



Avivo Family Portal

Your Quick Help Guide



avivo.org.au

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Avivo Family Portal

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Welcome to your Avivo Family Portal - your personalised hub for managing your Avivo support services. This user-friendly tool is designed to help you stay organised with your upcoming supports, making it easy to plan your week ahead.

Within the portal, you'll find a detailed calendar displaying your support times and the assigned Support Worker for each visit.

Please take a few moments to explore the platform.

First accessing the portal

Once your coordinator has enabled access to the portal, you will receive an email that will provide you with your username (your email address) and temporary password. You will be required to set up a password on your first log in.

[AlayaCare] - Your new Family Portal user



no-reply@verificationemail.com
To



You don't often get email from no-reply@verificationemail.com. [Learn why this is important](#)

Welcome to the Family Portal!

Your account details are as follows:

Username: ● ————— Your email address here
Password: ● ————— Your temporary password here

To log into your account, please click [here](#), and use the temporary password above. You may change your password as soon as you log in.

If you have any questions, please contact your administrator.

Thank you.

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How to log in to the Family Portal

Enter your username (email) and password.

Select "I have read and agreed to the Privacy Agreements."

Click login.



Log in to your account

Email-

Mat@avivo.org.au

Password *

.....

[Forgot password?](#)

Remember me

I have read and agreed to the Privacy Agreements.

