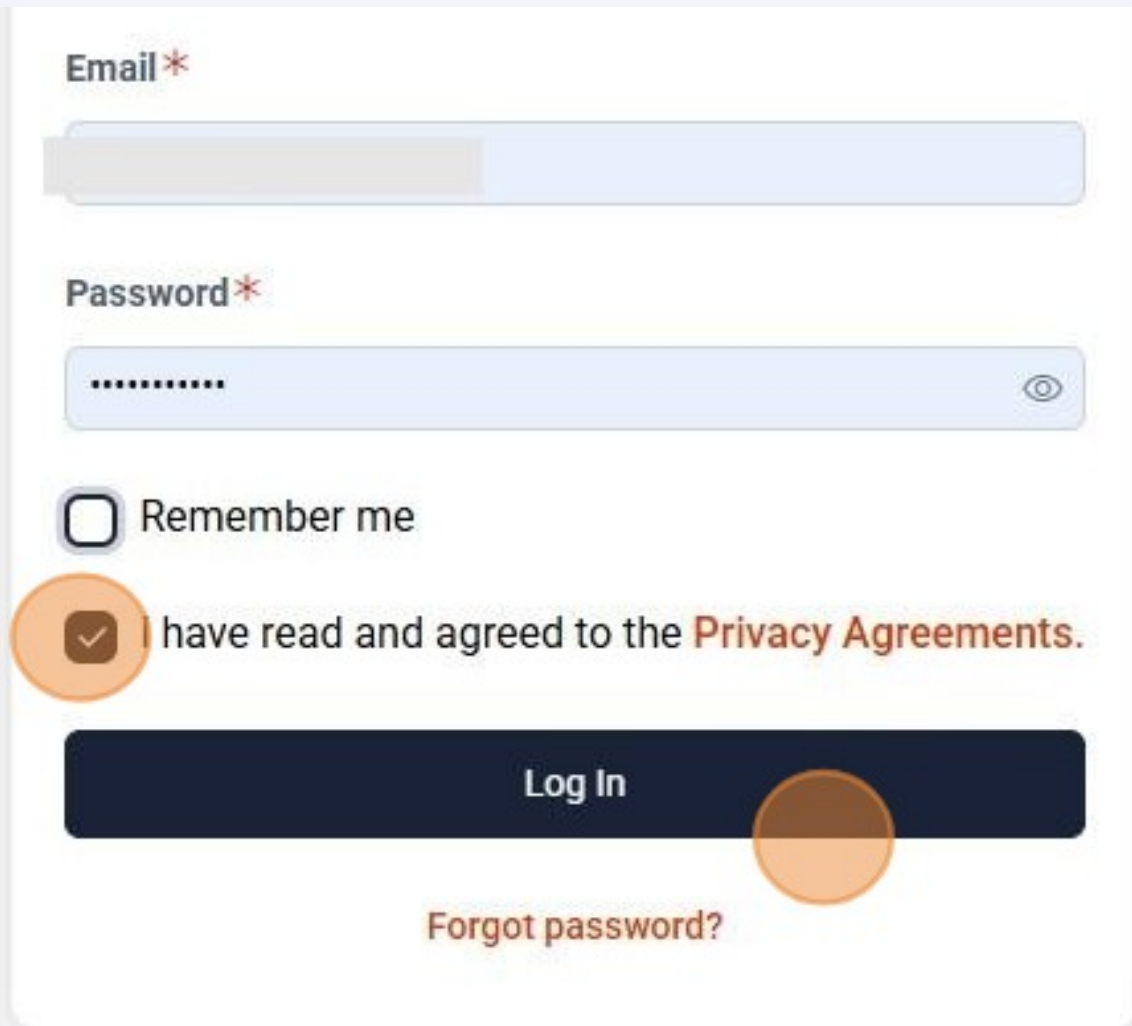
☐ I have read and agreed to the [Privacy Agreements](#).

Log In

[Forgot password?](#)

