

Home SupportNL Frequently Asked Questions

Last Updated: October 10, 2026



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**NL Health
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General

Q: Will NLHS have access to the agency system?

A: No. NLHS will not be able to access an agency's system. Some information will flow back to the NLHS tenant (visit level data excluding employee information). In addition, there are several reports scheduled to be received by NLHS on specific cadences (weekly, bi-weekly, monthly, biannually). These reports are available in your own tenant for review and are sent to you for review prior to NLHS receiving them.

Q: What do I do if I notice a privacy breach on a report (i.e. information about private clients etc.)

A: Contact your AlayaCare representative immediately.

Q: Will the Service Provider Progress Report be visible in CorCare?

A: No, the Service Provider Progress Report will not be visible in CorCare

Client Management

Intake

Q: Where do I find the service Code

A: The service code will be the same as the service name

Q: What do I do with a duplicate record

A: If a duplicate record is created in error use the dominant profile and rename the other one duplicate, duplicate (i.e. in the first and last name fields) and then change the status to discharged. If any information exists on the to be discharged profile that is not on the remaining active profile it must be copy and pasted into the active profile.

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Couples

Q: How are couples scheduled in AlayaCare?

A: Couples will need to be created as separate profiles in AlayaCare. They will be scheduled separately but the shifts can be scheduled back-to-back. Authorizations, schedules and tasks will be separate as all clients will be treated as individual profiles.

Authorizations

Q: How will authorizations be received in AlayaCare.

A: Authorizations will continue to be sent as they are currently outside of the AlayaCare solution. Agencies will enter the authorizations manually into their system.

Visit Verification

Q: What do I do if the service address is different than the address sent by Marketplace?

A: Update the service address in the service screen and send an update in the monthly progress report to the case manager.

Q: Why is the pinned location wrong when the address is right (service and demographics match)?

A: In the service screen click the "Use Client Address" box and click Save to save changes.

Service Provider Progress Reports

Q: What is the process for the Service Provider Progress Reports?

A: Did this client get sent through the Marketplace process?

No- Continue with current paper process

Yes- Service Provider Progress Report should be completed in AlayaCare on the client. Once approved the report automatically flows back to the Provincial Health Authority tenant of AlayaCare.

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Q: Who completes the Service Provider Progress Report

A: Whoever completed the report prior to the digital solution being implemented

*Progress report should not be completed on mobile app

Q: What should I do if the Service Provider Progress Report is applied to a scheduled visit? (see screen shot below)

The screenshot shows the Home SupportNL interface for scheduling a visit. The 'Forms' section is highlighted with a red box, showing a 'Progress Report - MP - Copy' form. The interface includes sections for Client Details, Scheduling, Client Services, Service Code, Assign to Facility, Assign to Employee, Activity Code, Skills, and Tasks.

A: The visit will need to be edited to have the removed from the scheduled visit.

Updates and Releases

Q: How do I know if there is a new release or update coming to AlayaCare?

A: For a schedule and information related to releases please log into Zendesk and click the following link:

<https://alayacare.zendesk.com/hc/en-us/sections/115000301348-Release-Notes>

Employee Management

Resetting TOTP (Multi-Factor Authentication)

Q: How do I reset an employee's MFA?

A: Navigate to the affected employees' profile, click on the 3 dots in the top right corner. Select Reset- TOTP Configuration and click save in the pop-up.

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Recording Visits

Q: How should staff record their visits if they have poor or no connectivity (eg. No Wi-Fi, no data and/or no phone signal)

A: Options for recording visits when there is poor or no connectivity include IVR and Off-line mode of the mobile app. If either the offline mode or IVR is not a viable option, please use paper time sheets (old practice).

Q: Does IVR require MFA set-up?

A: No

Questions or Concerns

If there are any questions or concerns, please follow-up with Zendesk.