

# **MOE DMA Uninstallation for Graduating Students [iPadOS]**

**Student Guide**

# Purpose of This Guide

The MOE Device Management Application (DMA) will be uninstalled from your Personal Learning Device (PLD) upon your graduation from school.

This guide provides step-by-step instructions for the year-end MOE DMA uninstallation process and verification that the procedure has been completed successfully.

# Summary

Section	Date	Key Process	Action to be taken by Students
<b>A</b>	<b>Before</b> MOE DMA Uninstallation Date  - by 24 Nov - All O Level Students  - by 7 Nov - All 4NA Students	Back Up Data  - by 20 Nov - All O Level Students  - by 5 Nov - All 4NA Students	Back up local and school cloud data onto personal external and/or cloud storage.
<b>B</b>	<b>Factory Reset:</b> The next day after MOE DMA Uninstallation  - by 25 Nov - All O Level Students  - by 8 Nov - All 4NA Students	A factory reset command will be sent to your PLD, which will wipe the device	Ensure your PLD is switched on and connected to the internet for the entire day.  <b>Important:</b> Please connect your PLD to a power outlet, or make sure it has at least 50% battery charge, to prevent any issues during the factory reset process.
<b>C</b>	<b>After</b> Factory Reset	Check if MOE DMA Uninstallation has been completed	Perform the factory reset manually if it has not been automatically triggered.  Complete four verification checks to confirm that MOE DMA has been completely uninstalled from your PLD.



A.

**Before MOE DMA Uninstallation Date**

## Back Up Data

(Before MOE DMA Uninstallation Date)

### Step A1:

You are advised to back up all data from your PLDs to personal external or cloud storage. This includes **both local device data and cloud data stored in your school iCloud Drive**.

The local PLD data will be wiped during the factory reset.

Additionally, you will no longer be able to save and/or access any document and/or application on the school iCloud Drive once your School-Managed Apple Account is removed.

Do approach your School DMA Admin if you require further assistance.

## Back Up of Data

(Before MOE DMA Uninstallation Date)

### Step A1:

To save your files, please back them up before the deadline. You can learn how to do this from the [A1.2g File Management and Data Back-up module in SLS](#) (MOE Library).

When backing up to **cloud storage**, you must **sign in using your personal account** rather than your student iCON account, MIMS ID, or Apple Account. You can also back up data to personal external storage devices such as portable hard drives and thumb drives.

Do approach your school DMA Administrator if you require further assistance.



**B.**

**Factory Reset: The next day after MOE  
DMA Uninstallation**

# A factory reset command will be sent to your PLD, which will wipe the device

(Factory Reset: The next day after MOE DMA Uninstallation)

## Step B1:

Ensure that the PLD is switched on and connected to the internet for the entire day to allow the factory reset command to reach your PLD and trigger the process.

**Important:** Please connect your PLD to a power outlet, or make sure it has at least 50% battery charge, to prevent any issues during the factory reset process.

**Note:** If your PLD resets automatically, please proceed to Slide No. 15 and 16 to learn “**How to Check if MOE DMA Has Been Uninstalled Completely**”.

If your PLD does not reset automatically, please proceed to the next section: **After Factory Reset**.





C.

**After Factory Reset**

## Check if MOE DMA Uninstallation has been completed (After Factory Reset)

### Step C1:

If your PLD has not been factory reset automatically, proceed to steps C2 to C5 to perform the factory reset manually.

# Perform the factory reset manually if it has not been automatically triggered (After Factory Reset)

## Step C2:

On your PLD, navigate to Settings > General > Transfer or Reset iPad > Erase All Content and Settings (Figure 1).