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.**



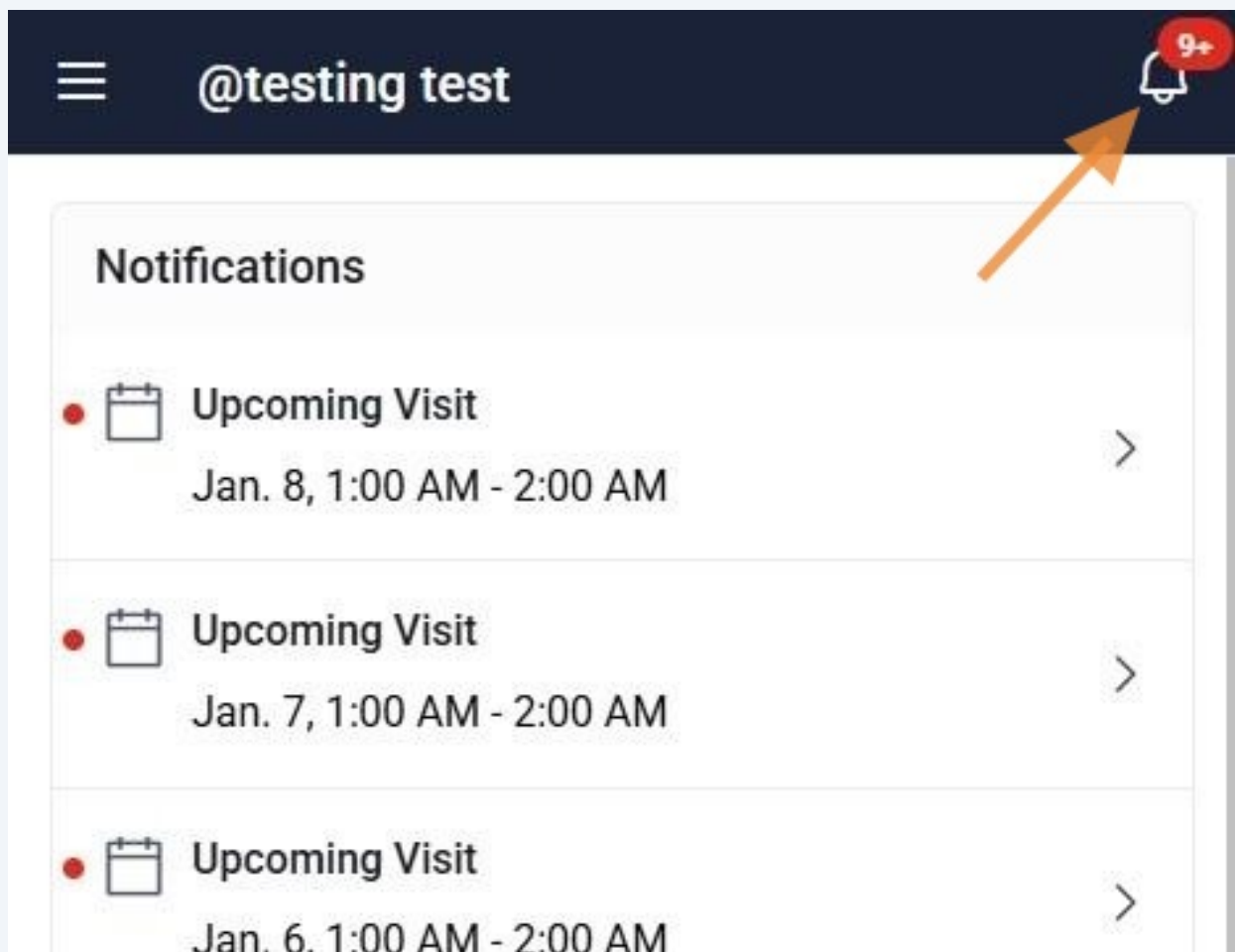
The screenshot shows a login form with the following elements:

- Email***: A text input field with a light blue border and a grey placeholder.
- Password***: A password input field with a light blue border, masked with dots, and a toggle eye icon on the right.
- ☐ Remember me: A checkbox with a light blue border.
- ☒ I have read and agreed to the **Privacy Agreements.**: A checkbox with a light blue border, which is highlighted by an orange circle. The text "Privacy Agreements" is in bold.
- Log In**: A dark blue button with white text, highlighted by an orange circle.
- Forgot password?**: A link in blue text below the login button.

