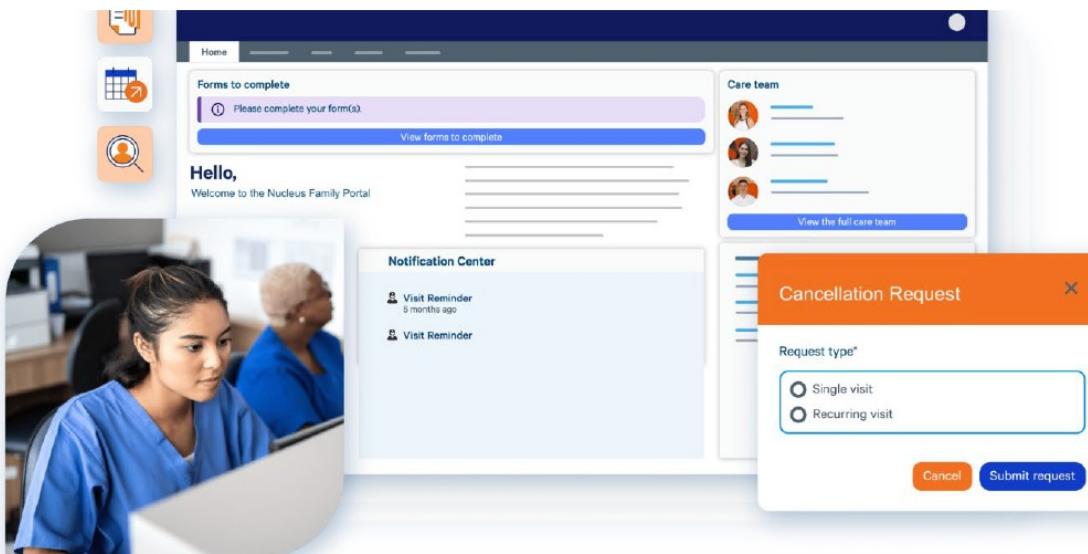


Family Portal User Guide V.8



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"

Nucleus - Your new Family Portal user Inbox x



to me ▾

Welcome to the Family Portal! Your account details are as follows: Username REDACTED

[Click Here to Sign In](#)

For detailed instructions on registration and portal navigation, please refer to the [User Guide](#)

If you have any questions, please contact your care team lead. Thank you.

Reply

Forward



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.

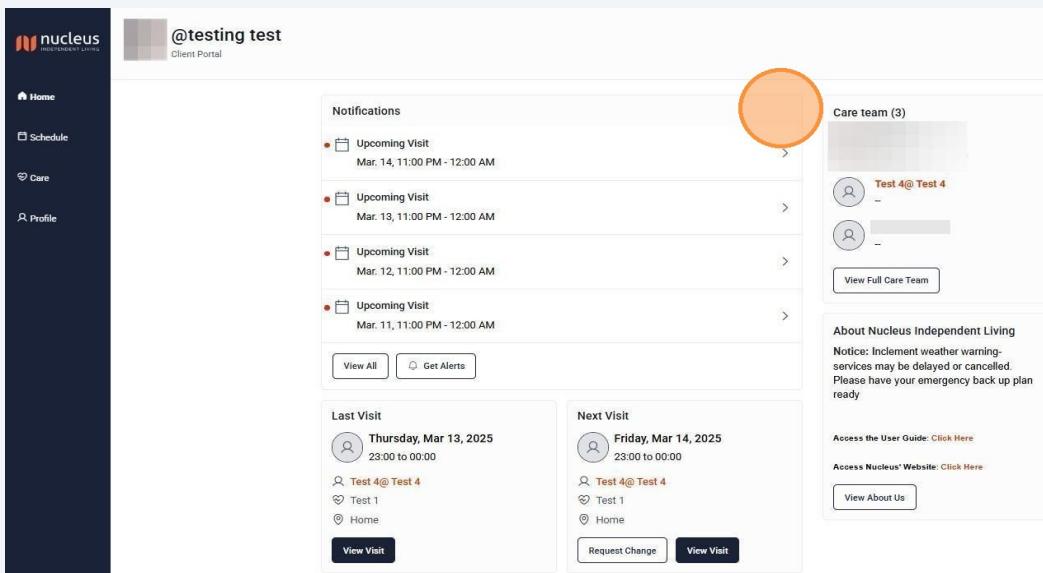
4 Navigate to <https://nucleus.alayacare.ca/familyportal>