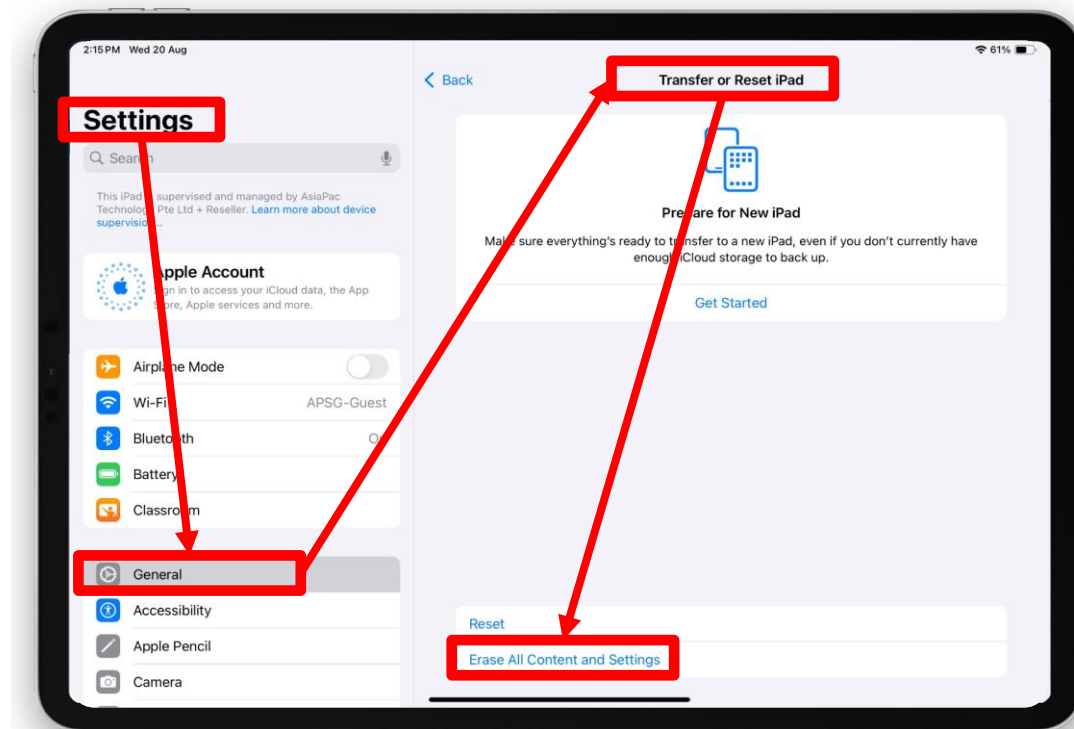


Figure 1

**Perform the factory reset manually if it has not been  
automatically triggered**  
**(After Factory Reset)**

**Step C3:**

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



Figure 2

# Perform the factory reset manually if it has not been automatically triggered (After Factory Reset)

## Step C4:

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

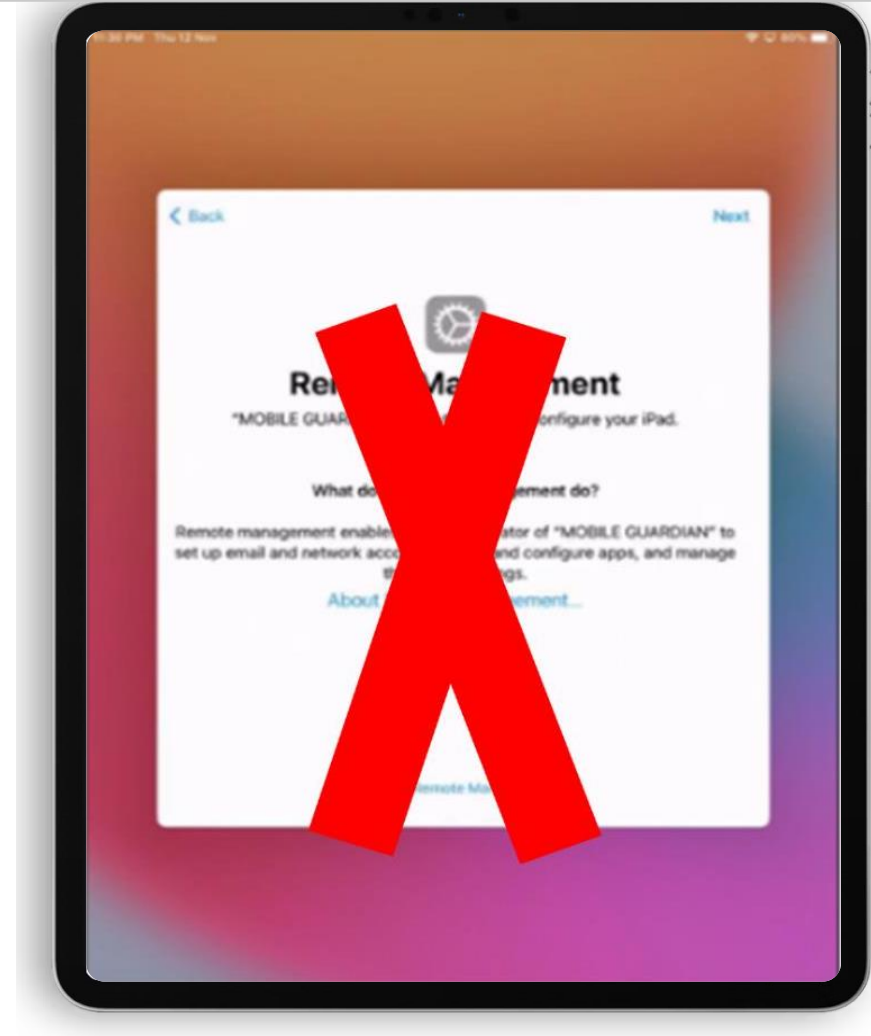


Figure 3

**Perform the factory reset manually if it has not been  
automatically triggered  
(After Factory Reset)**

**Step C5:**

Once the iPad has been setup, you can proceed to sign in to the device with your personal Apple Account .

