BRIGHTON GRAMMAR | Information Technology

Uninstall FamilyZone app guide– Secondary School Students

These steps are a workaround for any Secondary students who are having issues accessing our BGS systems such as The Hub, email and Zoom during remote learning from home. FamilyZone have confirmed they are working on a solution, however in the interim if you uninstall the FamilyZone application, your access will be restored.

1. Uninstall FamilyZone

1.1 From the **Start** menu, type in and launch **Control Panel**

1.2 Navigate to **Programs and Features**

1.3 Select the **Mobile Zone** app and click **Uninstall/Change** as shown below:
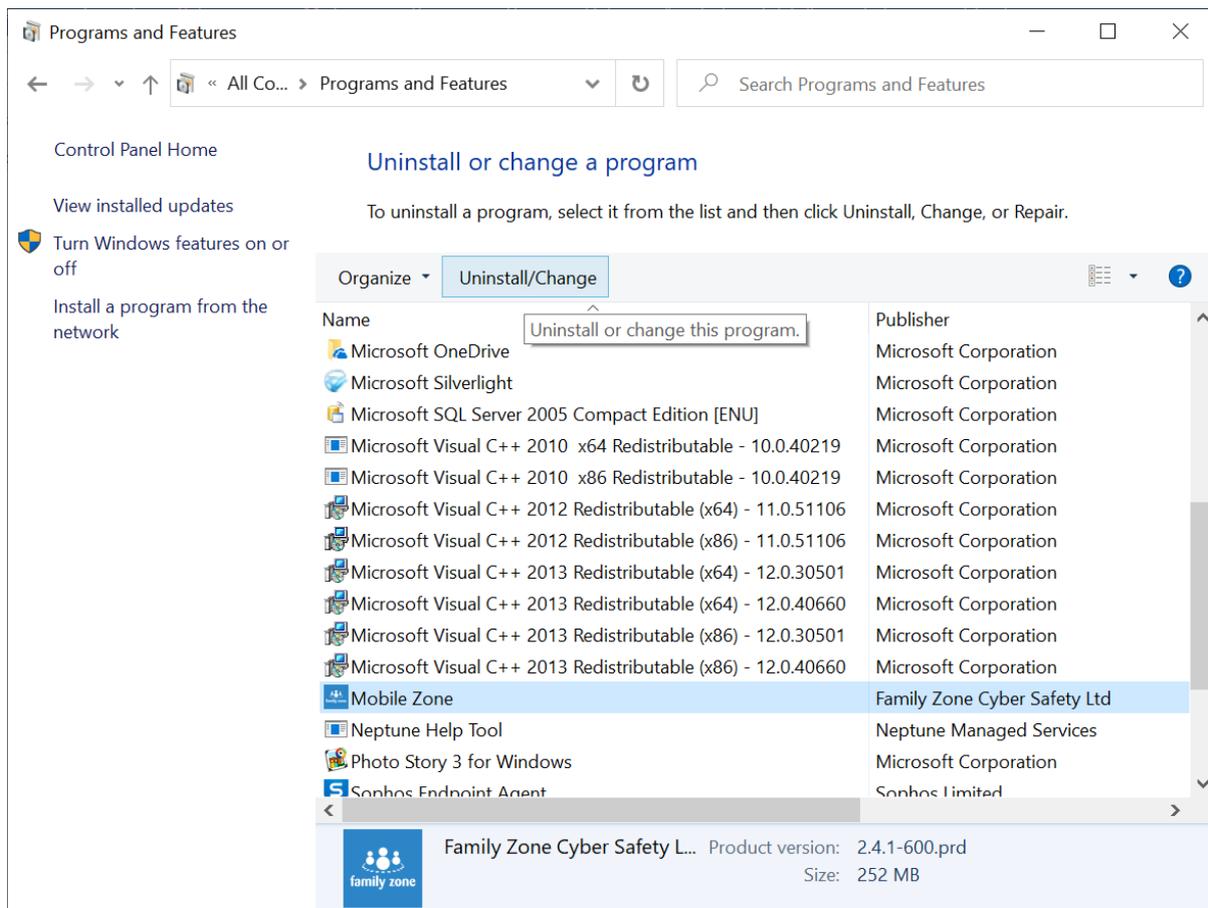
1.4 When it completes, your access to BGS apps remotely should be resolved.

1.5 If your access is still unavailable, OR if you are prompted for a password please get in touch with IT Support who will assist you. If possible provide a mobile number and they will phone you for faster help.

2. Useful Links for online Learning

1. **The Hub**: https://thehub.brightongrammar.vic.edu.au

   Secondary boys already use and are familiar with our BGS learning management system 'The Hub' which will continue to be the central location for teachers to provide students work, deadlines and timetables. This is an existing cloud solution, and is available from any device. Boys connect with their BGS username/password.

2. **Office 365:** www.office.com

   Secondary boys already should be saving all their school work in OneDrive via Office 365 already. This is an existing cloud solution, and is available from any device. Boys login with their BGS email/password.