Re-signing into the Xuno Family App – Quick Reference Guide

To further improve performance, availability/reliability and enhance security, Jackson School has recently migrated Xuno to the cloud (hosted on Microsoft Azure in Melbourne).
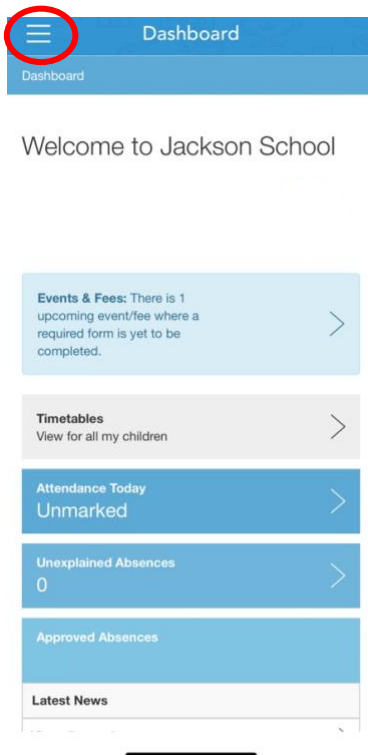
As a result of moving Xuno to the cloud, families will need to sign out and sign back into the Xuno family app.

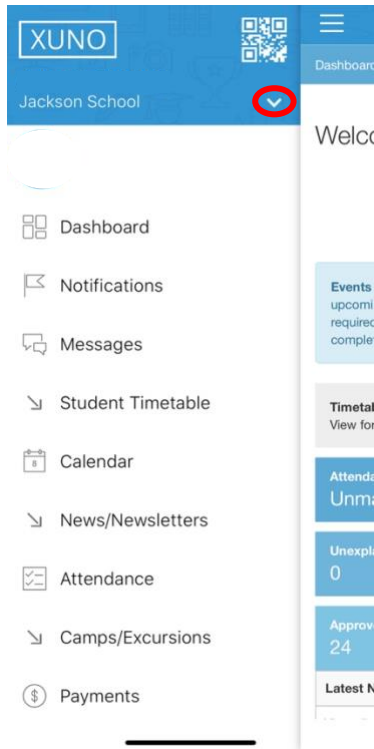To re-sign into the Xuno family app, please follow the steps below.
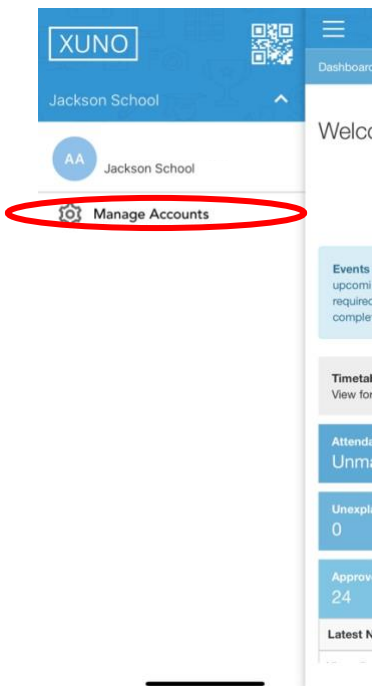
Step 1: Open the Xuno Family App

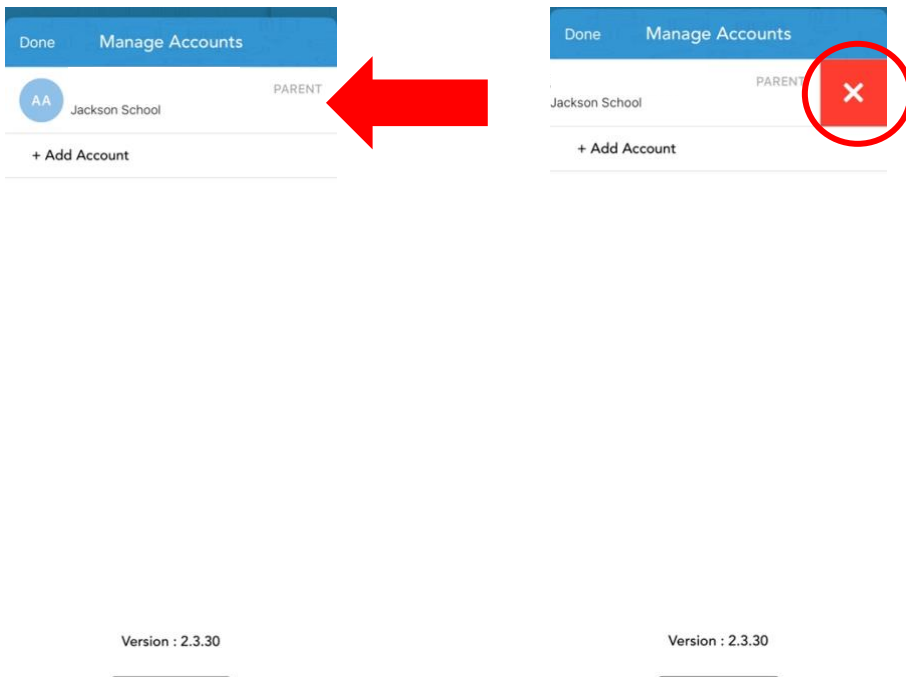Step 2: On the dashboard, tap the burger menu icon

