



# **Avivo** **Family Portal**

Your Quick Help Guide



**avivo.org.au**

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# Avivo Family Portal

## Your Quick Help Guide

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](mailto: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.

The screenshot shows the login interface for the Avivo Family Portal. At the top is the Avivo logo with the tagline "live life". Below the logo is the heading "Log in to your account". The form contains the following elements:

- Email \***: A text input field containing "mat@avivo.org.au". A red callout "1" points to this field with the text "Your email".
- Password \***: A password input field with masked characters ".....". A red callout "2" points to this field with the text "Your password". To the right of the password field is a link for "Forgot password?".
- Remember me
- I have read and agreed to the Privacy Agreements.
- Login**: A prominent green button. A red callout "4" points to this button with the text "Click login".

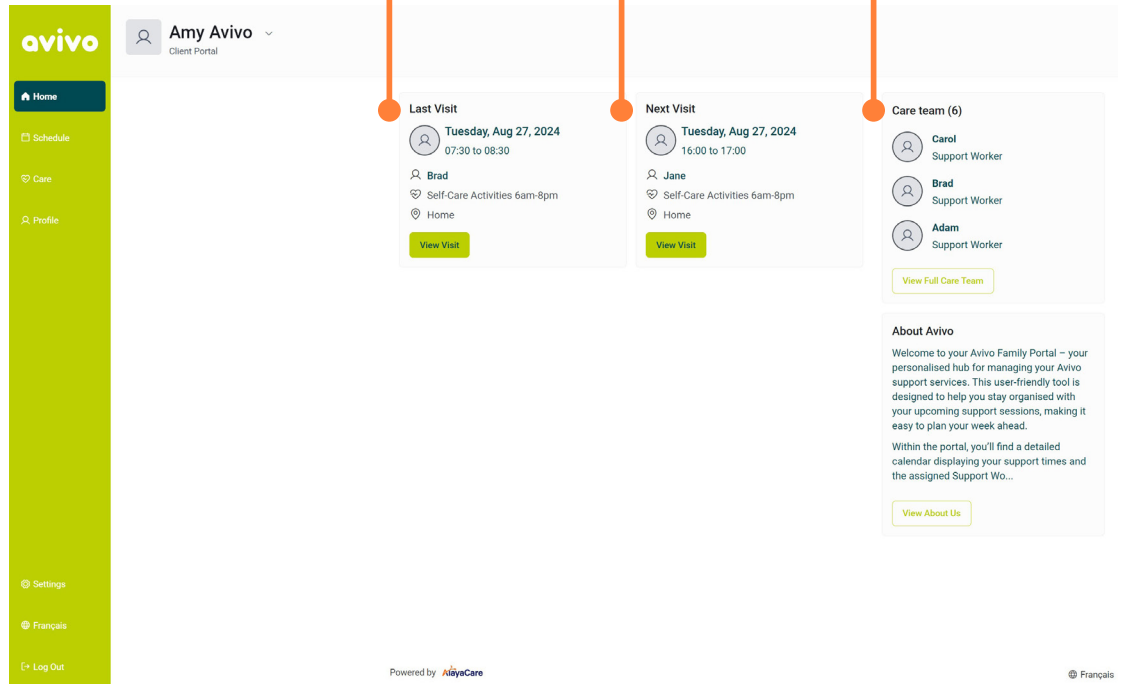
At the bottom left, it says "Powered by AlayaCare". At the bottom right, there is a globe icon and the text "Français". A red callout "3" points to the "I have read and agreed to the Privacy Agreements." checkbox with the text "Select this".