5

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

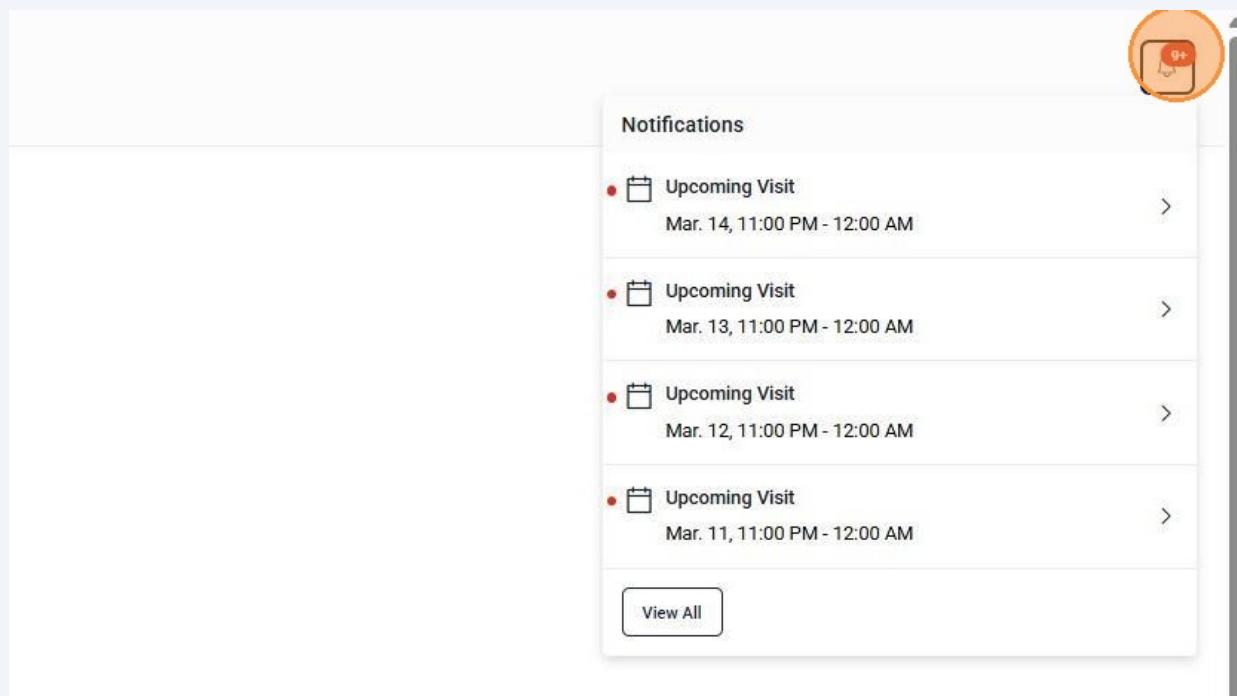


6 It should take you to your home page as shown below:



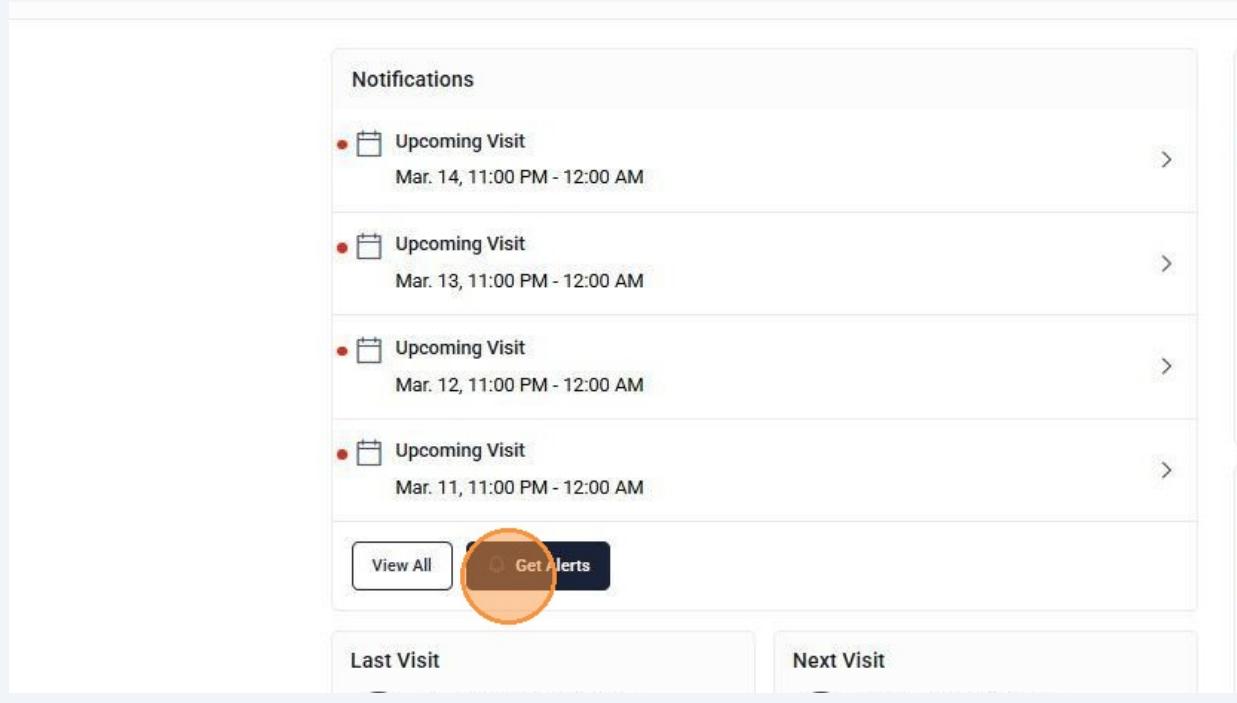
Notifications

7 The top left bell icon is for your notifications



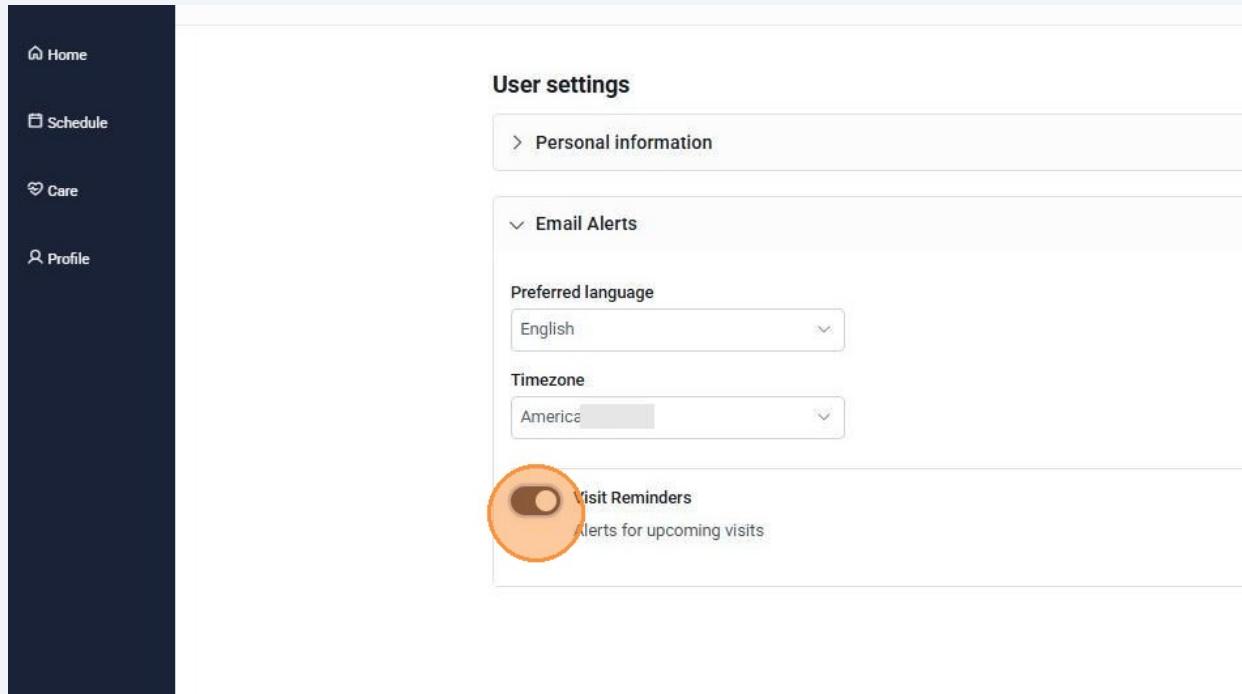
8

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



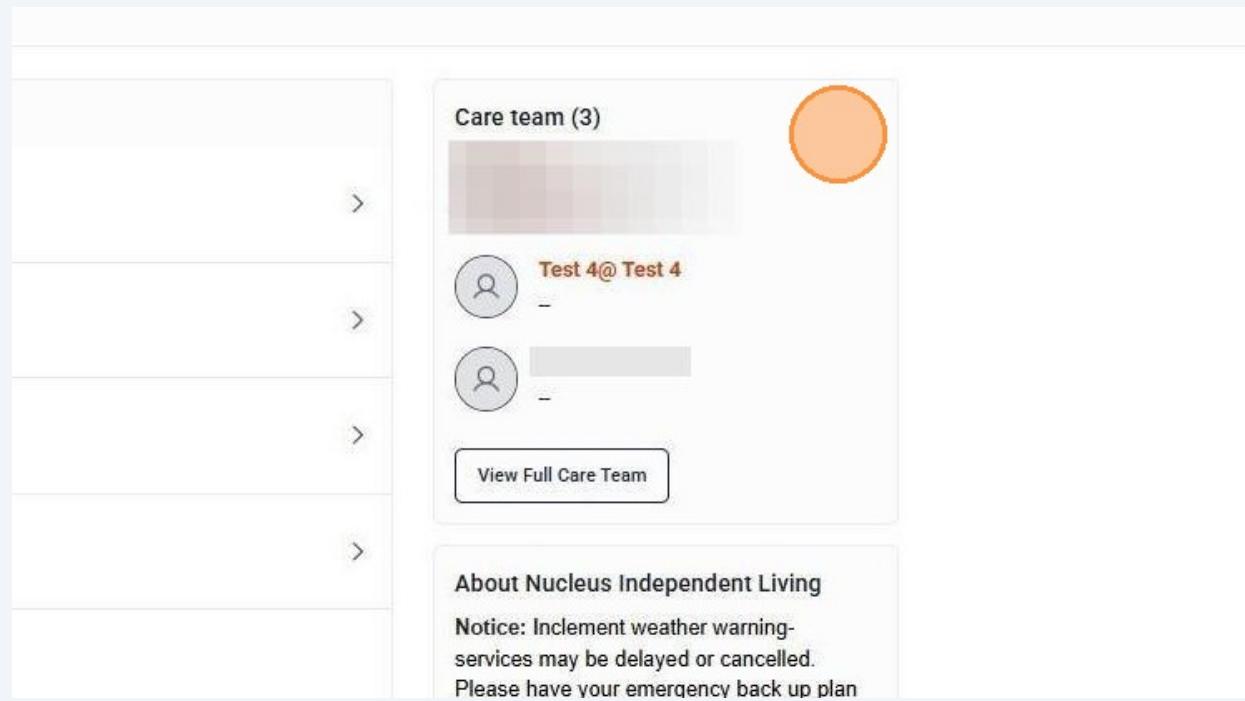
9

- 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.

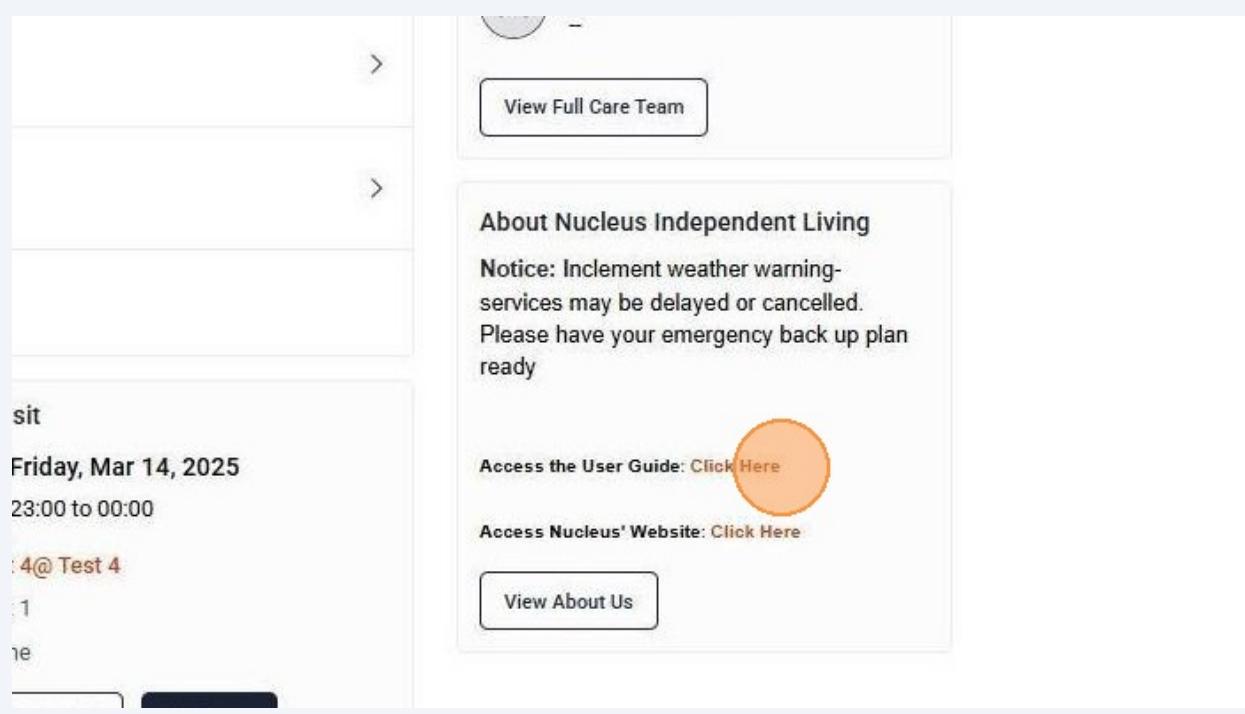


Basic Navigation

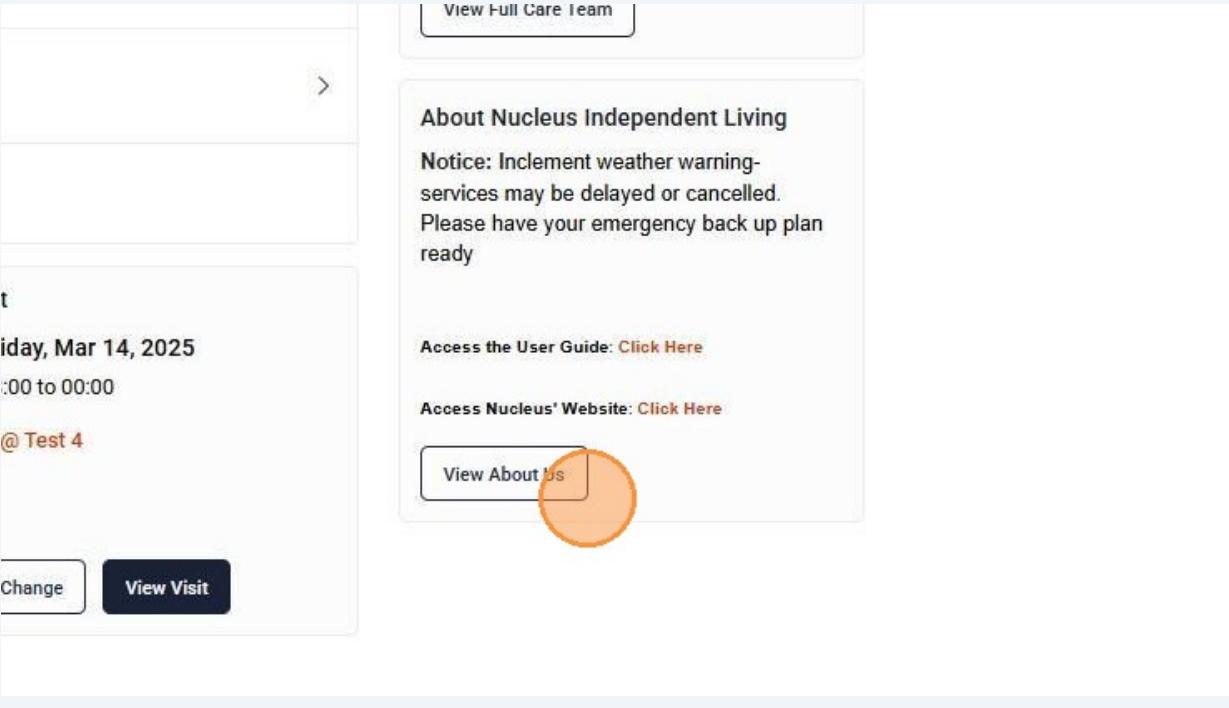
10 In the 'Care Team' section, you can see the names of your care team members.



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'.



View Full Care Team

About Nucleus Independent Living

Notice: Inclement weather warning-
services may be delayed or cancelled.
Please have your emergency back up plan
ready

Access the User Guide: [Click Here](#)

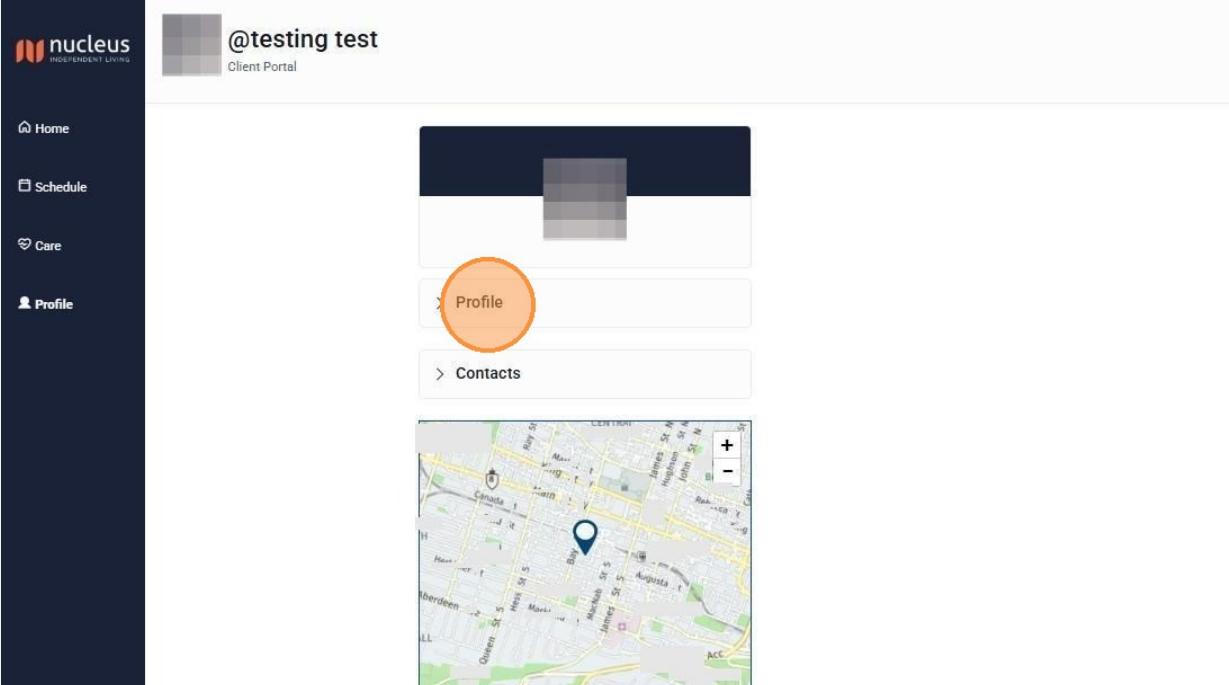
Access Nucleus' Website: [Click Here](#)

[View About Us](#)