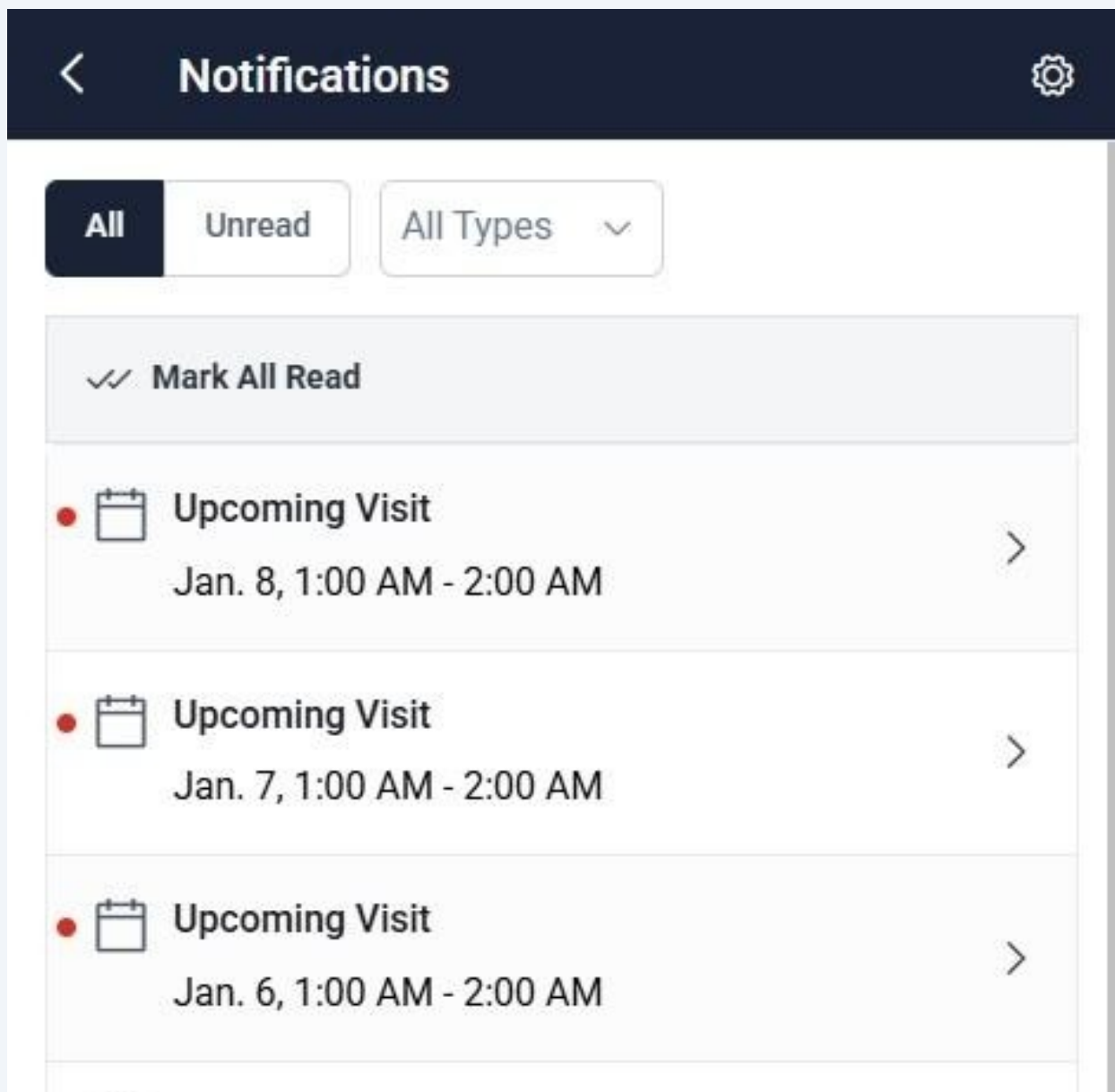
 Français

Notifications

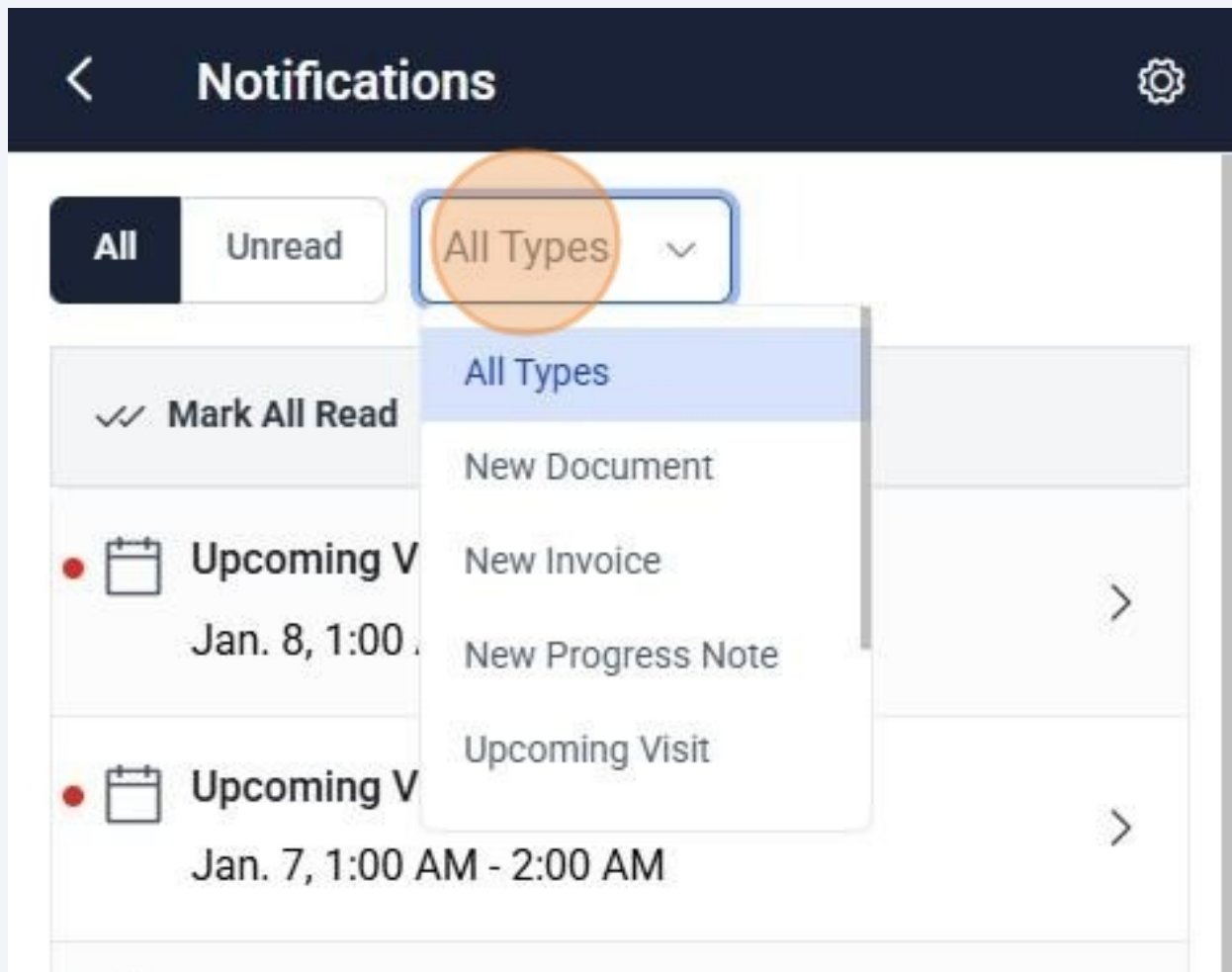
- 32** To view your notifications, click the bell icon at the top left of your phone app



