

Family Portal

Stay connected with our interactive Family Portal

We understand how stressful it can be to manage your own care or the care of a loved one. At Classic LifeCare, we want to alleviate some of your worries by providing you with real-time transparency into client care plans and updates through our online Family Portal.

With the Family Portal, you can quickly view information and collaborate on the individualized care services that our team provides for your loved one.



Accessing the Family Portal:

Use the following document as a guide for how to request access for, as well as login to, the Family Portal.

Step 1 - Request Family Portal Access:

Request access to the Family Portal from Classic LifeCare. To request a Family Portal account please contact the office. Upon account set up and creation, you will receive an email to get started.

Comox Office

Phone: 250-890-7535
schedulingcomox@classiclifecare.ca

Calgary Office

Phone: 403-242-2750
schedulingcalgary@classiclifecare.ca

Prince George Office

Phone: 250-563-3501
schedulingnorth@classiclifecare.ca

Vancouver Office

Phone: 604-263-3621
schedulingvancouver@classiclifecare.ca



Step 2 – Receive Credentials

You will receive an email with your login credentials. It will contain your **username** and **temporary password**.

Click on the link in the email to be brought to the Family Portal login page. The URL will be <https://classiclifecare.alayacare.ca/familyportal>.

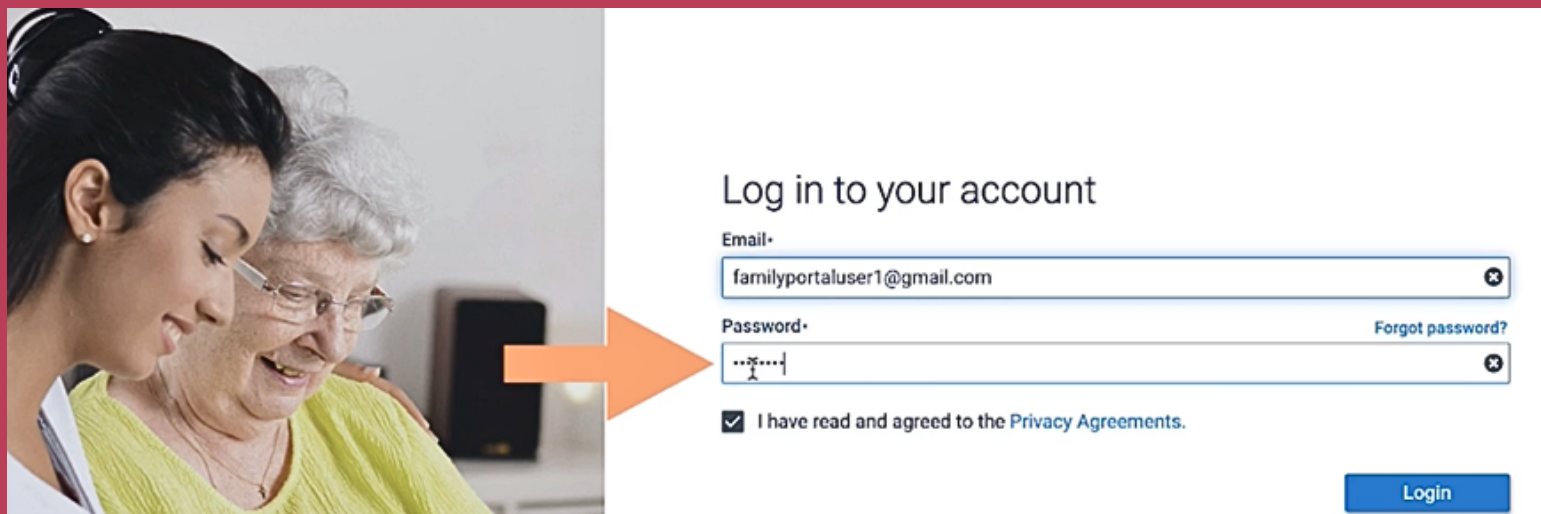
If you do not see an email in your inbox, please check your spam or junk folders!



Step 3 – Logging into your Family Portal Account



Log in to the Family Portal using the username and temporary password provided in the email.



Step 4 – Change Password

You will be prompted to change your password.

This will be the password you use to login to the Family Portal from now on. Please securely document the password for future use.



Welcome to Family Portal

i To finish logging in, you must set a new password here:

New password *

.....

Your password must have:

- ✓ is 8 characters or longer.
- ✓ has at least 1 uppercase letter.
- ✓ has at least 1 lowercase letter.
- ✓ has at least 1 number.
- ✓ has at least 1 special character.

Confirm password *

.....

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

Login

Step 5 - Access Account

That's it! You now have access to the family portal and can navigate through the various pages to view information on scheduling, visit details, services, invoices and much more!



AlayaCare University Hello, Tiffany

Tiffany Adele

Home Schedule Care Profile Records

Forms to complete

Please complete your form(s).

View forms to complete

Hello, Tiffany

Welcome to the AlayaCare University Family portal!

We hope you enjoy learning about the Family Portal and how it can help you and your loved ones stay informed about your care.

Upcoming Activity

Next Visit

Thursday, Jan 4, 2024
20:00 to 21:00

Jasleen Akhtar
Nursing

View Visit **Request Change**

Recent Activity

Last Visit

Sunday, Oct 22, 2023
16:11 to 17:11

Frankie Buchanan
SAD - Soins a Domicile

View Visit **Write a review**

Care team

Anne Ryan
Registered Nurse (RN)

Frankie Buchanan
Personal Support Worker

Jasleen Akhtar
Registered Nurse (RN)

View the full care team

Active Services

Midline Insertion - Visit

Midline Insertion - Hourly

Personal Care

Anne Ryan

Foot Care

Jasleen Akhtar

Family Portal

Stay connected with our interactive Family Portal

Keep your loved one's profile details up to date

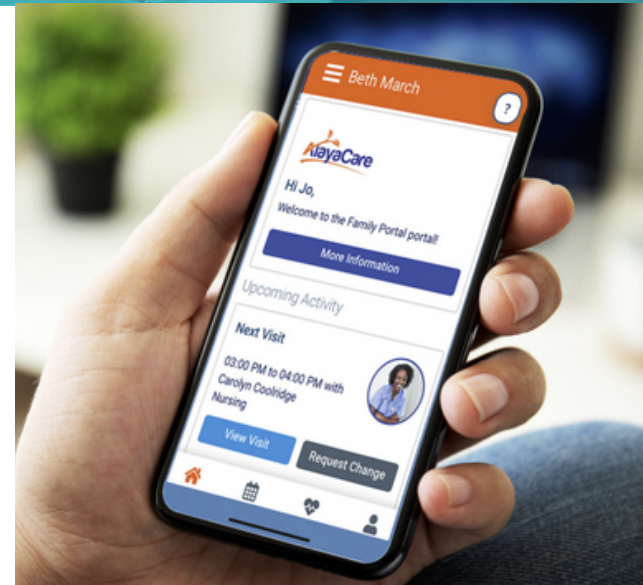
- ✓ Phone Number
- ✓ Address
- ✓ Allergies
- ✓ Invoice History

Manage and stay up to date on care schedules

- ✓ See daily, weekly, or monthly calendar views
- ✓ Review the date, time, and caregiver for upcoming or completed visits

View live care status updates on each Classic LifeCare visit

- ✓ Review the profiles of your care team
- ✓ View or complete necessary forms



Download
Family Portal app