day, Mar 14, 2025
00 to 00:00
@ Test 4

Change View Visit

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



nucleus
INDEPENDENT LIVING

@testing test
Client Portal

Home
Schedule
Care
Profile

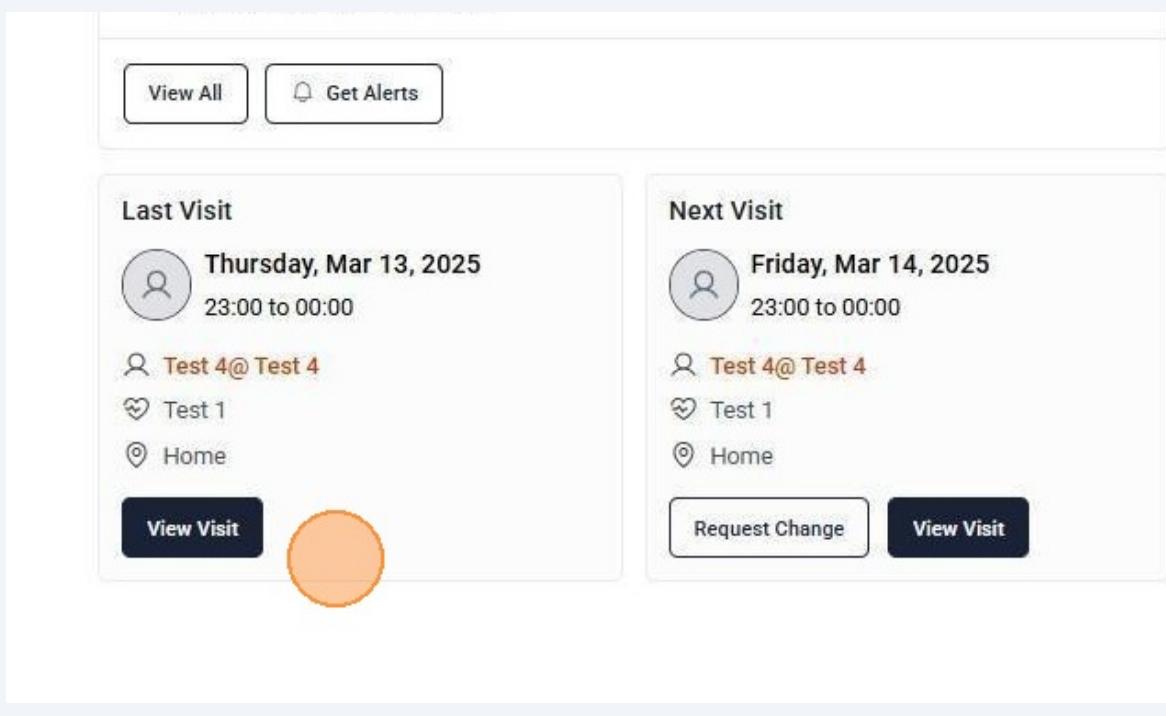
Profile

> Contacts



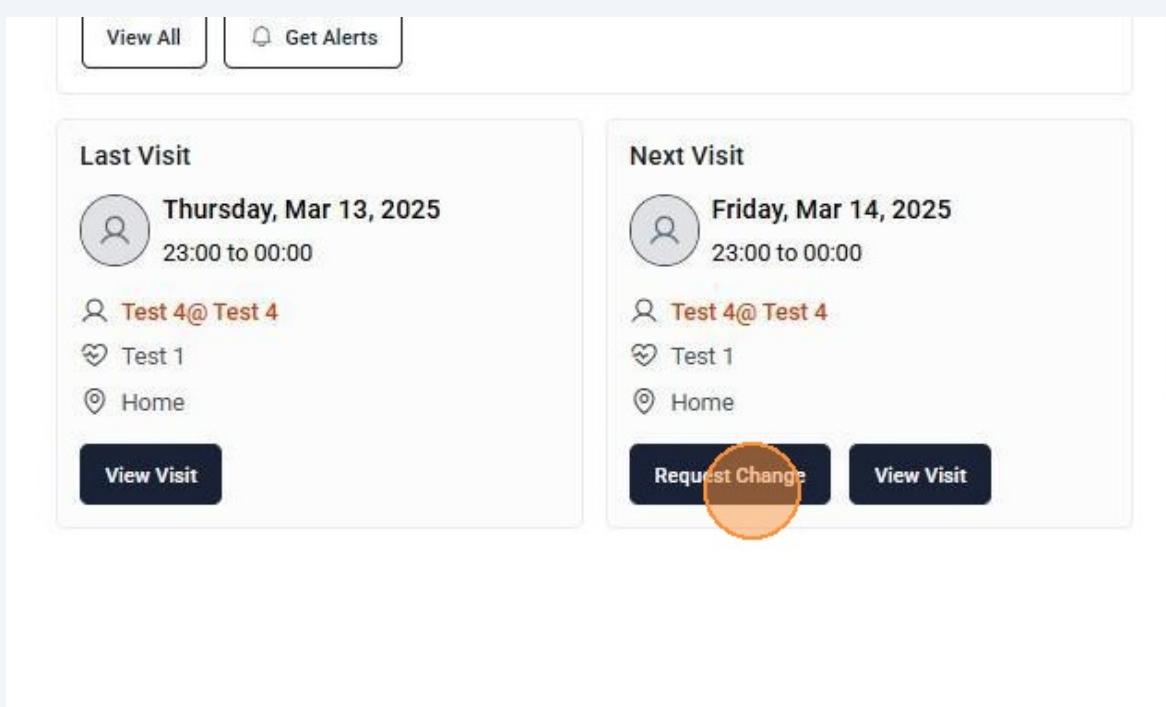
Visit Cancellation & Schedule

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



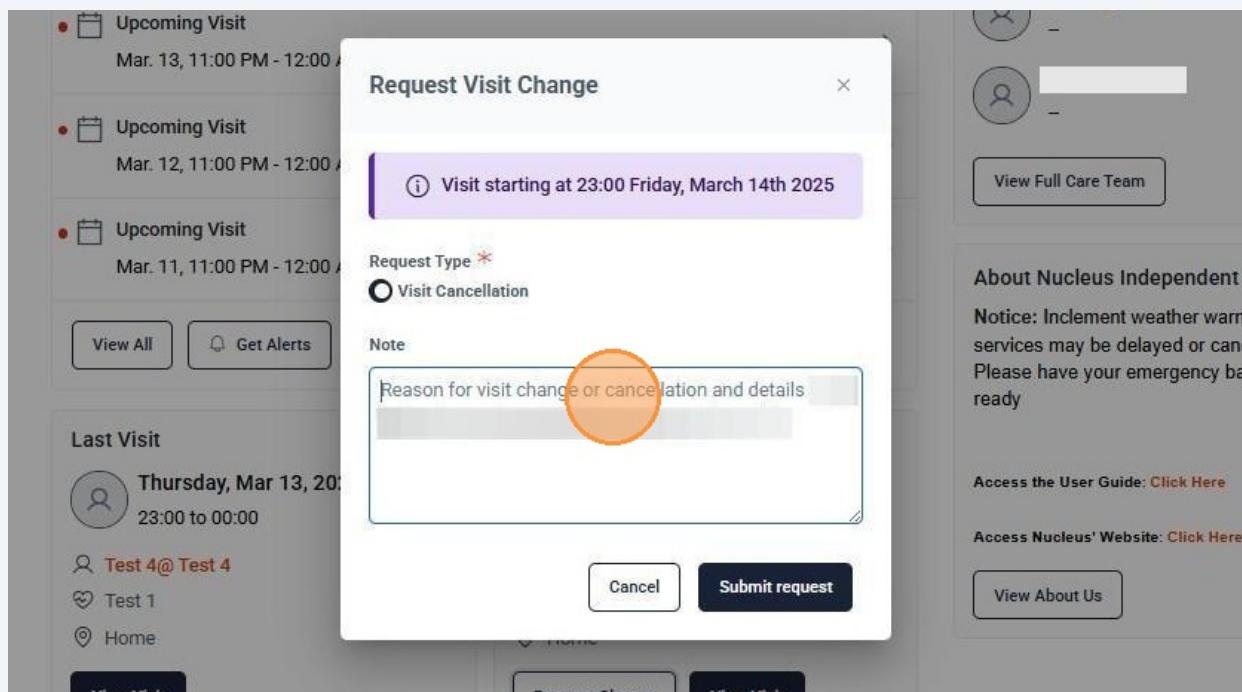
The image shows a mobile application interface for managing visits. At the top, there are two buttons: 'View All' and 'Get Alerts'. Below these, the 'Last Visit' section is displayed, showing a visit on 'Thursday, Mar 13, 2025' from '23:00 to 00:00'. The visit details include 'Test 4@ Test 4', 'Test 1', and 'Home'. Below the details are two buttons: 'View Visit' and a large orange circle. To the right, the 'Next Visit' section is shown for 'Friday, Mar 14, 2025' from '23:00 to 00:00'. It also lists 'Test 4@ Test 4', 'Test 1', and 'Home'. Below these details are two buttons: 'Request Change' and 'View Visit'.

15 You can cancel a visit by clicking on Request change

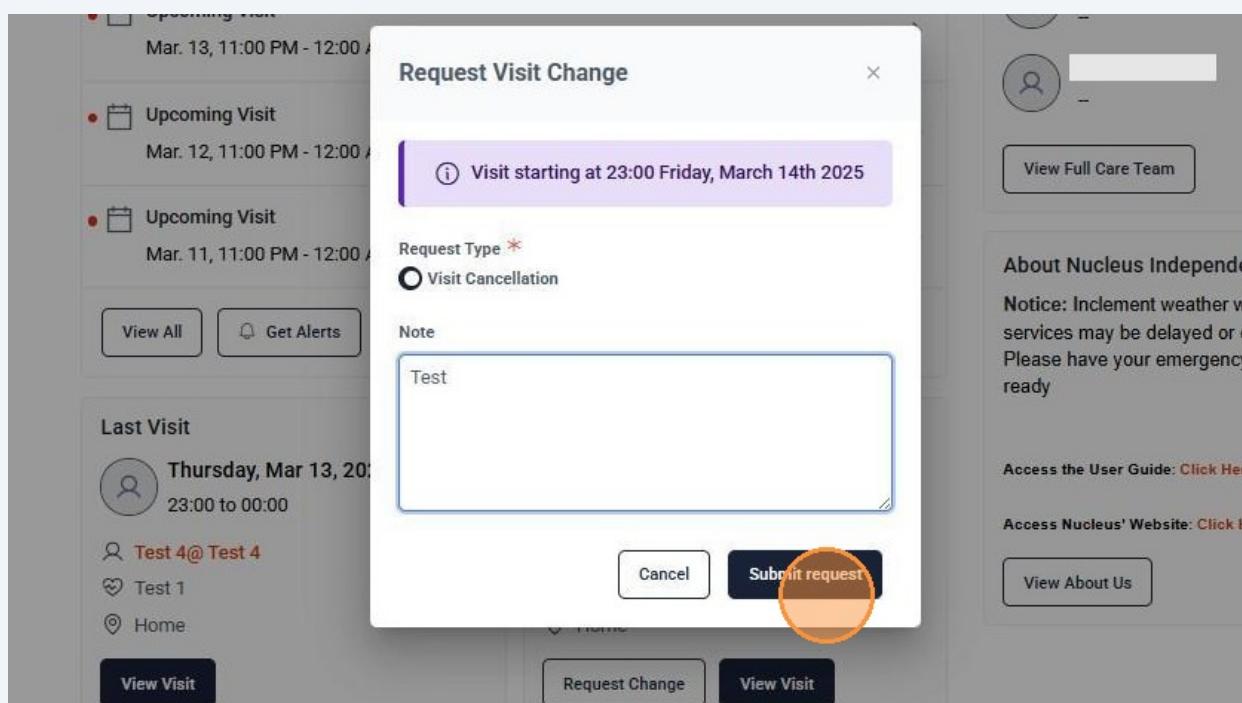


The image shows the same mobile application interface as the previous screenshot. The 'Last Visit' section is identical, showing the visit on 'Thursday, Mar 13, 2025'. The 'Next Visit' section is also identical, showing the visit on 'Friday, Mar 14, 2025'. The 'Request Change' button in the 'Next Visit' section is highlighted with a large orange circle. The 'View Visit' button is also present.

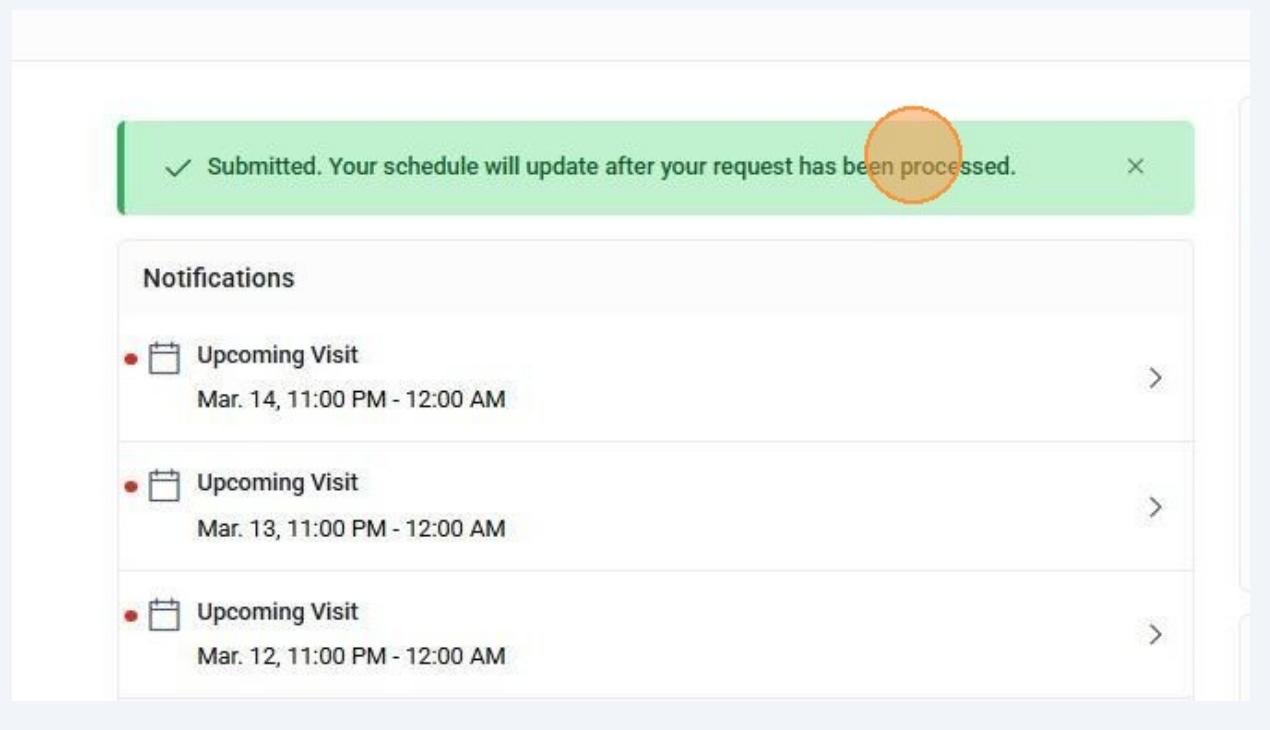
16 Please add a reason for the visit cancellation so that our staff can action it.



