<u>Uninstalling the Device Management Application (DMA) from your Personal Learning Device (PLD)</u>

Dear Student from **401 & 402**,

This is to inform you that the DMA will be uninstalled from your PLD on **<u>17 November 2022 (Thursday)</u>** as you are graduating from the school.

After the DMA has been uninstalled, you will be able to use the PLD without the DMA. All apps that were pre-installed by MOE and the school will also be removed. Your browsing activity will no longer be monitored and the browsing history on your PLD will also be deleted from the DMA system server.

2. <u>Actions required</u>
Please refer to the list below for the actions that you need to take for the uninstallation of the DMA:

(a) At least one day BEFORE the DMA Uninstallation

Back up of Data
A <u>factory reset</u> will be performed as part of the uninstallation process.
To prevent any loss of important data, please ensure that all the local data on your PLD has been backed-up (*e.g.* saved on an external storage device or to a cloud storage) prior to the DMA being uninstalled. If you back up your files onto OneDrive using the school's MS365 account, do note that the account will be deactivated after **31 January 2023** and you will lose access to these files.

(b) ON THE DAY the DMA is uninstalled

You do not need to come to school during the uninstallation. Please ensure that the PLD is <u>switched on and connected to the internet</u> from 6.00 a.m. to 11.00 p.m., and refrain from using the PLD during that period. This is to ensure that the uninstallation process, which will be done remotely, can proceed smoothly. You may refer to **Annex A Section A** for more details.

(c) AFTER the DMA has been uninstalled

Check that the DMA has been uninstalled
You may refer to the **Annex A Section B** below for instructions to check if the DMA has been successfully uninstalled from your child's/ward's PLD.

3. <u>Technical Support</u>
Should you require technical assistance to perform the back-up or if the DMA has not been uninstalled properly, you can seek help from the ICT staff at the ICT Support room. You may refer to **Annex A Section C** for more details.

Now as you navigate the digital space on your PLD without the DMA, please continue to do so in a safe and responsible manner. More information can be found in the "Student Kit on Cyber Wellness and Learning with a Personal Learning Device" (https://go.gov.sg/cwstudentkit).

Thank you.

Regards,
Mr Loh Yan Xiang
HOD ICT

(For Students) Instructions for DMA Uninstallation

A) What should you expect and check for after DMA uninstallation and de-enrolment

> **Note 1:** You will no longer see the school apps or be able to join the managed network called pdlp@SSOE2022 as the device is no longer managed.
>
> **Note 2:** Should you encounter issues with any of the steps mentioned below, please approach the School DMA Admin for assistance to troubleshoot the device.

1. **On the day** of DMA uninstallation and de-enrolment, you should switch on your PLD and connect the PLD online. Your PLD will then restart and perform a factory reset automatically (You may need to wait for a few minutes before this will happen).

2. You can proceed to setup your iPad once you see the following screen (Figure 1):

Figure 1

3. You should **no longer** see a '**Remote Management Setup**' page (Figure 2) while setting up the iPad:
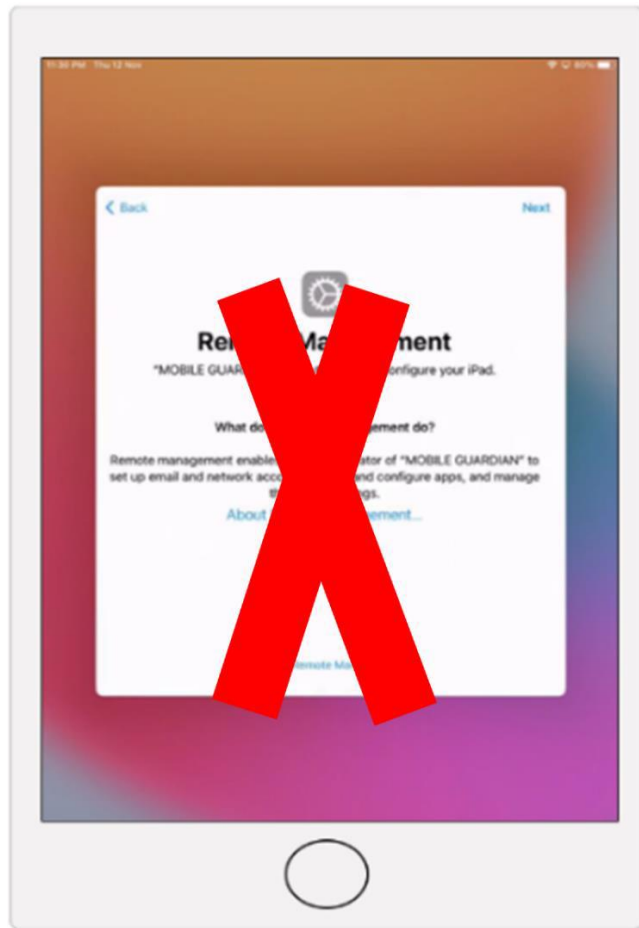

Figure 2

4. Once the iPad has been setup, you can proceed to sign-in to the device with your **personal Apple ID**.

Note 3: You should not use your student iCON email to create your personal Apple ID as this account will be removed in January - February of the following year.