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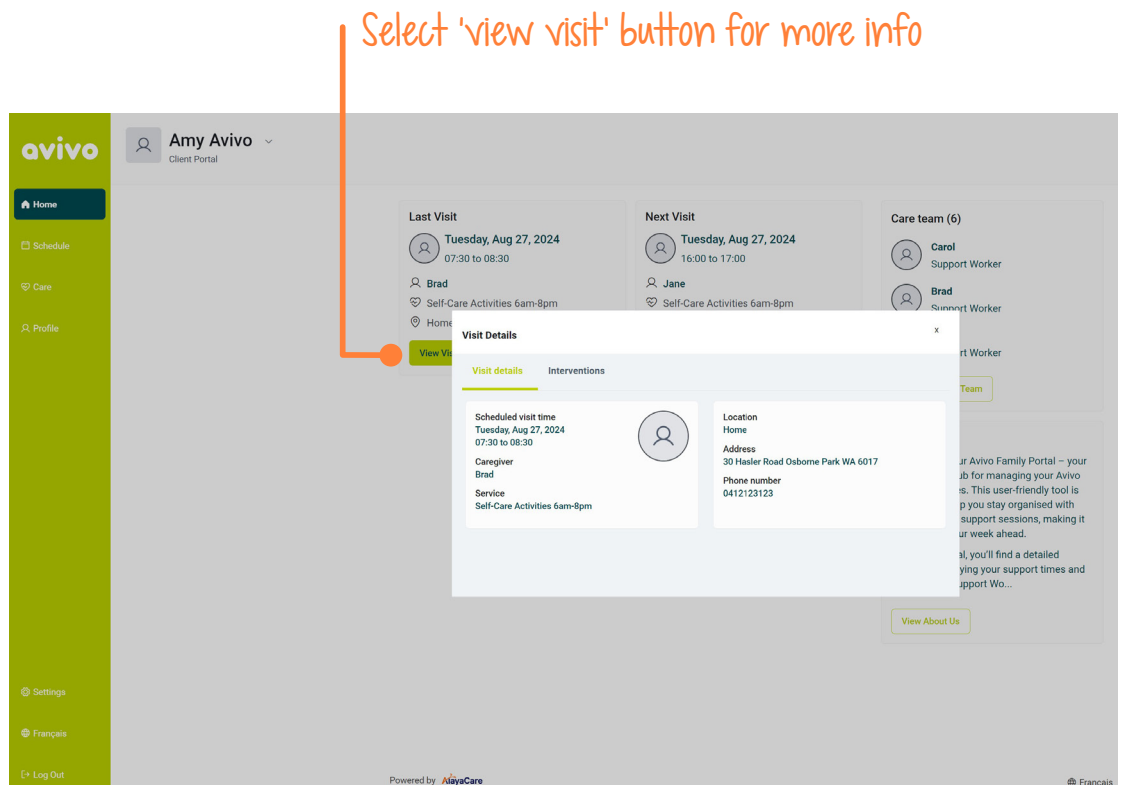
## Your Quick Help Guide