17 Click "Submit request".



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

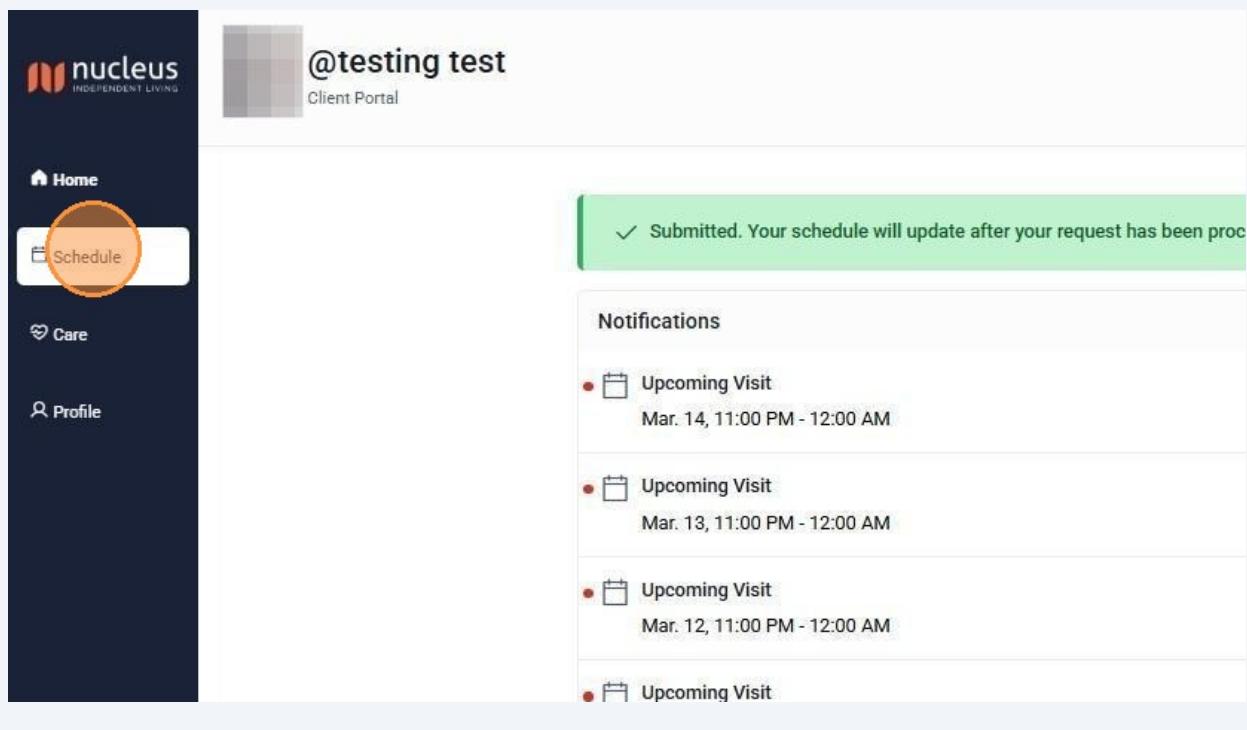


The screenshot shows a mobile application interface. At the top, a green banner displays the message "✓ Submitted. Your schedule will update after your request has been processed." with a close button "X" on the right. Below the banner, a section titled "Notifications" is visible. It lists three "Upcoming Visit" entries, each with a date and time: "Mar. 14, 11:00 PM - 12:00 AM", "Mar. 13, 11:00 PM - 12:00 AM", and "Mar. 12, 11:00 PM - 12:00 AM". Each entry has a right-pointing arrow icon to its right.

 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.

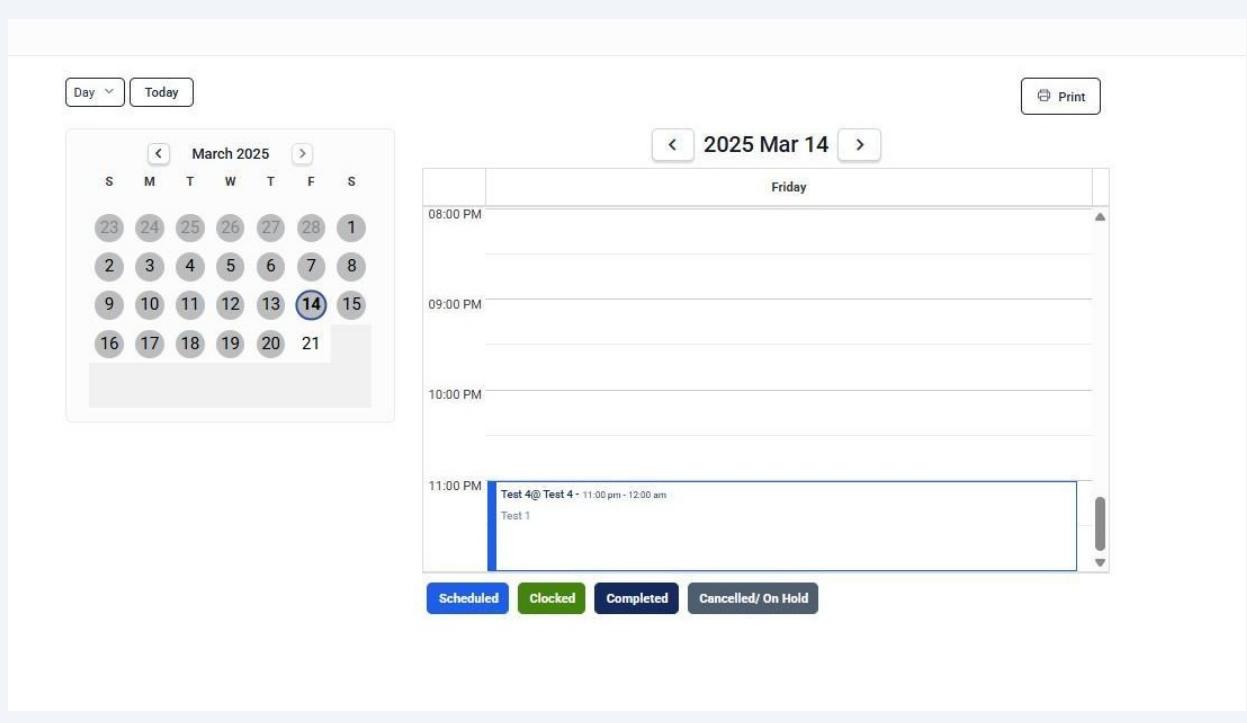
 Please note that visit cancellations must be made at least 12 hours in advance. If you need to cancel within 12 hours of the visit, please call our office.

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 sidebar has 'Home', 'Schedule' (which is circled in orange), 'Care', and 'Profile' options. The main area shows a message: '✓ Submitted. Your schedule will update after your request has been processed.' Below this is a 'Notifications' section with four entries: 'Upcoming Visit' on Mar. 14, 11:00 PM - 12:00 AM; 'Upcoming Visit' on Mar. 13, 11:00 PM - 12:00 AM; 'Upcoming Visit' on Mar. 12, 11:00 PM - 12:00 AM; and another 'Upcoming Visit' entry.

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



The screenshot shows the Day view for March 14, 2025. The calendar on the left shows the month of March 2025 with the 14th highlighted. The main view is a timeline from 08:00 PM to 11:00 PM. A visit is listed at 11:00 PM with the details 'Test 4@ Test 4 - 11:00 pm - 12:00 am' and 'Test 1' below it. At the bottom, there are four status buttons: 'Scheduled' (blue), 'Clocked' (green), 'Completed' (dark blue), and 'Cancelled/ On Hold' (dark blue).

 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

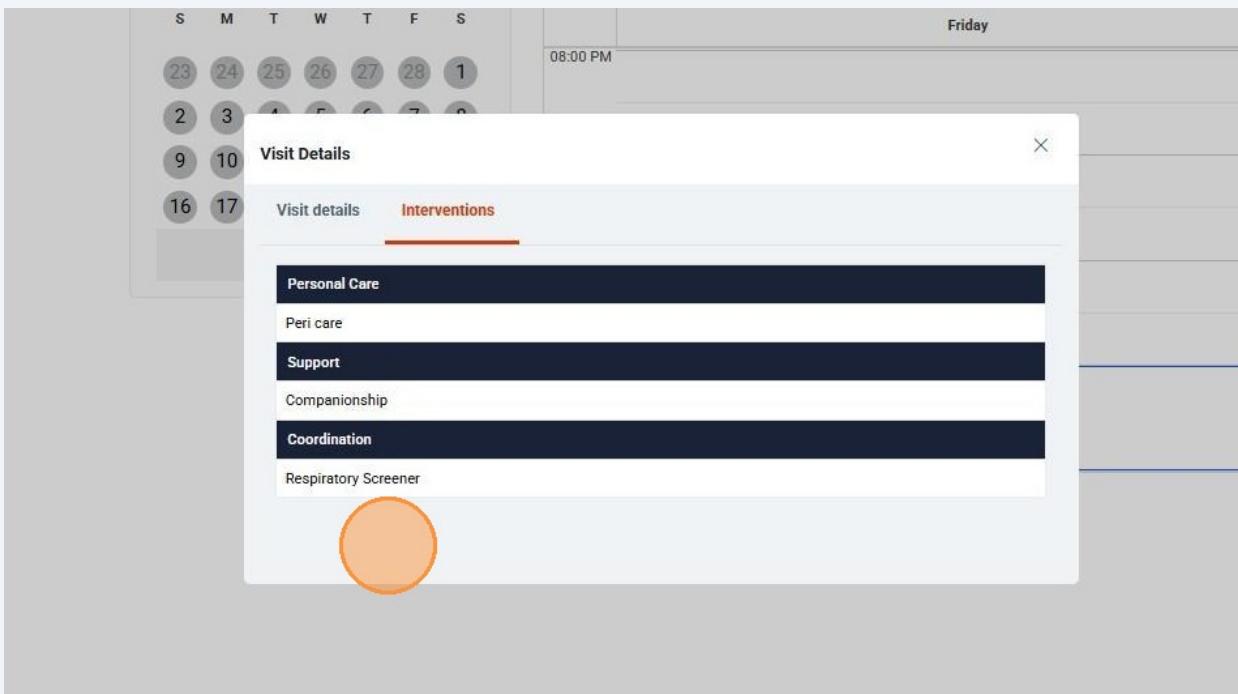
The screenshot shows a Day view calendar for March 14, 2025. At the top left are buttons for 'Day' and 'Today'. At the top right is a 'Print' button. The calendar grid shows the days of the week from Sunday to Saturday. The date 'March 2025' is centered above the grid. The 14th is highlighted with a blue circle. Below the calendar is a detailed view for Friday, March 14, 2025, from 08:00 PM to 11:00 PM. The timeline is marked at 08:00 PM, 09:00 PM, 10:00 PM, and 11:00 PM. A blue box at 11:00 PM represents a visit titled 'Test 4@ Test 4 - 11:00 pm - 12:00 am' with the note 'Test 1'. At the bottom are buttons for 'Scheduled' (blue), 'Clocked' (green), 'Completed' (blue), and 'Cancelled/ On Hold' (dark blue).