B) How to check if the DMA has been uninstalled from your PLD

You should perform the following checks below after you have signed in with your personal Apple ID. This would ensure you are no longer enrolled and managed by the MOE DMA.

Check #1 Switch off your iPad, then switch it on again. Upon 1ˢᵗ power-on of your iPad after the DMA has been uninstalled, you should **no longer** see the text "*This device is managed remotely. You can leave remote management in Settings.*" near the bottom of the locked screen (shown in Figure 3).
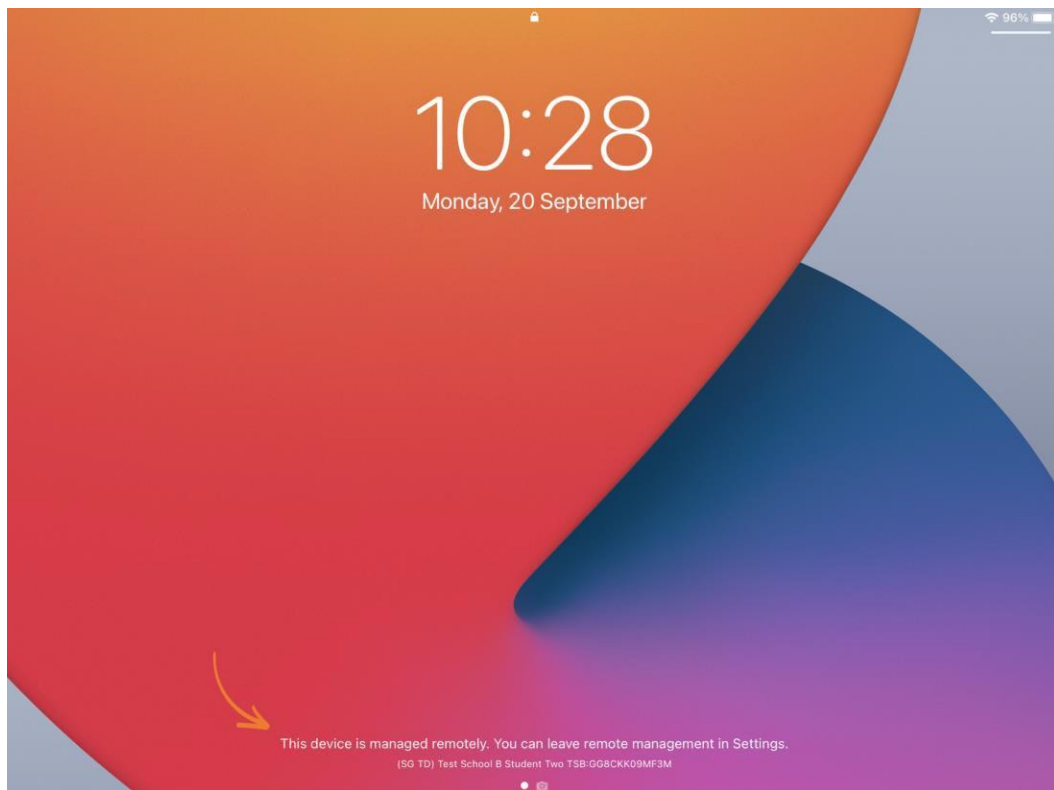

Figure 3: View of the locked screen for an iPad Device managed by the DMA

Check #2 In 'Settings', you should **no longer** see the text "*This iPad is supervised and managed by MOBILE GUARDIAN.*" appearing near the top left-hand corner of the screen (shown in Figure 4).