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

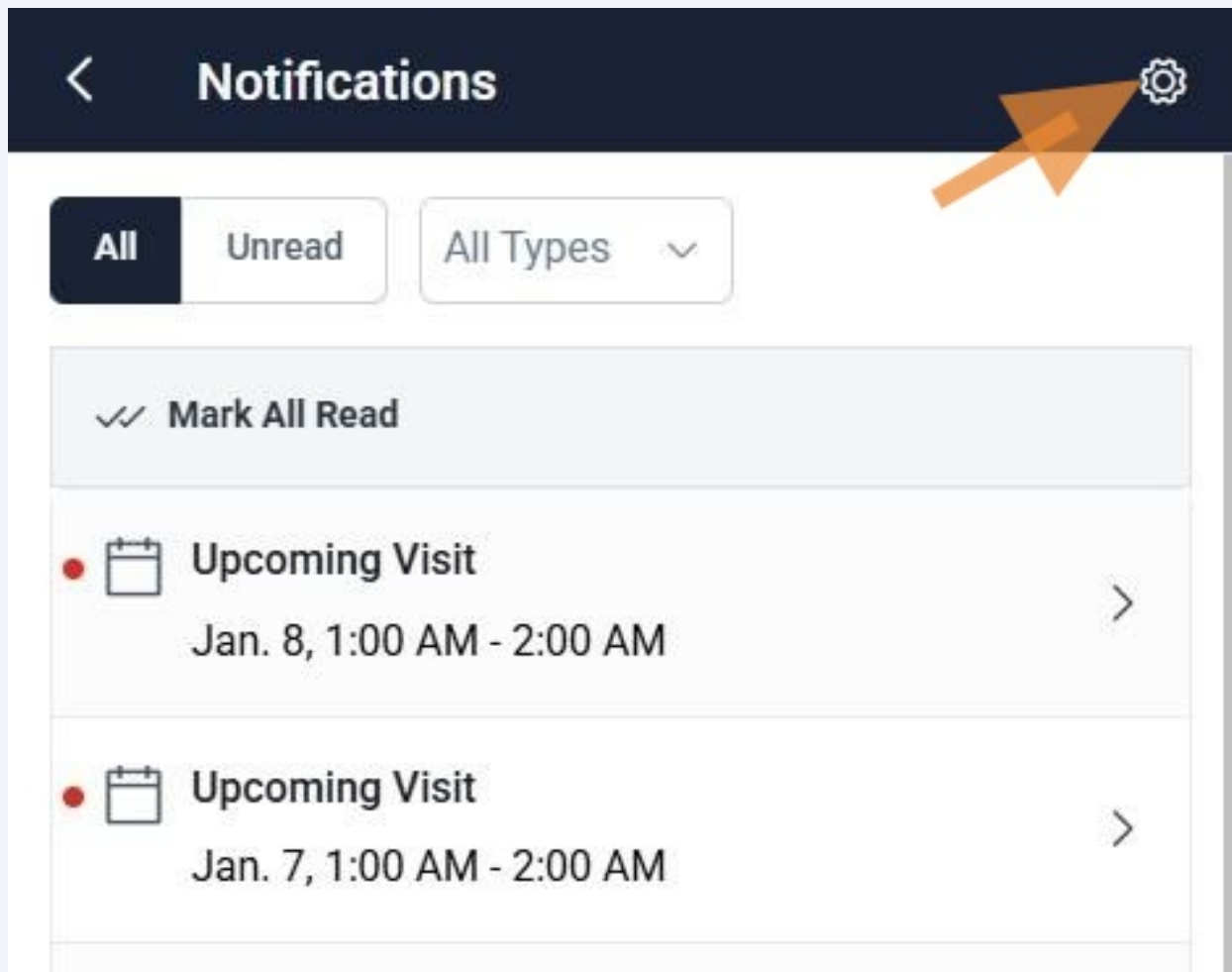


- 34** You can filter the types of notifications you wish to see by clicking "All Types"



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 receive via email as well as other controls such as account information and password change.