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

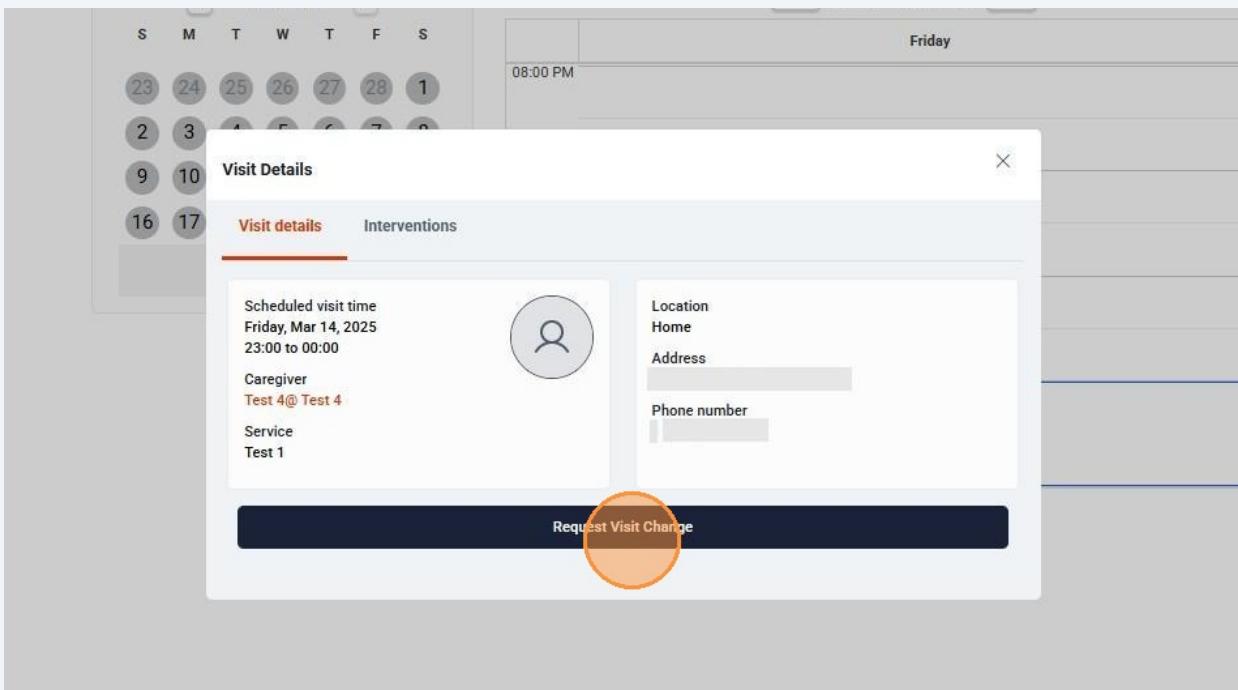
21

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

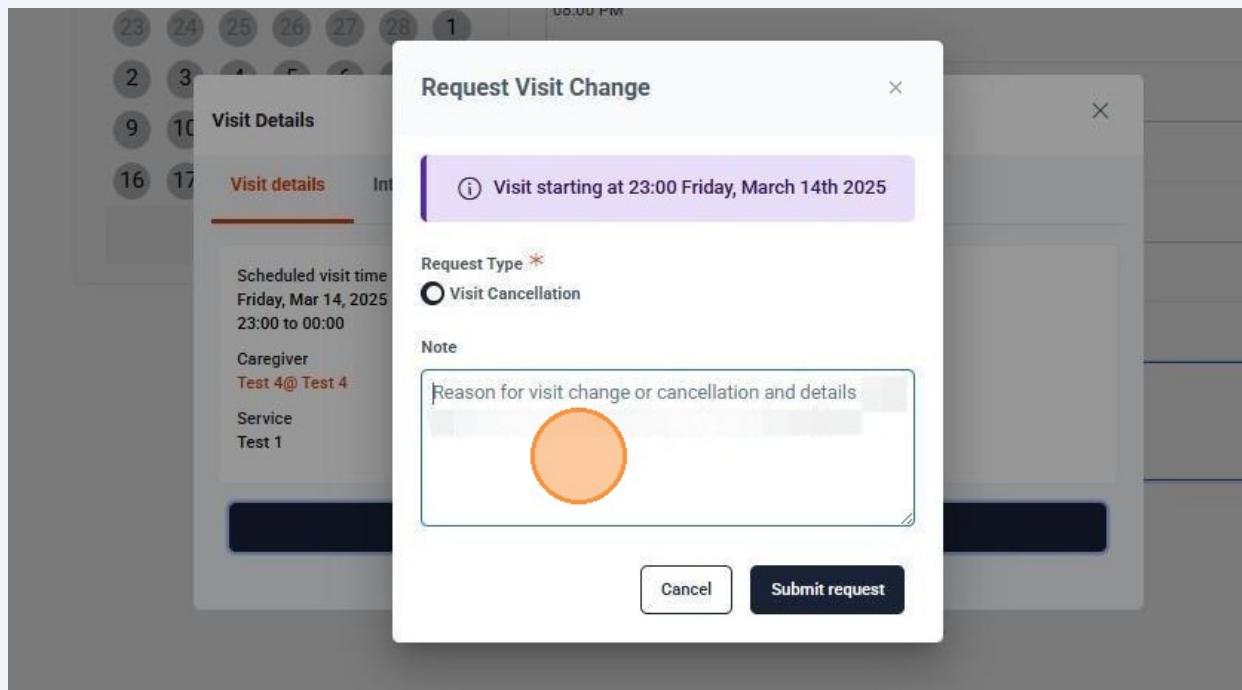


22

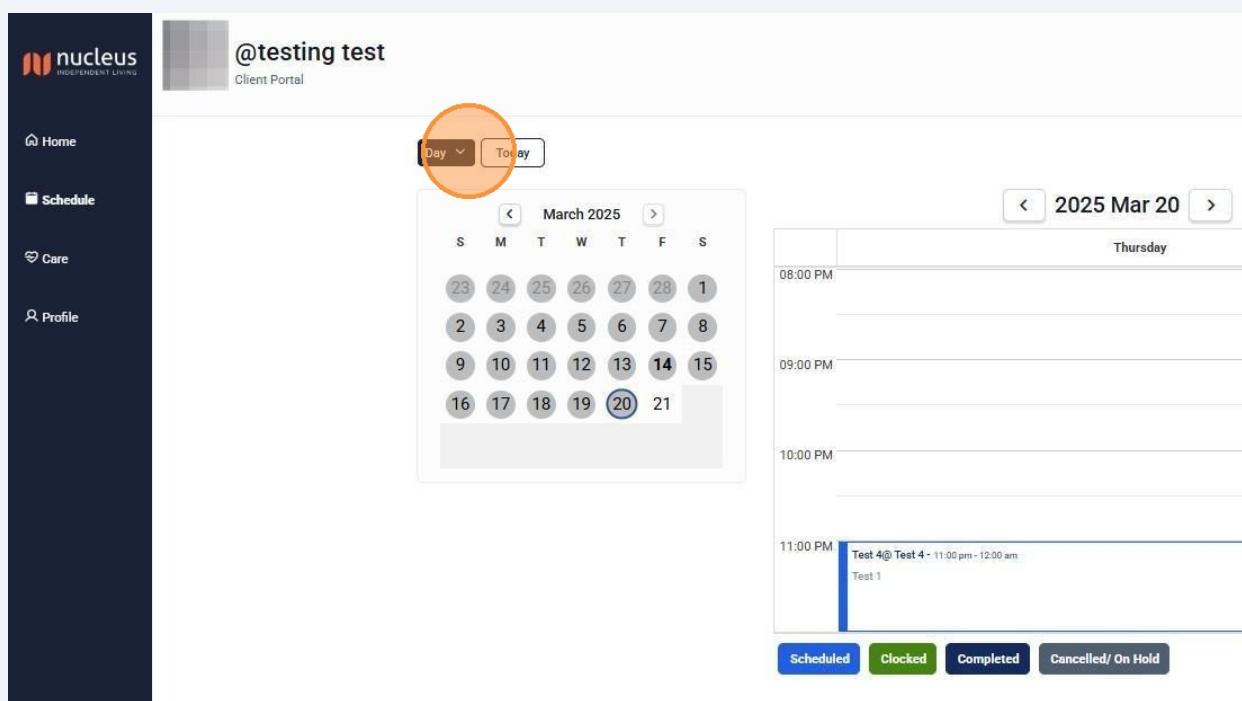
- You can cancel specific visits in the **Schedule** tab.
- Click on the visit you want to cancel.
- Click "**Request Visit Change.**"



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

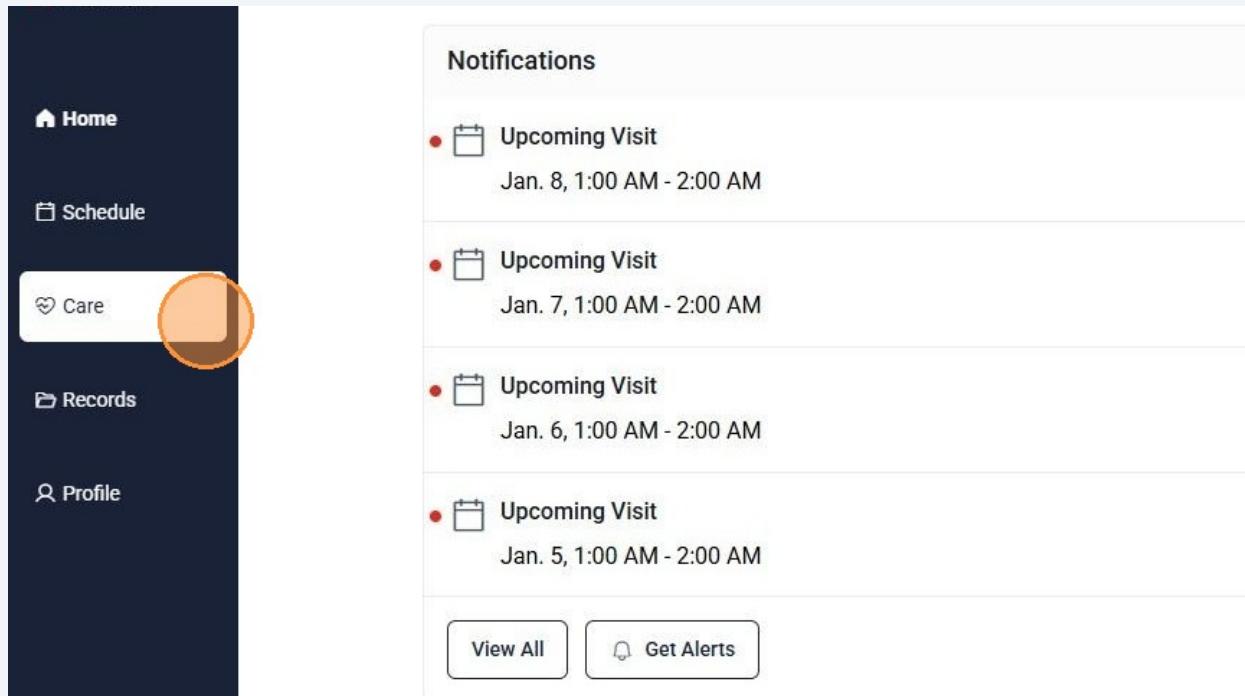


24 You can change the view of your visits in the calendar by Day, Month, and Week.



Care Plan

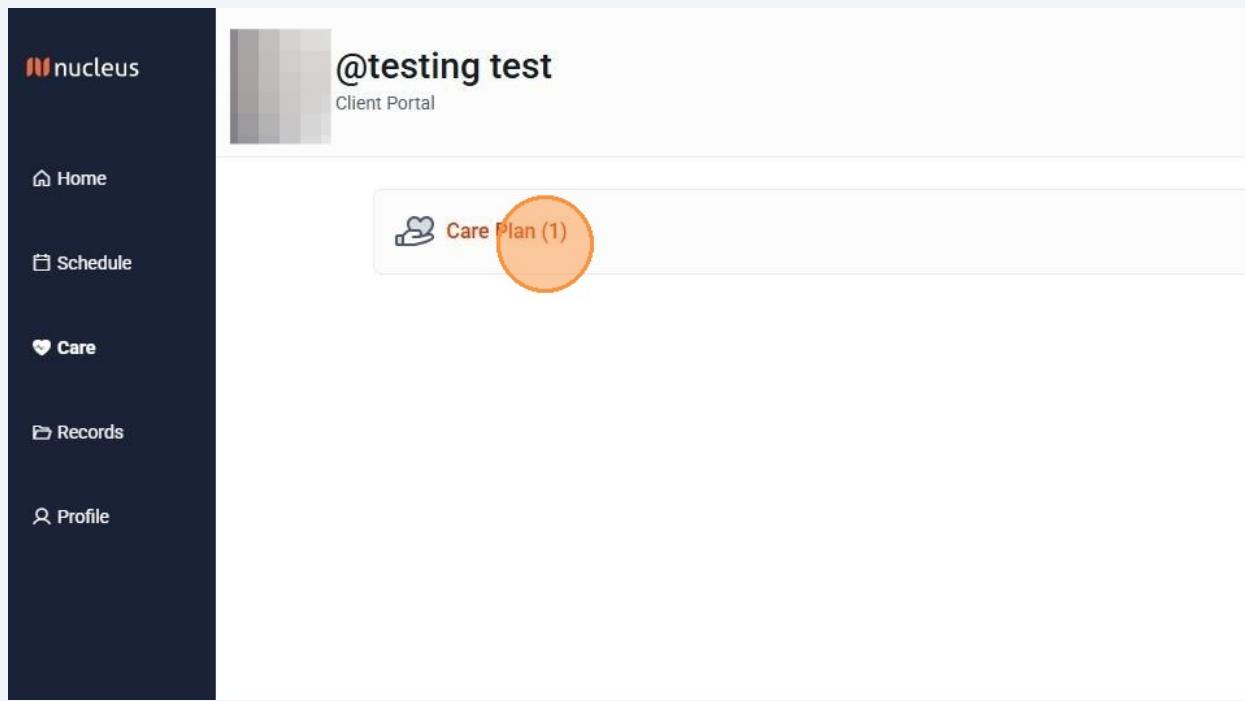
25 Click "Care"



The screenshot shows the mobile application's interface. On the left is a dark vertical navigation bar with icons for Home, Schedule, Care, Records, and Profile. The 'Care' icon is highlighted with an orange circle. To the right is a white screen titled 'Notifications'. It lists four 'Upcoming Visit' notifications with dates from Jan. 5 to Jan. 8. At the bottom are 'View All' and 'Get Alerts' buttons.

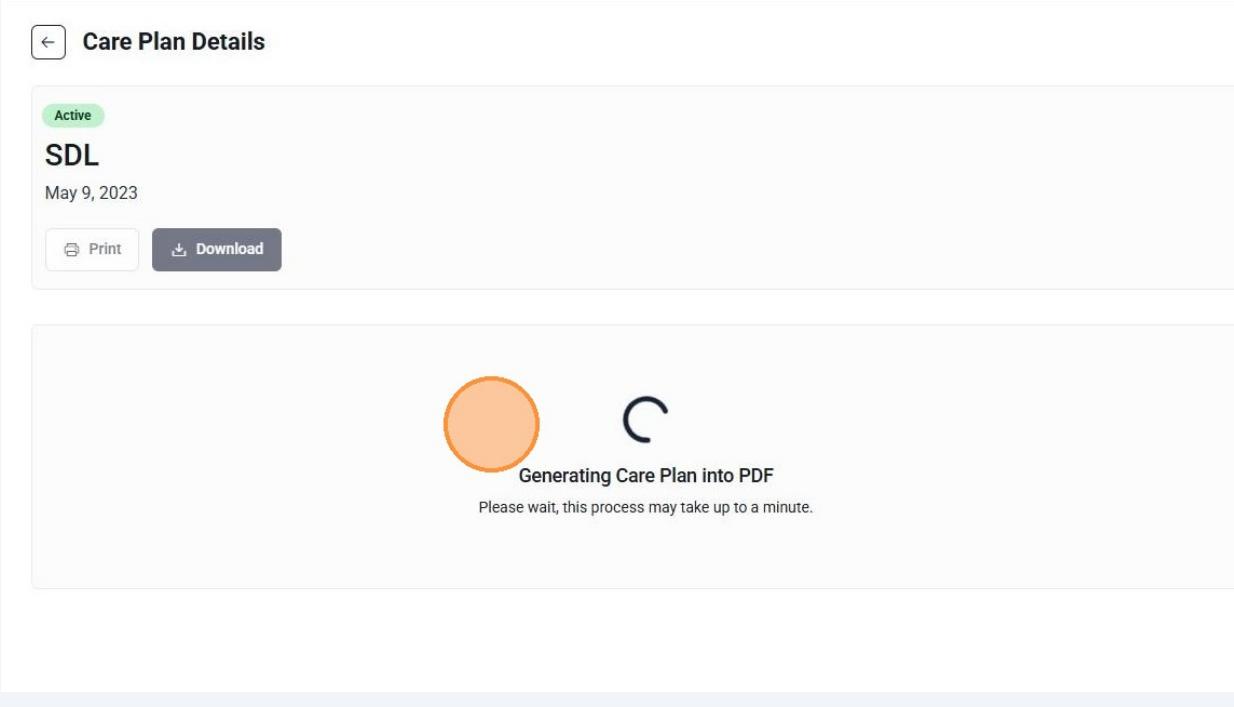
Date	Time
Jan. 8	1:00 AM - 2:00 AM
Jan. 7	1:00 AM - 2:00 AM
Jan. 6	1:00 AM - 2:00 AM
Jan. 5	1:00 AM - 2:00 AM