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Step 3: Tap on the V icon

Step 4: Tap Manage Accounts

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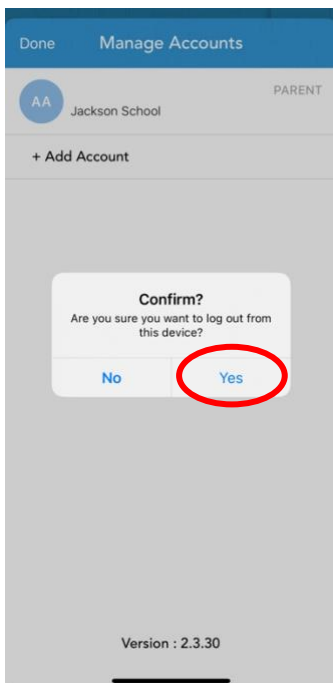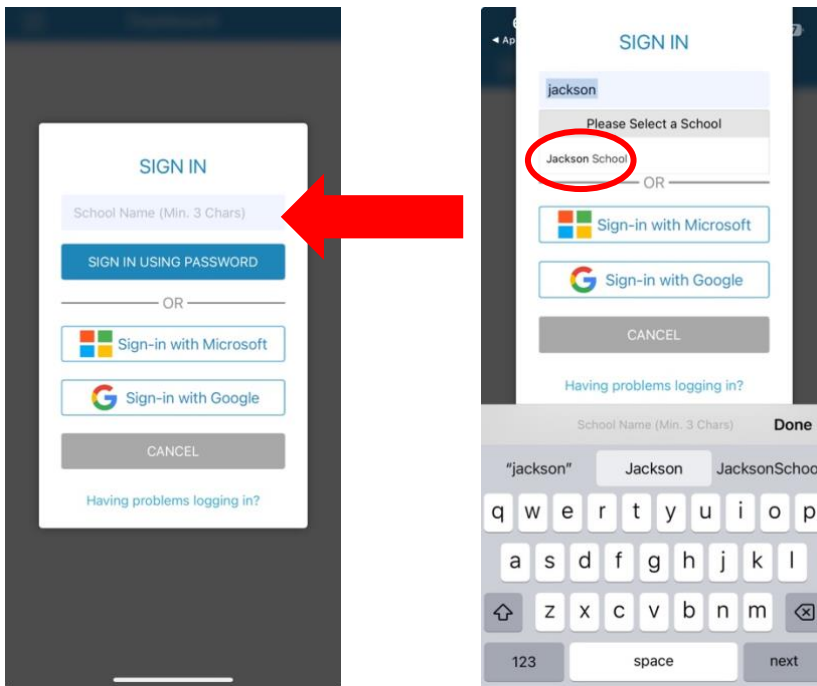
Step 5: On your account, swipe right to left and click the X button

Step 6: Tap the Yes button to confirm the logging out

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Step 7: Start typing Jackson School in the School Name field and select Jackson School from the drop-down list

Step 8: If you have a Google (@gmail.com) or Microsoft (@ outlook.com, hotmail.com, xbox.com, skype.com) account, please tap the Sign-In with Microsoft/Google buttons and follow the Microsoft's/Google's login prompts, else tap the sign in using password button

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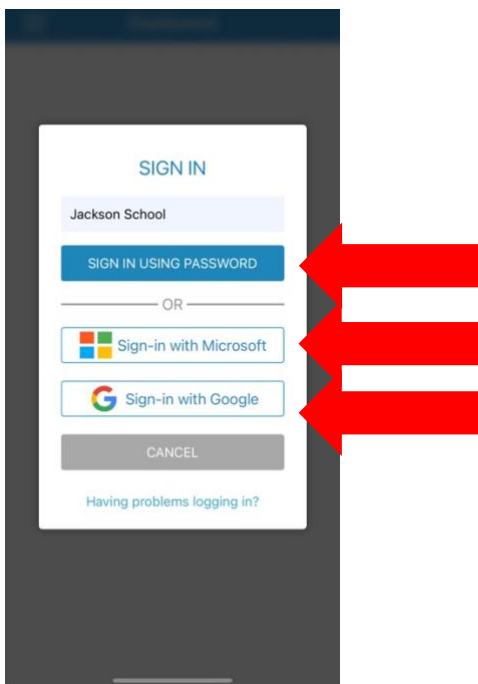
Step 9: If signing in with Xuno's user account details, type your username (eg ABC0001F-P1/email address in the username field and your Xuno password in the password field and tap sign-in
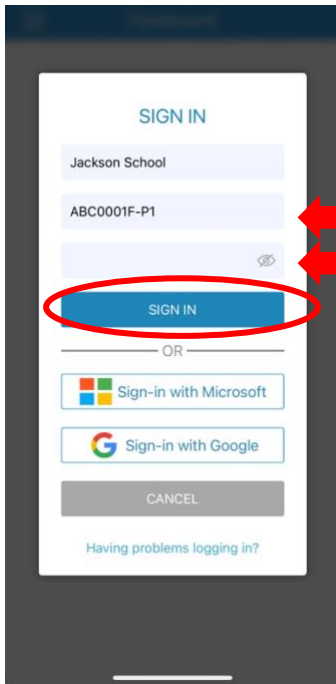
If you are either unsure of your Xuno username and password or need further assistance, please contact our admin team on 03 9366 4322.

For further information on using the Xuno family app, please visit this webpage: https://docs.xuno.com.au/xuno-family-app-quickstart-user-guide

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