Settings

User settings

> Account Information

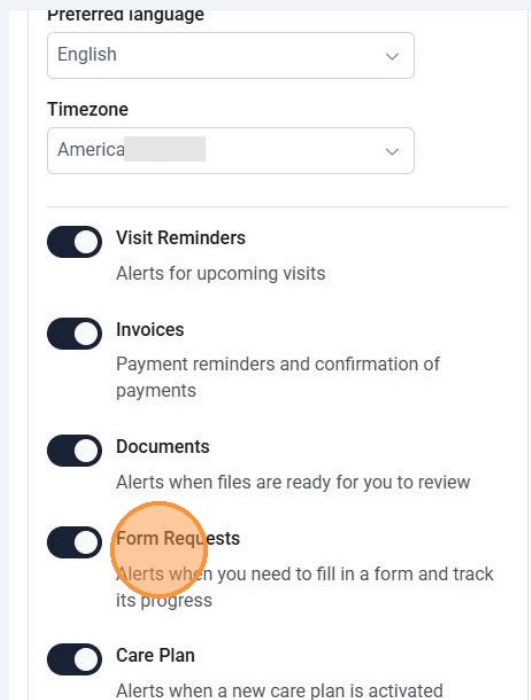
> Password Management

> Email Alerts

Powered by  AlayaCare

37

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



Preferred language
English

Timezone
America

☒ **Visit Reminders**
Alerts for upcoming visits

☒ **Invoices**
Payment reminders and confirmation of payments

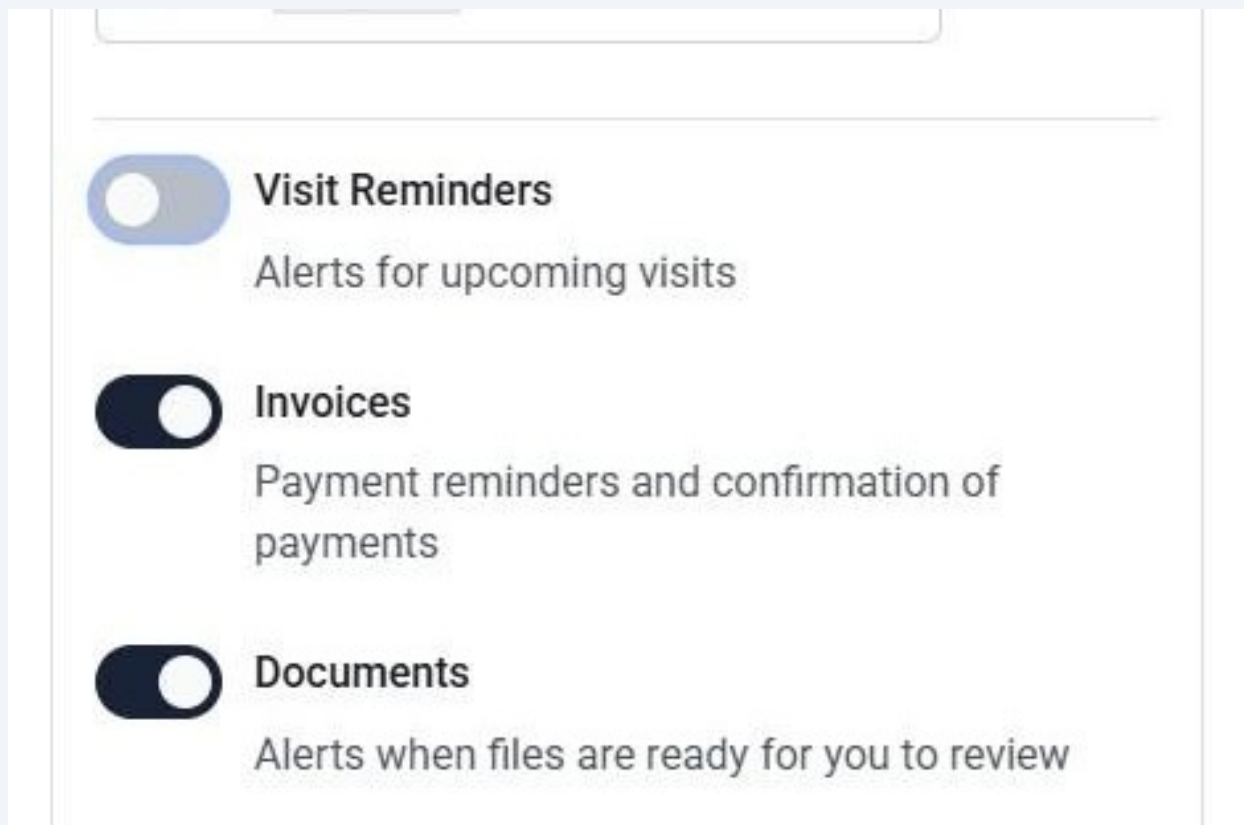
☒ **Documents**
Alerts when files are ready for you to review

☒ **Form Requests**
Alerts when you need to fill in a form and track its progress

☒ **Care Plan**
Alerts when a new care plan is activated

38

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



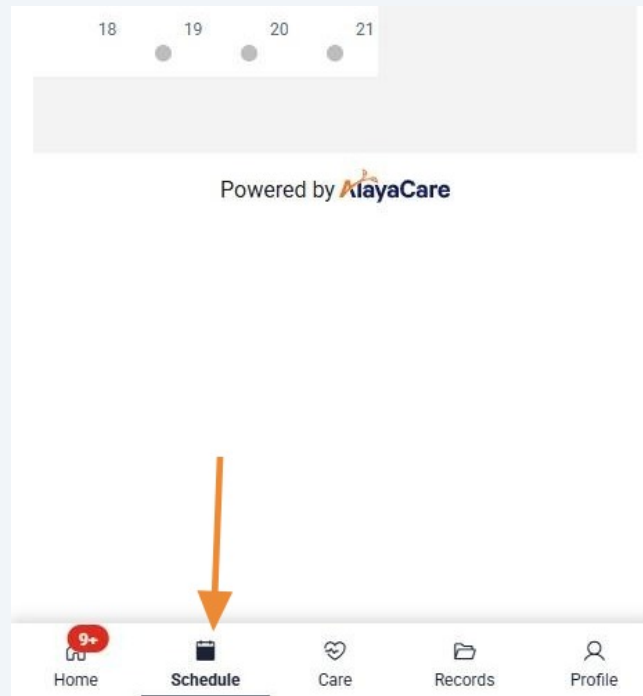
☐ **Visit Reminders**
Alerts for upcoming visits

☐ **Invoices**
Payment reminders and confirmation of payments

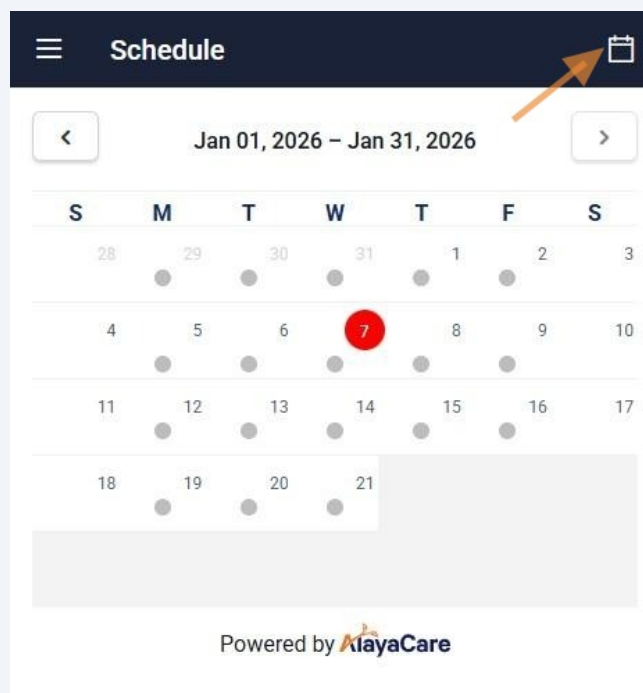
☐ **Documents**
Alerts when files are ready for you to review