Also, you should **no longer** see the 'Device Management' option near the bottom right-hand corner of the screen (shown in Figure 4).
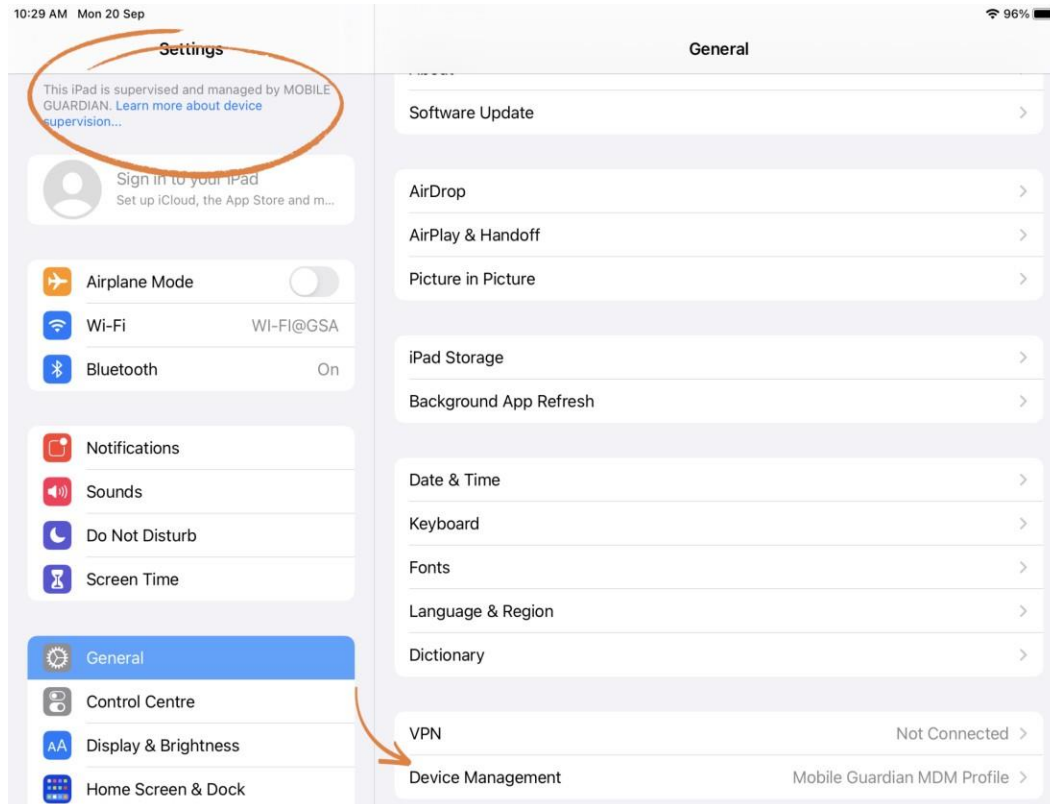

Figure 4: View of 'Settings' for an iPad Device managed by the DMA

Check #3   You should **no longer** see the Mobile Guardian app in the PLD (shown in Figure 5).
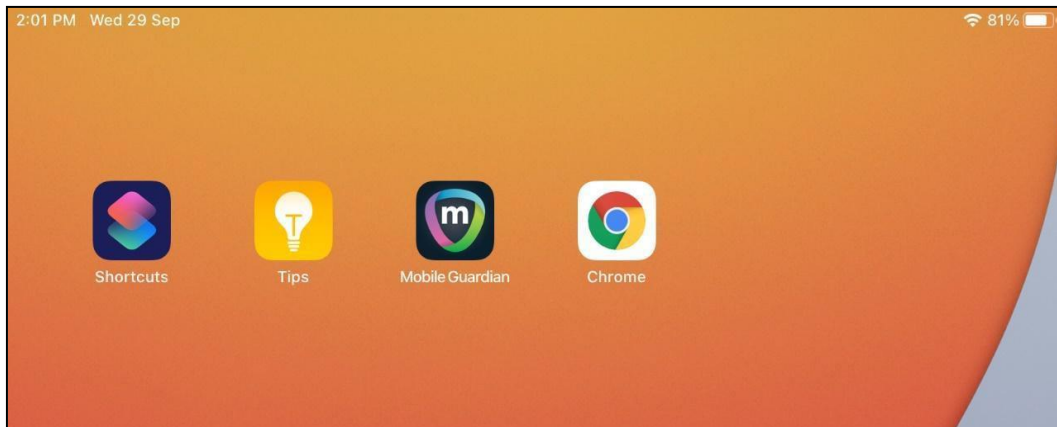

Figure 5: Partial view of the home screen for an iPad Device managed by the DMA

Check #4   All apps that were pre-installed by MOE and the school will also be removed. You should **no longer** see these apps in the PLD.

Check #5   You should be able to install apps and surf the internet without any restrictions.

C) Troubleshooting of Issues during DMA Uninstallation and De- Enrolment Process

1. You may refer to the following guide from Apple Support (https://support.apple.com/en-sg/HT204184) on restoring your iPad from a backup (in iCloud or on their computer).

2. If you encounter any issues while setting up your iPad, you can:
   a. approach the School DMA Admin
   b. visit any Apple store / Service Centre to seek assistance to do a restore of your