1 Your email

2 Your password

3 Select this

4 Click login

Login

Powered by  AiaCare

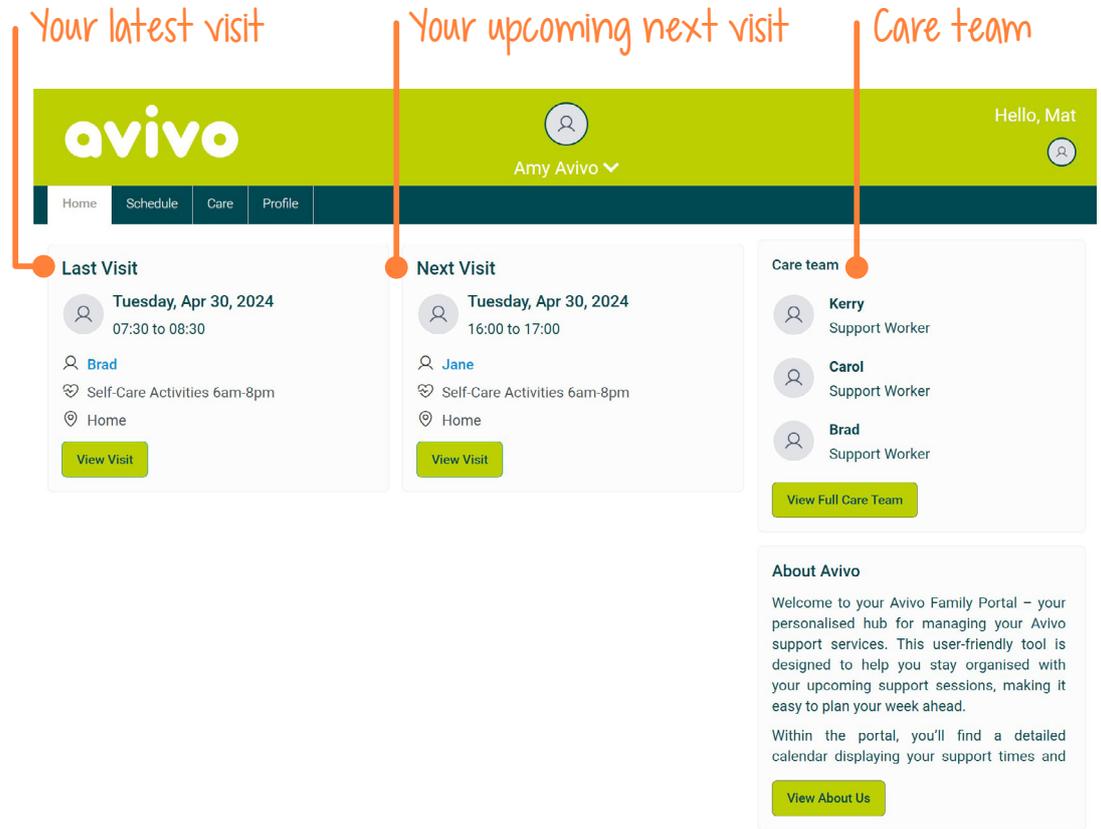
English | French

Avivo Family Portal

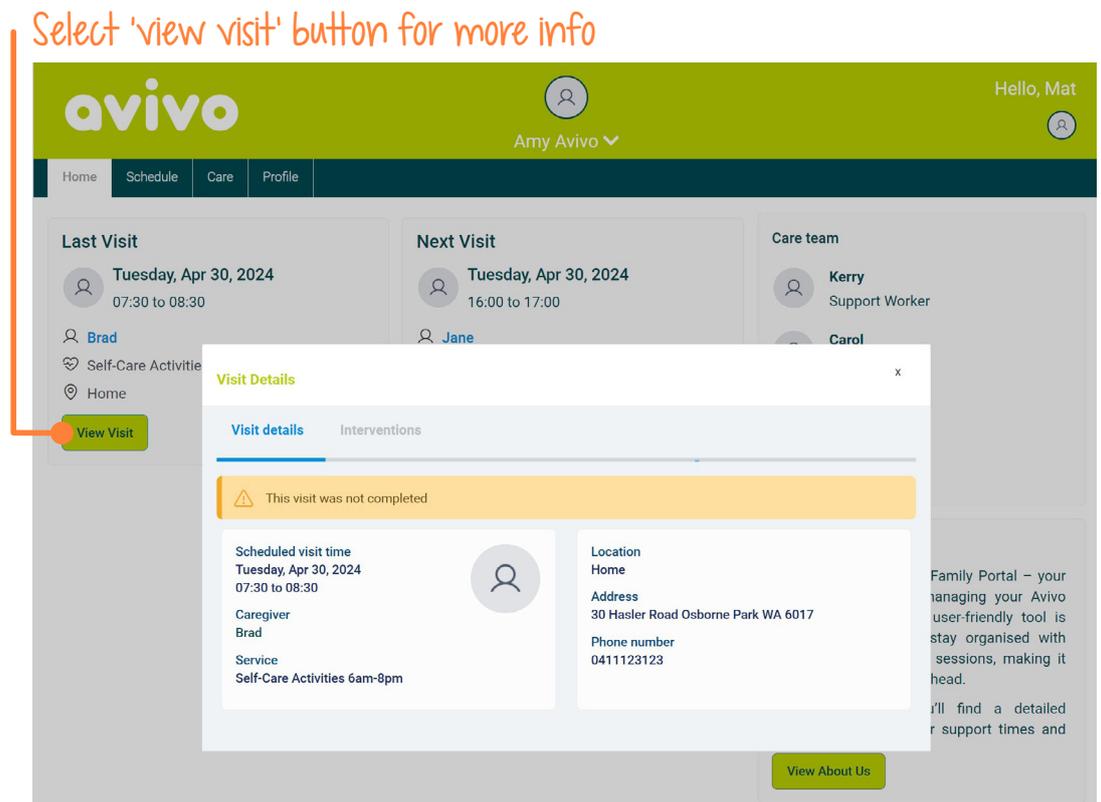
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Landing Page

On the landing page you will be able to see your latest visit, upcoming next visit and care team.



You can select 'View visit' on both your "Last Visit" or "Next Visit" to see further details of the visit.



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Schedule Page

Select the Schedule Page to view your upcoming schedule. The schedule allows you to view 30 days into the future and 1 year back. It will show visits as scheduled, cancelled or completed.

Select the schedule tab/page

avivo Hello, Mat
Amy Avivo

Home Schedule Care Profile

Day Today

April 2024

S M T W T F S

31 1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 1 2 3 4

30 April, 2024 Tuesday

06:00 AM
07:00 AM
08:00 AM
09:00 AM
10:00 AM

Brad - 07:30 am - 08:30 am
Self-Care Activities 6am-8pm

Scheduled Completed Cancelled/ On Hold

This will show the status of the visits

The schedule view can be changed to be 'Day', 'Week' or 'Month'.

You can change the view here

avivo Hello, Mat
Amy Avivo

Home Schedule Care Profile

Day Today

Day
Week
Month

May 2024

M T W T F S

28 29 30 1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31

01 May, 2024 Wednesday

06:00 AM
07:00 AM
08:00 AM
09:00 AM

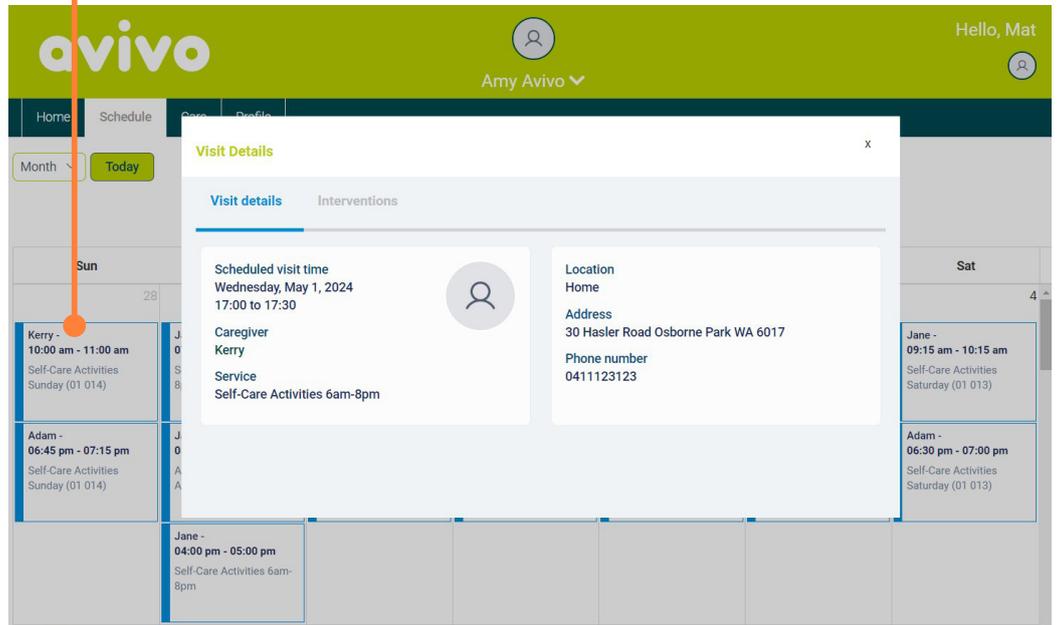
Sue - 08:45 am - 09:45 am

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You can select individual visits to see further detail of the visit, including the service type and the support worker who will be visiting.

Click on the individuals for more visit details



Forgot your password?

We aren't able to check or reset your password for you, on the login page select "Forgot Password?" to start the password reset process.

Click here and follow the prompts to reset your password



Log in to your account

Email-

Password * [Forgot password?](#)

- Remember me
- I have read and agreed to the Privacy Agreements.

Login