Schedule & Cancellations

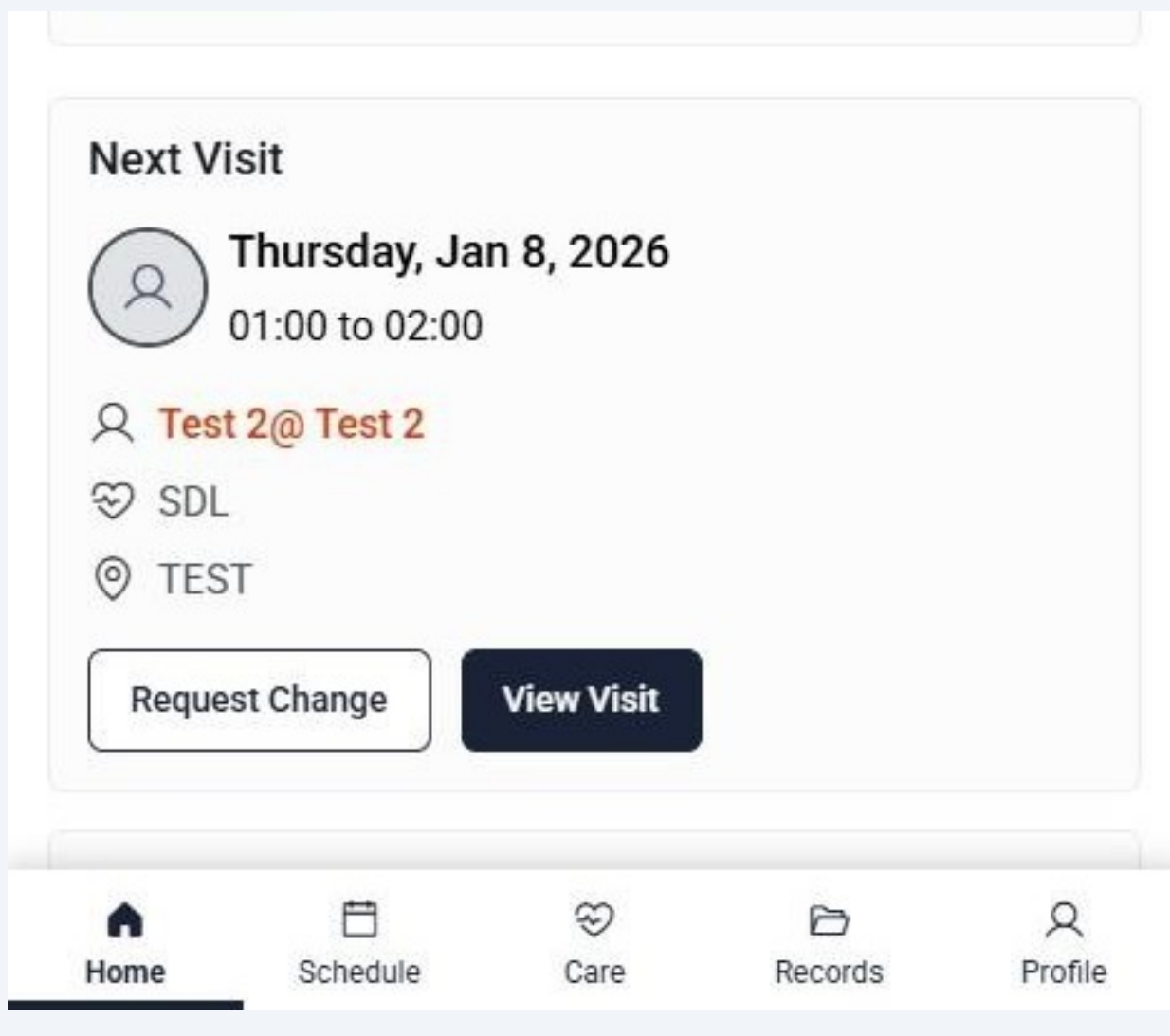
- 39** Click the Schedule button at the bottom of your app to access it.



- 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:



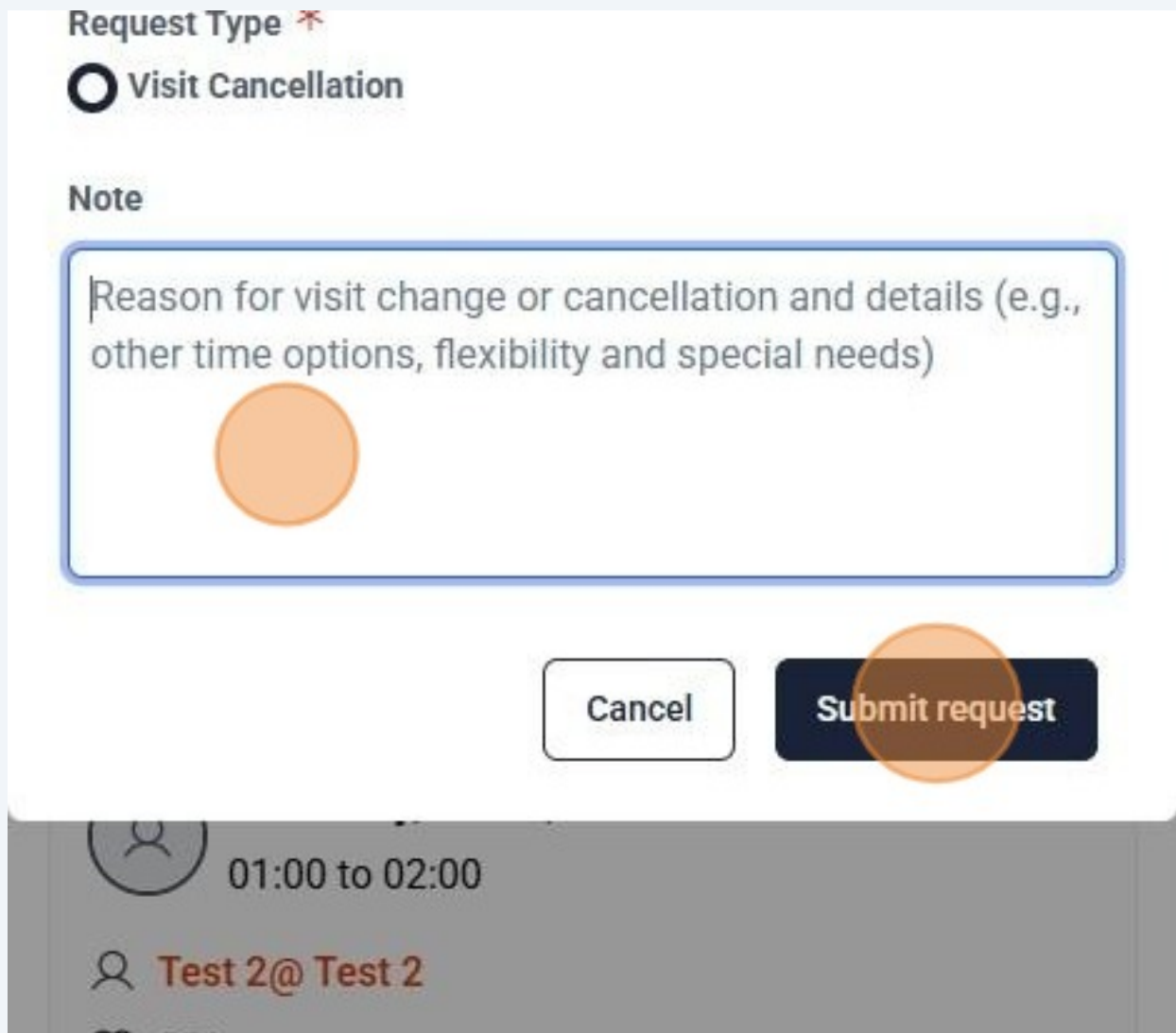
- 41** You can cancel visits by clicking on "Request Change".