### 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.

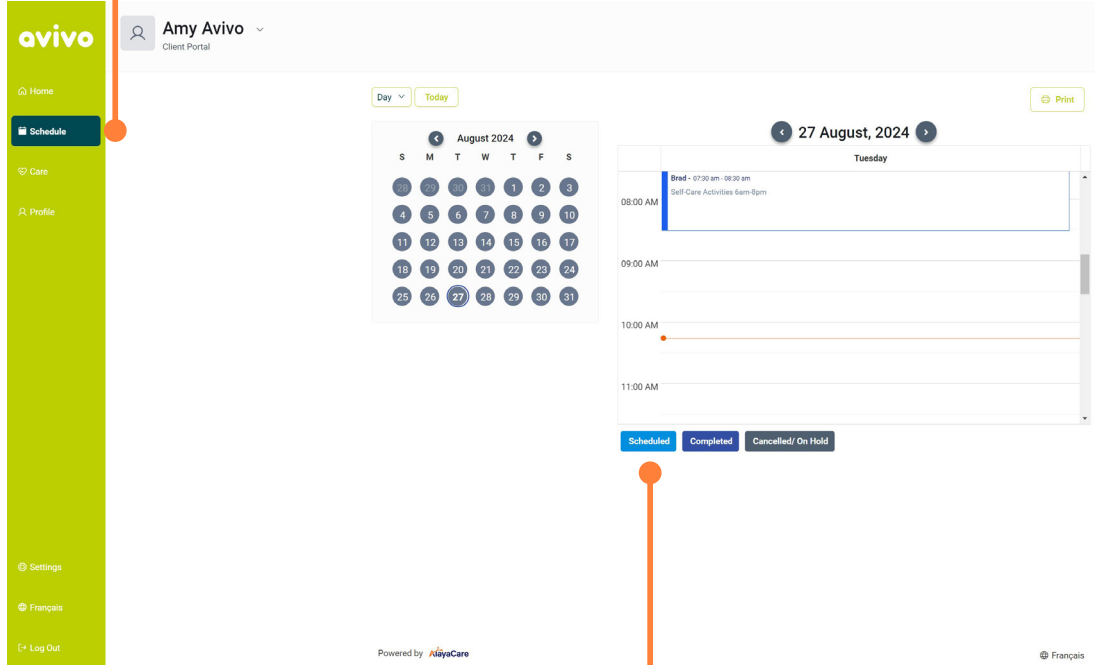


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### Schedule Page

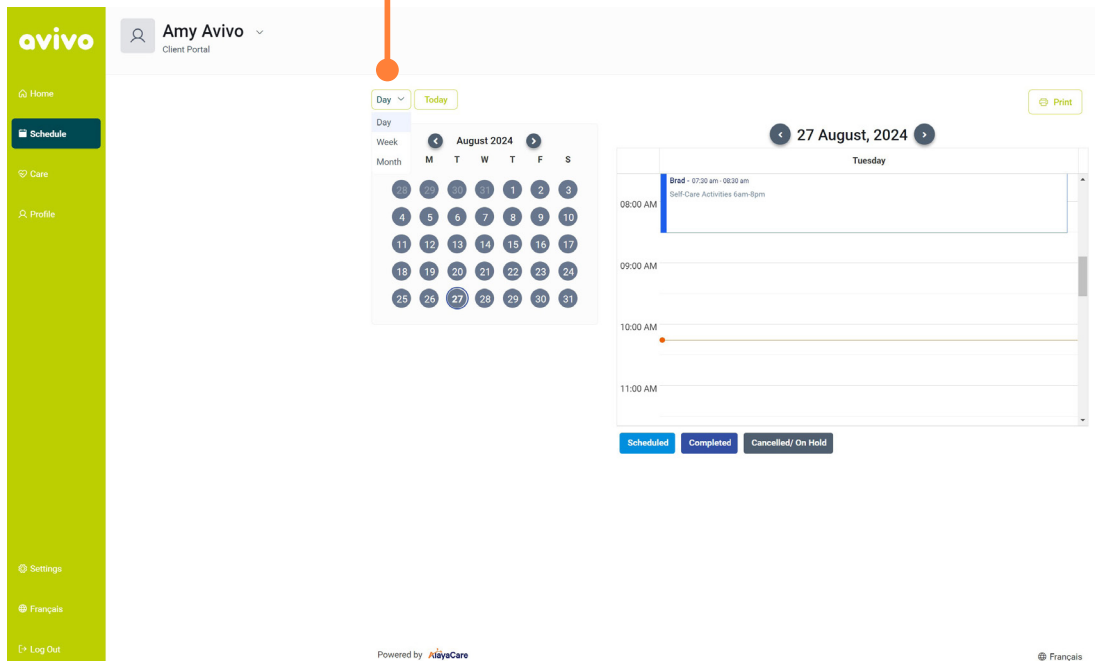
Select the Schedule Page to view your upcoming schedule. The schedule allows you to view 30 days into the future and 1 year back. It will show visits as scheduled, cancelled or completed.



Select the schedule tab/page

This will show the status of the visits

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



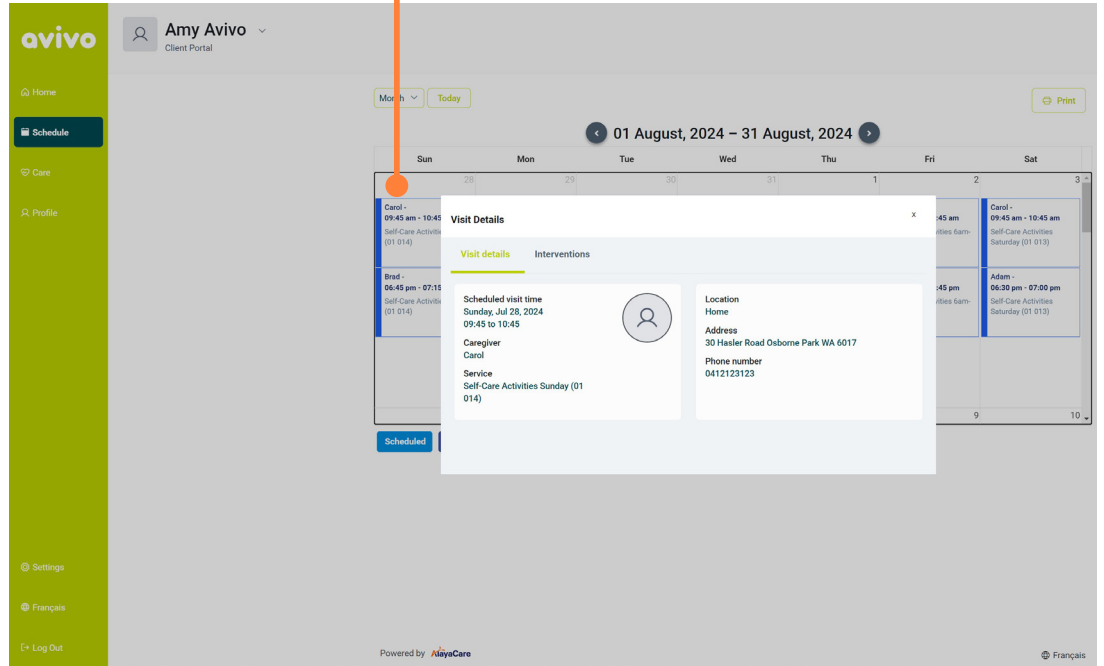
You can change the view here

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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