**Note:** Do not use your Student iCON Email address to create your personal Apple Account.

# How to Check if MOE DMA Has Been Uninstalled Completely

## Check #1:

In “Settings”, you should **no longer** see the text “This iPad is supervised and managed by ....” appearing near the top left-hand corner of the screen (shown in Figure 4).

Also, you should no longer see the “Mobile Device Management” option in Settings > General > VPN & Device Management page (shown in Figure 4).

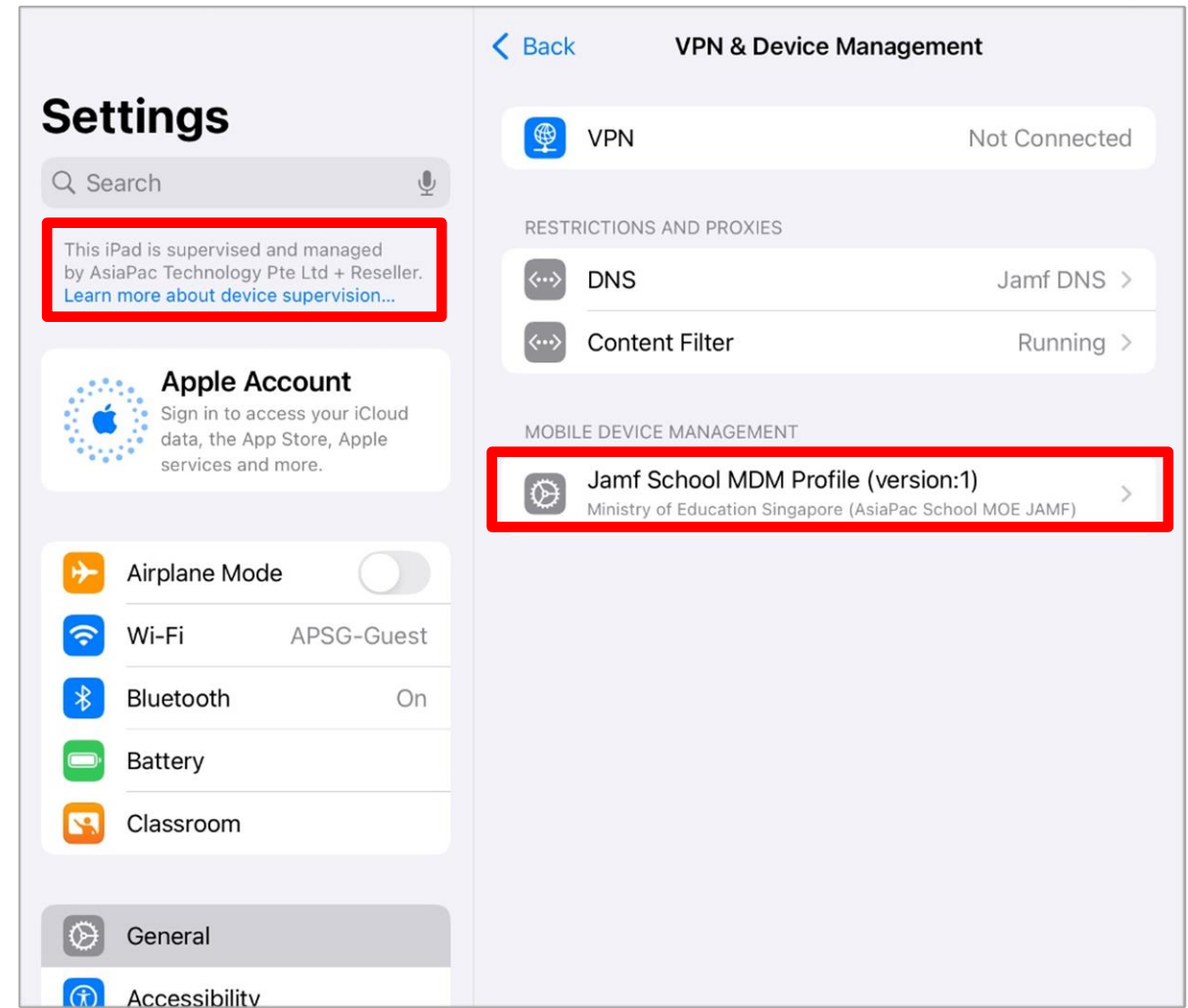


Figure 4: View of ‘Settings’ for an iPad managed by the MOE DMA

# How to Check if MOE DMA Has Been Uninstalled Completely

## **Check #2:**

You should no longer see the Jamf Student application in the PLD.

## **Check #3:**

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

## **Check #4:**

You should be able to access the App Store, to install applications, and surf the internet without any restrictions.



## Restoring Backup if Any Unforeseen Technical Issues Are Encountered

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

If you encounter any difficulties, please contact your School DMA Admin for support.