42

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

2. Click Submit



Request Type ✖

☐ Visit Cancellation

Note

Reason for visit change or cancellation and details (e.g., other time options, flexibility and special needs)

01:00 to 02:00

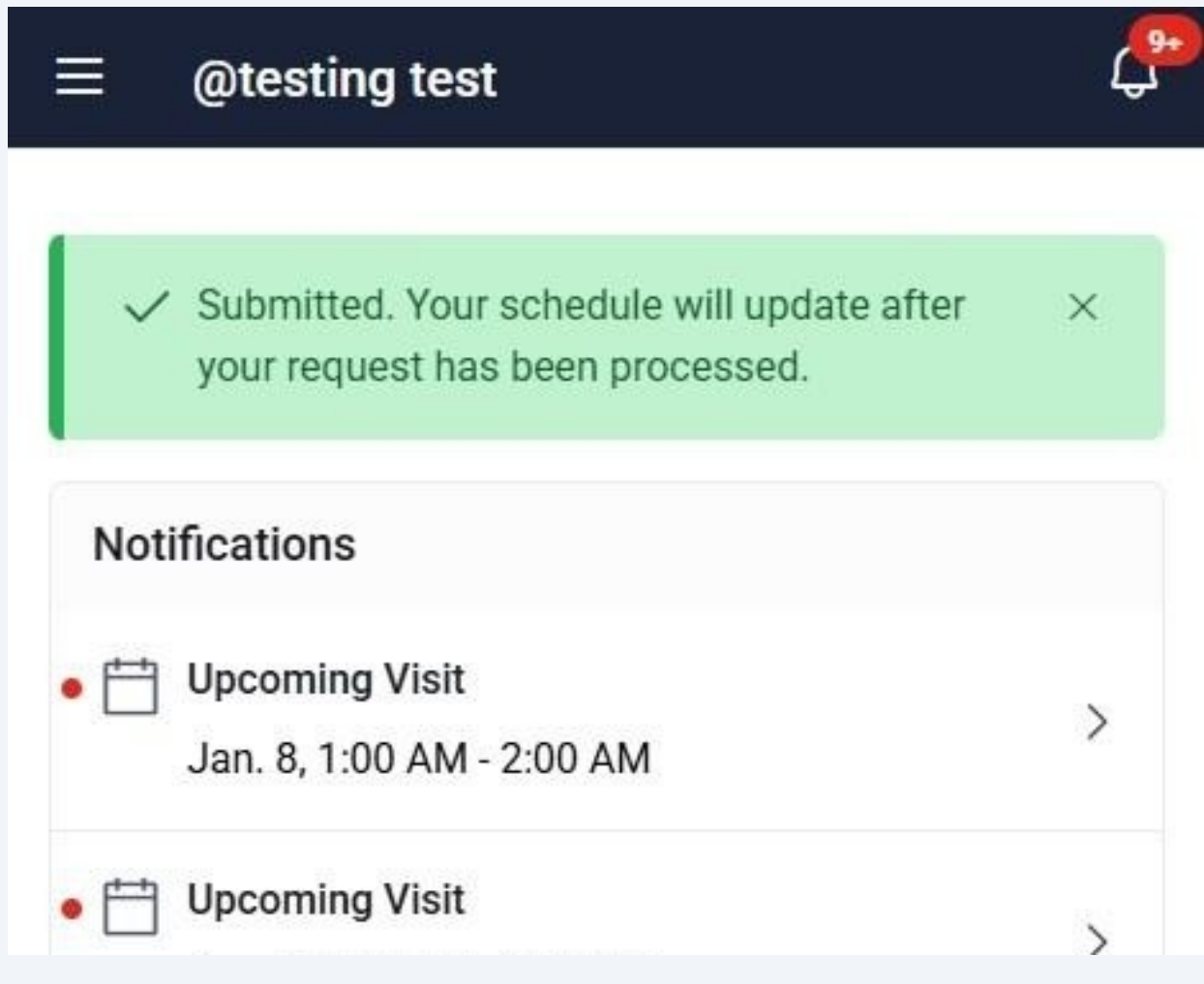
Test 2@ Test 2



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.