26 Click "Care Plan"



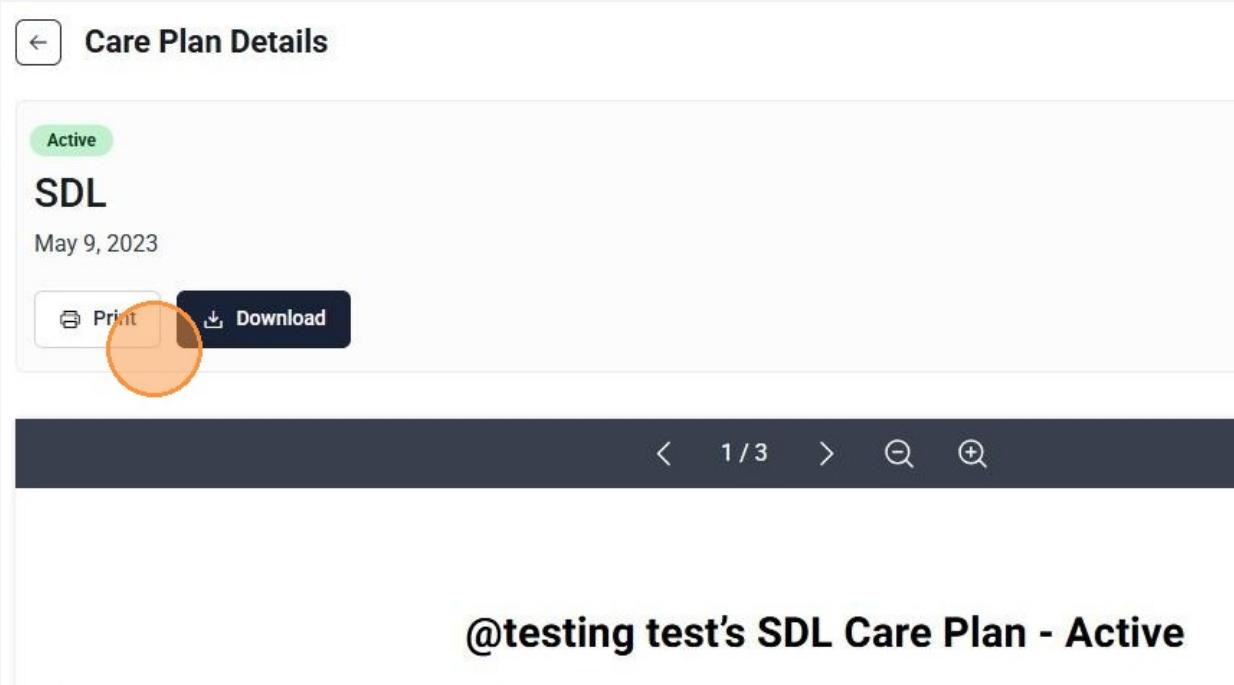
The screenshot shows the mobile application's interface. On the left is a dark vertical navigation bar with icons for Home, Schedule, Care, Records, and Profile. The 'Care' icon is highlighted with an orange circle. To the right is a white screen with a header '@testing test Client Portal'. Below the header is a card with a cloud icon and the text 'Care Plan (1)', which is also circled in orange.

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



The screenshot shows the 'Care Plan Details' page for an 'Active' care plan named 'SDL'. The date 'May 9, 2023' is displayed. Below the care plan name are two buttons: 'Print' and 'Download'. A large orange circle with a white loading icon is centered on the page, indicating the process is ongoing. Below the circle, the text 'Generating Care Plan into PDF' is displayed, followed by a smaller note: 'Please wait, this process may take up to a minute.'

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



The screenshot shows the 'Care Plan Details' page for an 'Active' care plan named 'SDL'. The date 'May 9, 2023' is displayed. Below the care plan name are two buttons: 'Print' and 'Download'. The 'Download' button is highlighted with an orange circle. At the bottom of the page, there is a dark navigation bar with icons for back, forward, search, and other functions. The text '@testing test's SDL Care Plan - Active' is displayed at the bottom of the page.

Family Portal Phone App



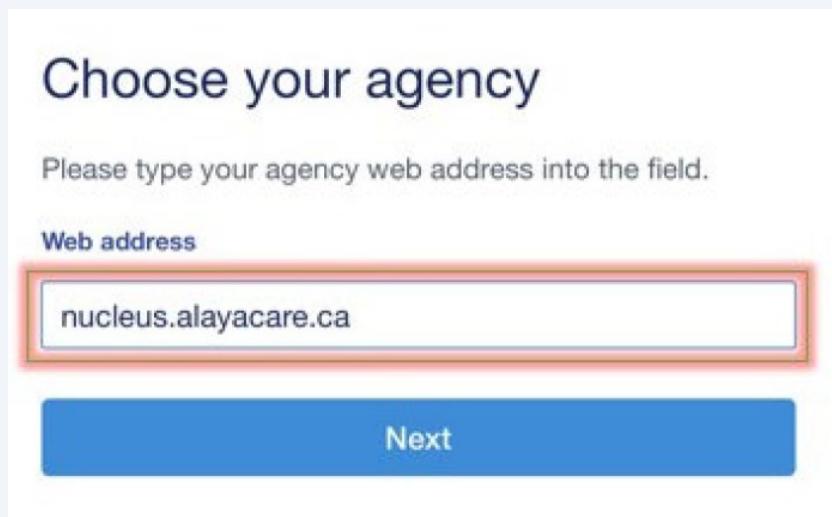
The Family Portal Mobile app is now available to download for Apple and Android users. To download the app, please search "Alayacare Family Portal" on your device's app store.

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.

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.**

Email*

Password*

Remember me



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

Log In

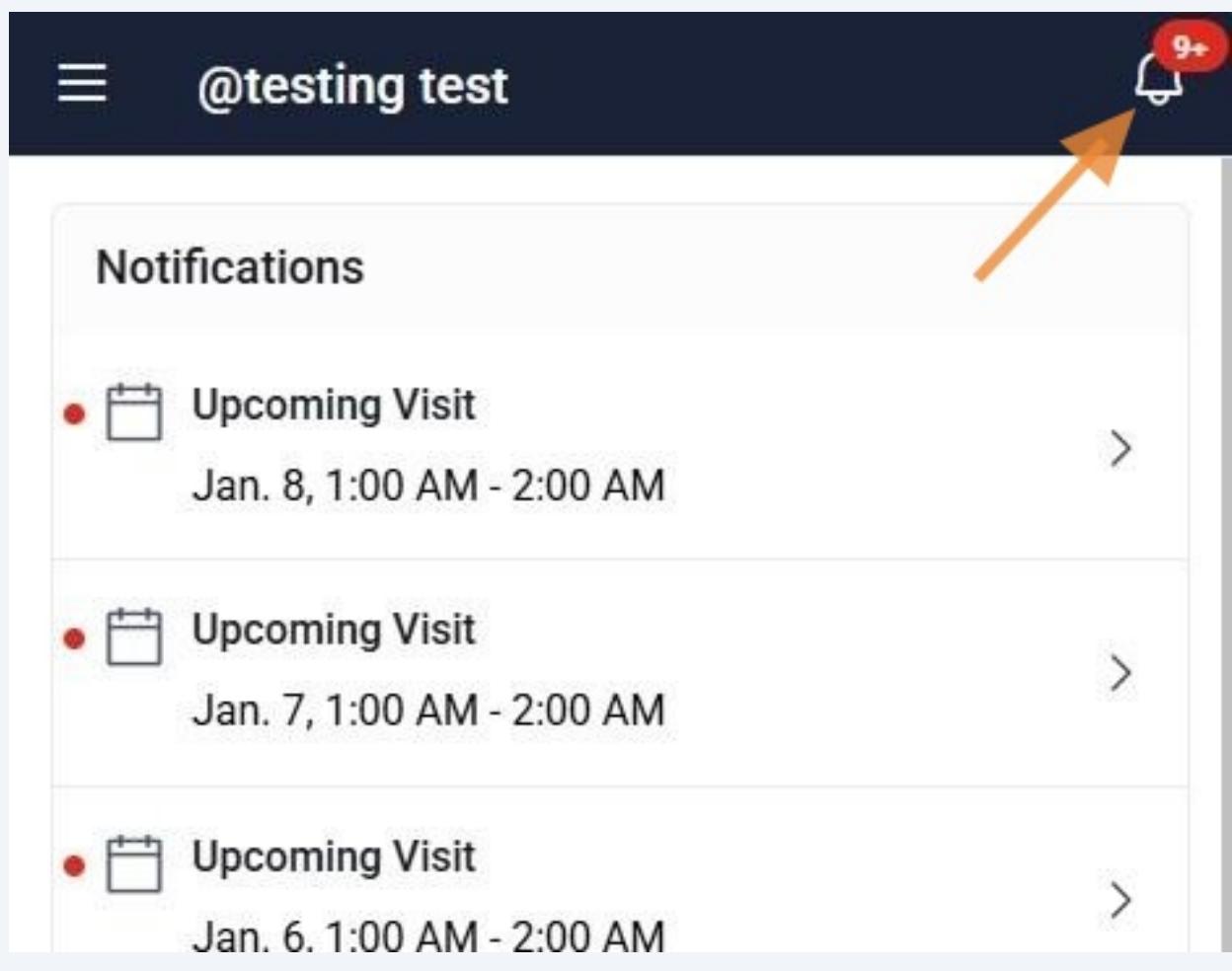


[Forgot password?](#)

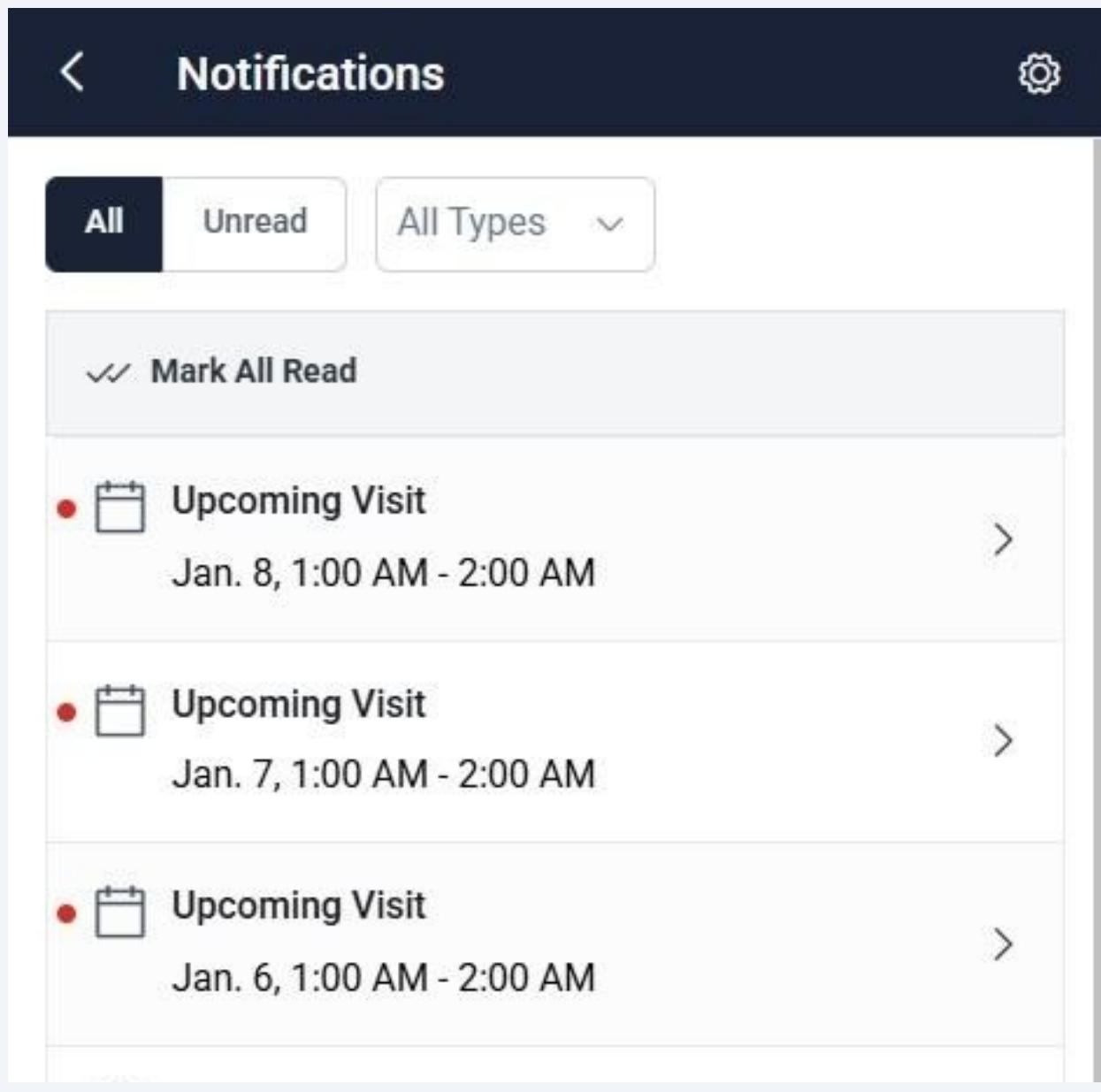
 [Français](#)

