

Removal of Mobile Guardian (MG) Device Management Application (DMA) from iPad Personal Learning Devices (PLDs)

Posted on 6 Aug 2024.

Dear Parents/Guardians

MOE was informed of a global cybersecurity incident involving unauthorised access to Mobile Guardian's (MG) platform that affected their customers globally, including those in Singapore. As a precautionary measure, MOE will remove the MG Device Management Application (DMA) from all iPad PLDs. Please refer to MOE's press release (see link below).

We understand that this matter may cause your child/ward to feel concerned and anxious. The school is committed to providing the necessary support for your child/ward during this period and we are working with MOE to safely restore the devices to normal usage. We also appreciate your support in providing reassurance to your child/ward. You may refer to the Cyber Wellness Guide and other useful MOE resources on how you can guide your child/ward.

For the time being, we encourage you to use the existing parental control settings found in iPad to ensure your child/ward is using the device safely and responsibly. MOE will explore alternative DMA solutions. Please refer to the guide in the link attached for more details. The school would also ensure that the device is used safely and responsibly during school hours.

Should you require further clarification or assistance, please write to HOD/ICT, Mrs Lee Pei Kee at email: Chin_Pei_Kee@schools.gov.sg.

Thank you for your partnership and understanding along this journey.

Best regards

Ms Chan Wan Siong

Principal

Web Link

MOE's press release

<https://www.moe.gov.sg/news/press-releases/20240805-mobile-guardian-device-management-application-to-be-removed-from-personal-learning-devices>

Raising a Digitally Smart Child

<https://go.gov.sg/ipadguide>

File attachment: [Parent Kit - Raising A Digitally Smart Child.pdf](#)