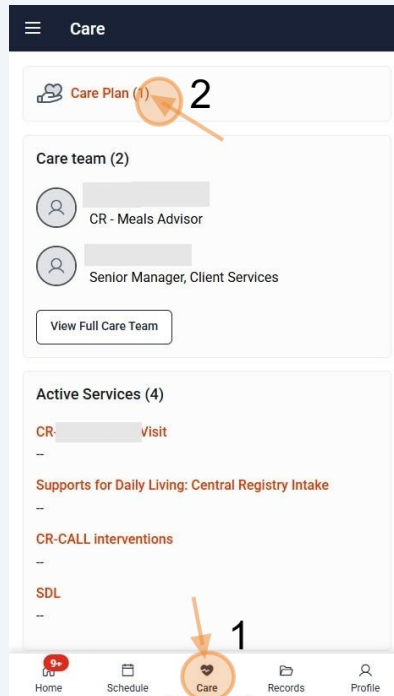


Your schedule will update after our staff processes your request. To confirm it has been actioned, check your Schedule tab—if the visit is no longer there, it has been processed. If the visit is still there, you will need to wait till our staff processes it.

Careplan

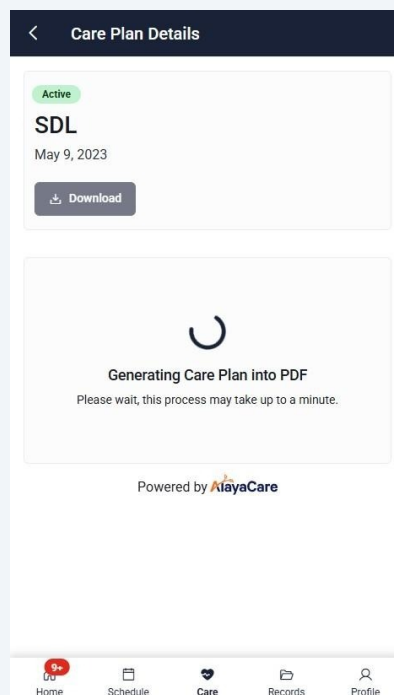
44

1. To access your careplan, click on the "Care" tab at the bottom of your app
2. Click "Care Plan" at the top of the page



45

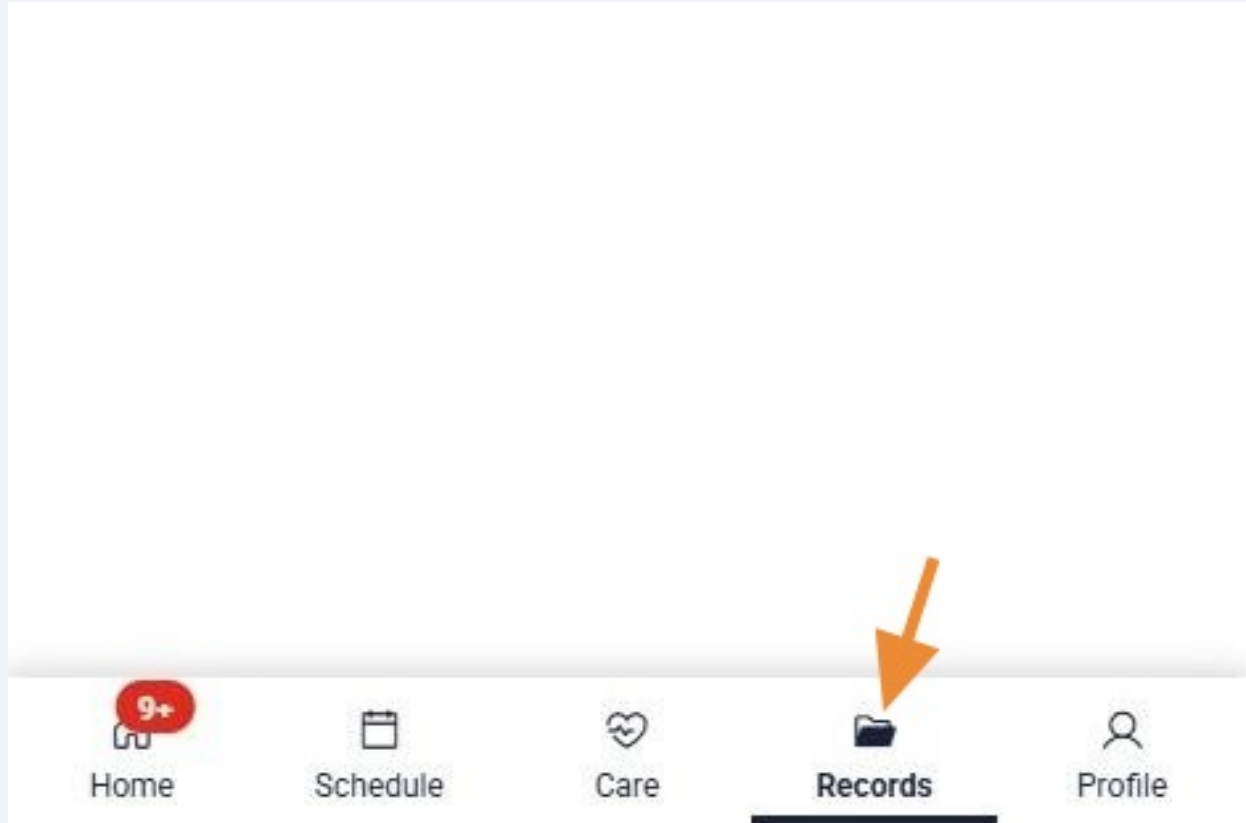
The care plan is generated as a PDF file, allowing you to view and download it as required.



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**.