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:

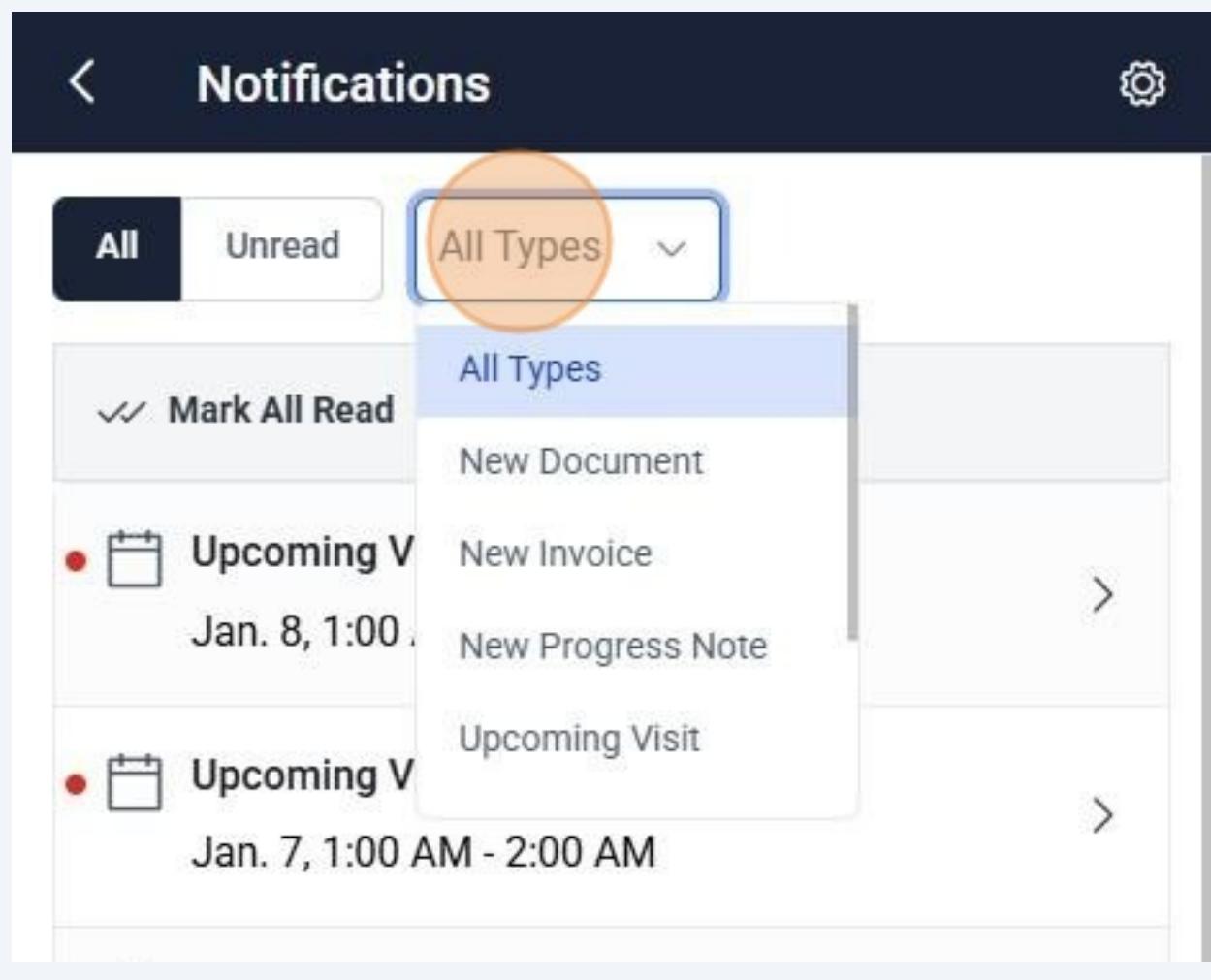


The screenshot shows a mobile application interface for notifications. At the top, there is a dark header bar with a back arrow on the left, the word "Notifications" in the center, and a gear icon on the right. Below the header, there are three buttons: "All" (selected and dark), "Unread" (light), and "All Types" (with a dropdown arrow). A "Mark All Read" button is visible below these buttons. The main content area displays three notifications, each with a red dot and a calendar icon, followed by the text "Upcoming Visit" and a date and time range (e.g., "Jan. 8, 1:00 AM - 2:00 AM"). Each notification has a right-pointing arrow icon to its right.

- 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

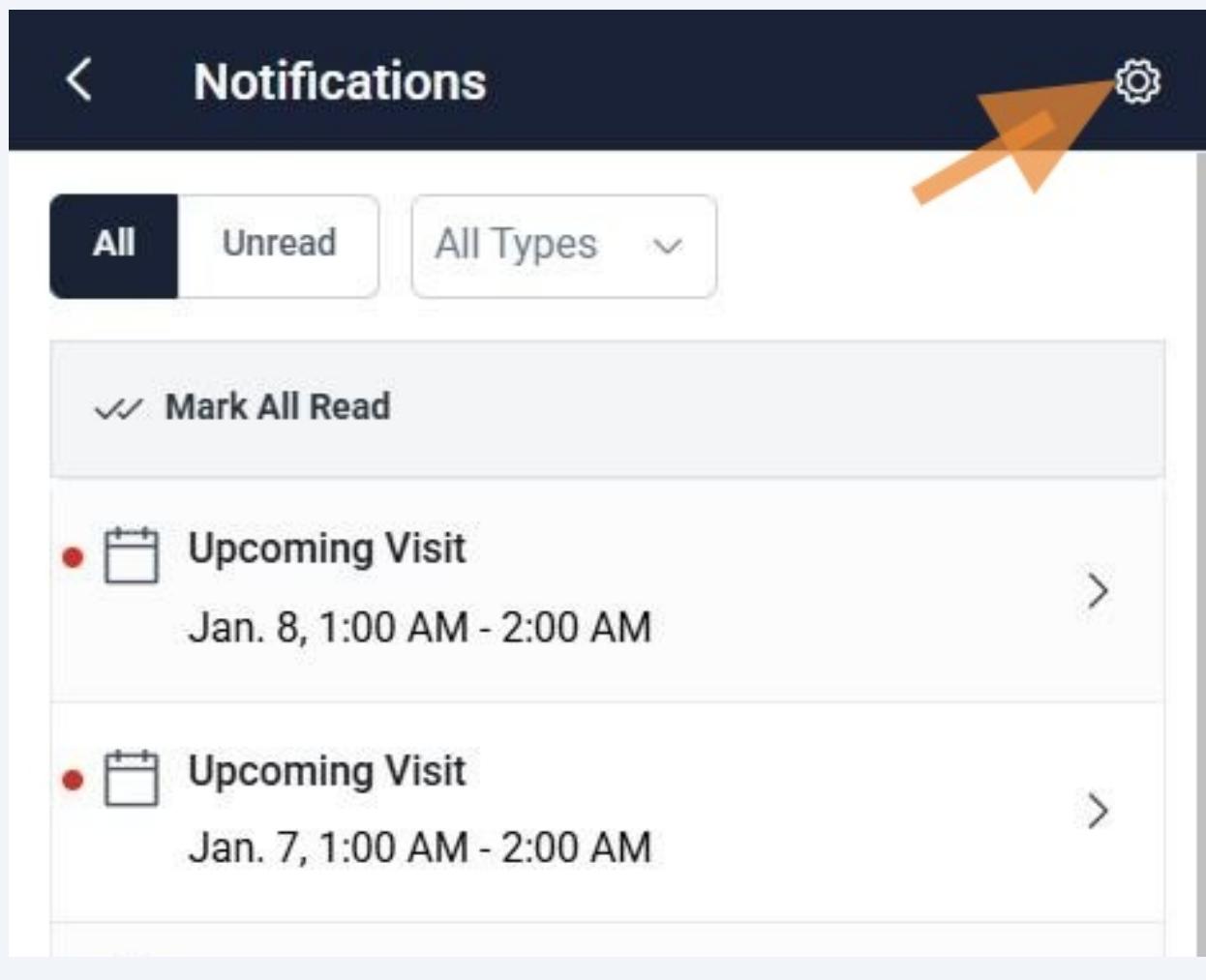
34

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

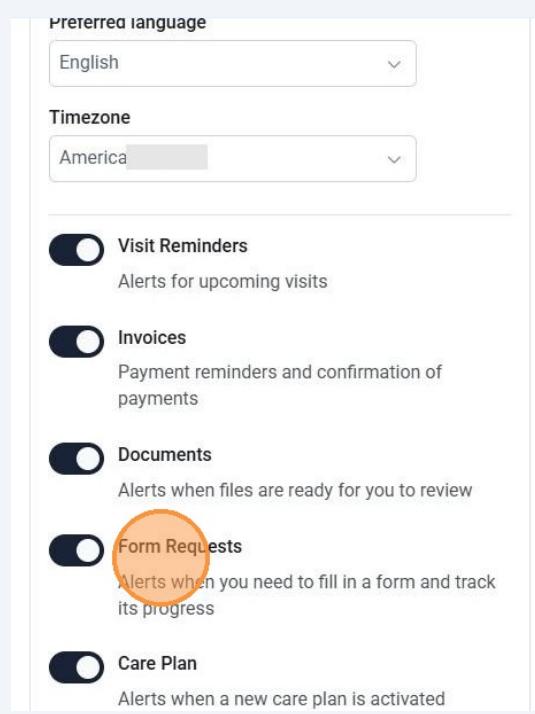
› Password Management

› Email Alerts

Powered by KayaCare

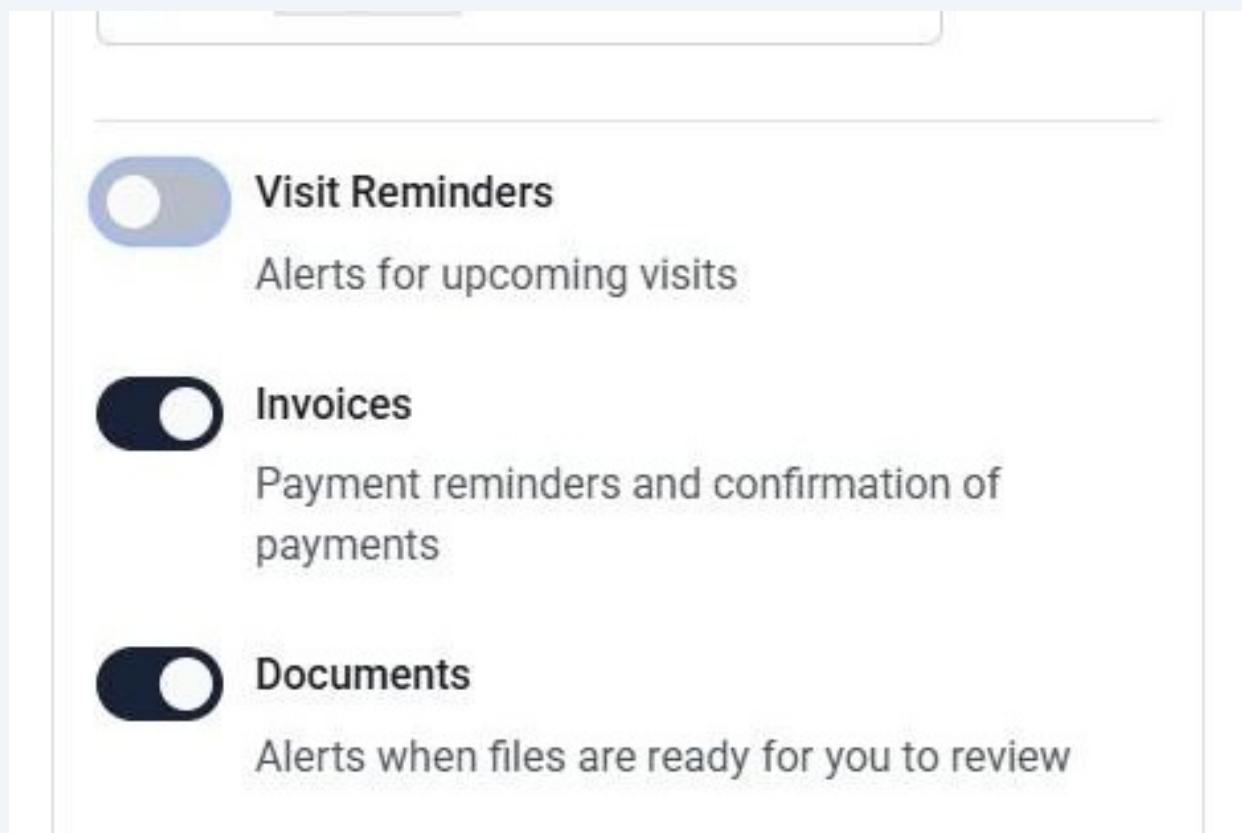
37

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



38

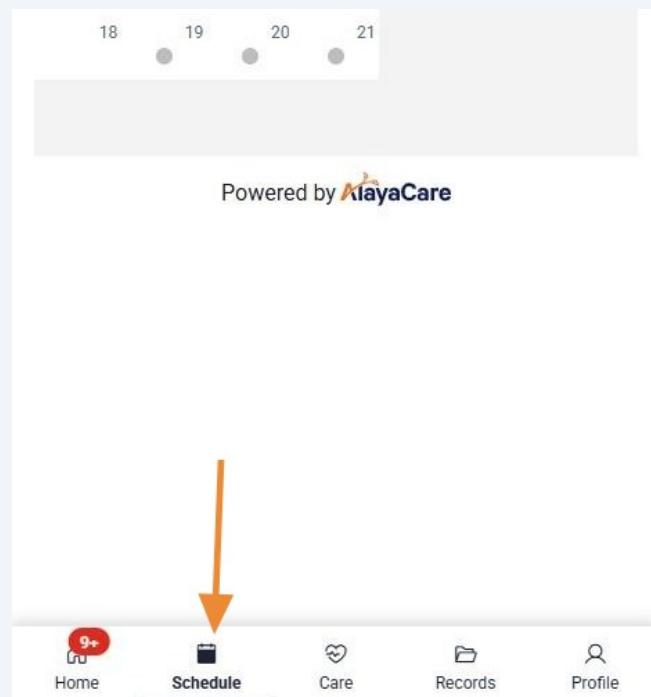
When an alert is not selected, it will appear grey as shown below:



Schedule & Cancellations

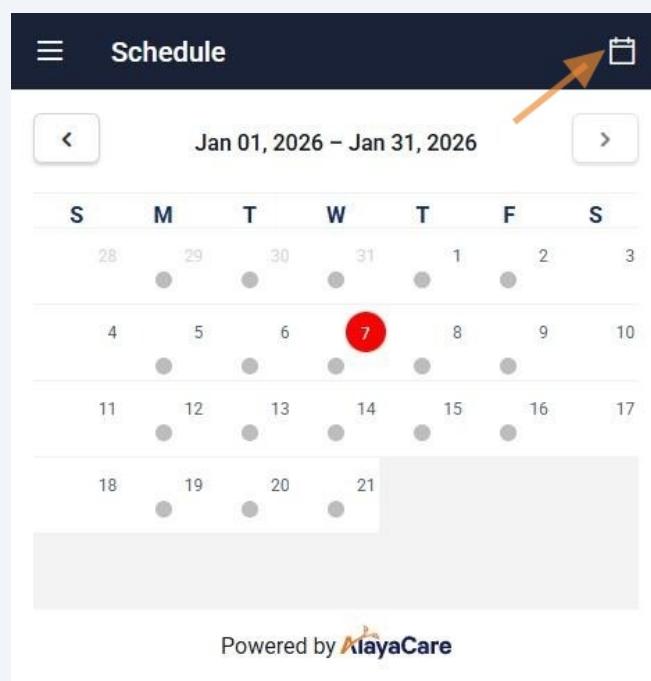
39

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".

Next Visit

 **Thursday, Jan 8, 2026**
01:00 to 02:00

 **Test 2@ Test 2**

 **SDL**

 **TEST**

[Request Change](#) [View Visit](#)

 **Home**

 **Schedule**

 **Care**

 **Records**

 **Profile**

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)

Cancel

Submit request



01:00 to 02:00



Test 2@ Test 2

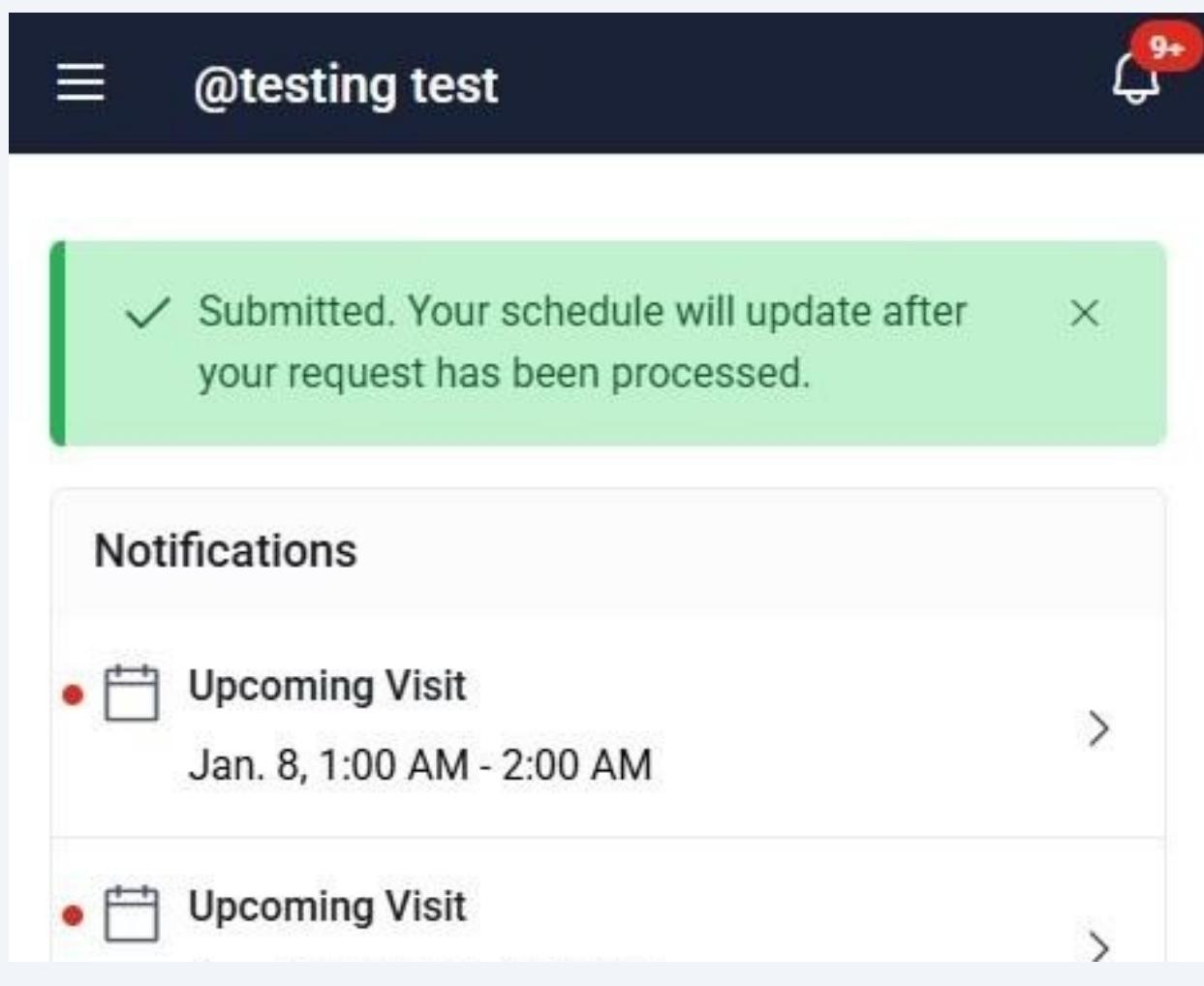
00:00



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."



The image shows a smartphone screen with a dark blue header bar. On the right side of the header is a red circular badge with the number '9+' in white. The main content area has a light gray background. At the top, there is a green rounded rectangle containing a white checkmark icon and the text 'Submitted. Your schedule will update after your request has been processed.' with a close 'X' button to its right. Below this, there is a section titled 'Notifications' in bold black text. It lists two items, each with a red circular bullet point and a calendar icon. The first item is 'Upcoming Visit' with the date 'Jan. 8, 1:00 AM - 2:00 AM' and a right-pointing arrow. The second item is also 'Upcoming Visit' with a right-pointing arrow. The entire notifications section is enclosed in a light gray rounded rectangle.

Notifications

-  Upcoming Visit >
Jan. 8, 1:00 AM - 2:00 AM
-  Upcoming Visit >



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.

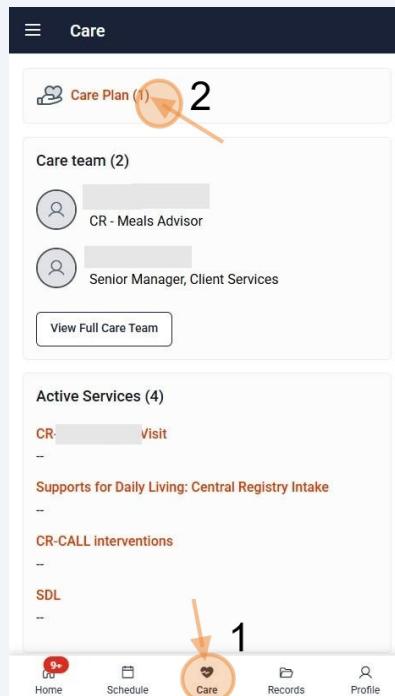


Your schedule will update after our staff processes your request. To confirm it has been actioned, check your Schedule tab—if the visit is no longer there, it has been processed. If the visit is still there, you will need to wait till our staff processes it.

Careplan

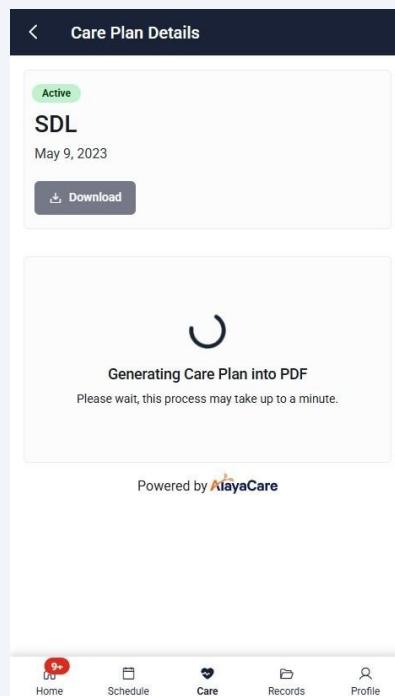
44

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

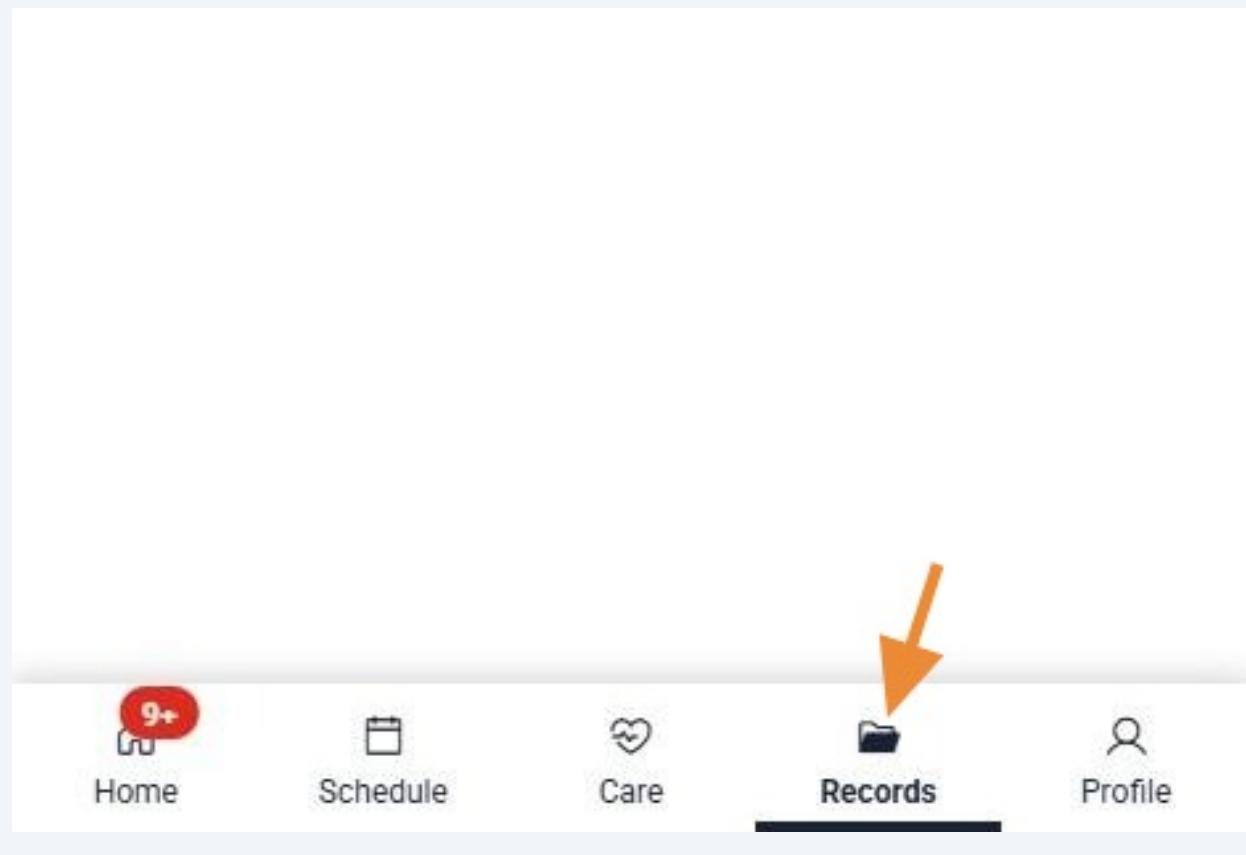
The care plan is generated as a PDF file, allowing you to view and download it as required.



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**.