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

Dear Student from **403, 404, 405A & 405B**,

This is to inform you that the DMA will be uninstalled from your PLD on **<u>19 October 2022 (Wednesday)</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. However, please ensure that your PLD is connected to the internet. You will need to reset your PLD <u>after 5p.m on 19 October</u> to complete the uninstallation. You may refer to **Annex A** for instructions on how to reset the PLD.

(c) AFTER the DMA has been uninstalled

Check that the DMA has been uninstalled
You may refer to **Annex B** to check if the DMA has been successfully uninstalled from your 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.

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.
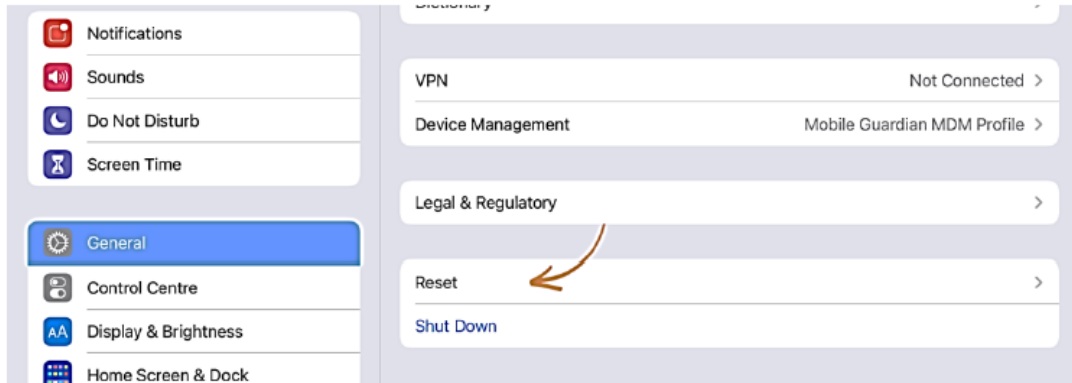
Regards,
Mr Loh Yan Xiang
HOD ICT

ANNEX A: How to reset your PLD

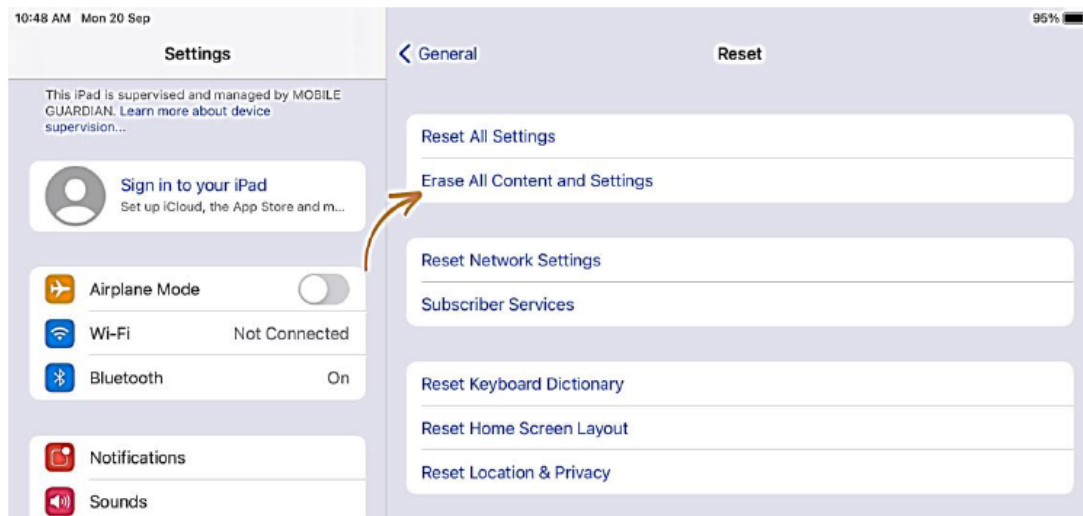1. Tap on the gear app icon to go to the "Settings" page.
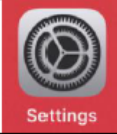
2. Tap on "General".
   Scroll down and look for the "Reset" option. Tap on it.

3. Tap on "Erase All Content and Settings" to wipe the iPad Device.
   Tap on "Erase" to confirm and begin the wipe process.

After the iPad Device has completed its wiping process, it should show a setup screen that says "Hello".

Students can then proceed to set up the iPad Device as a completely unmanaged device.

ANNEX B: How to Check if the DMA has been Uninstalled from the PLD

Check #1   Upon 1ˢᵗ power-on of the PLD 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 1).
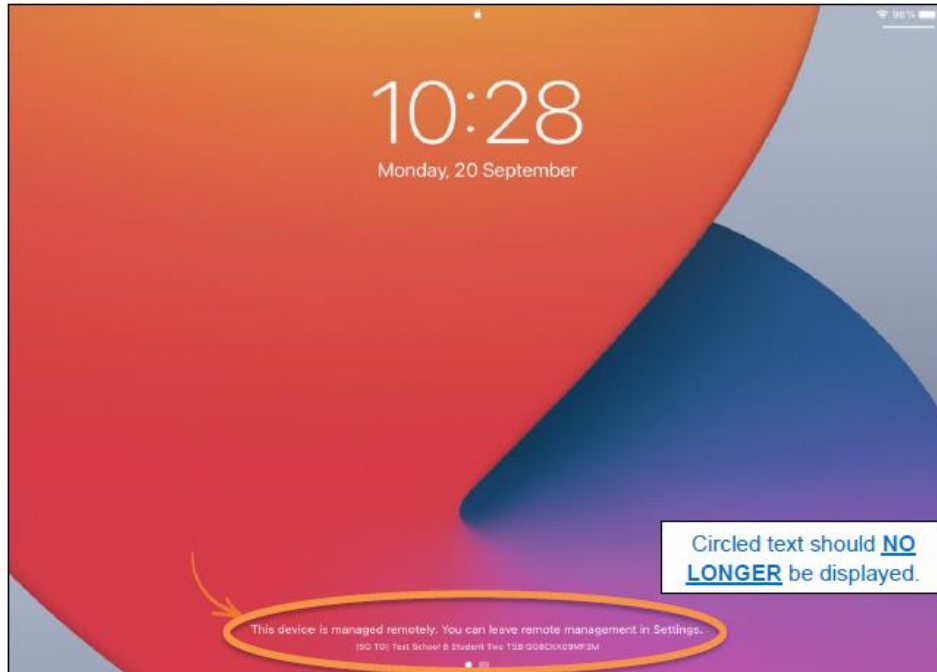

Figure 1: View of the locked screen for an iPad Device managed by the DMA

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 2).

Also, you should **no longer** see the 'Device Management' option near the bottom right-hand corner of the screen (shown in Figure 2).
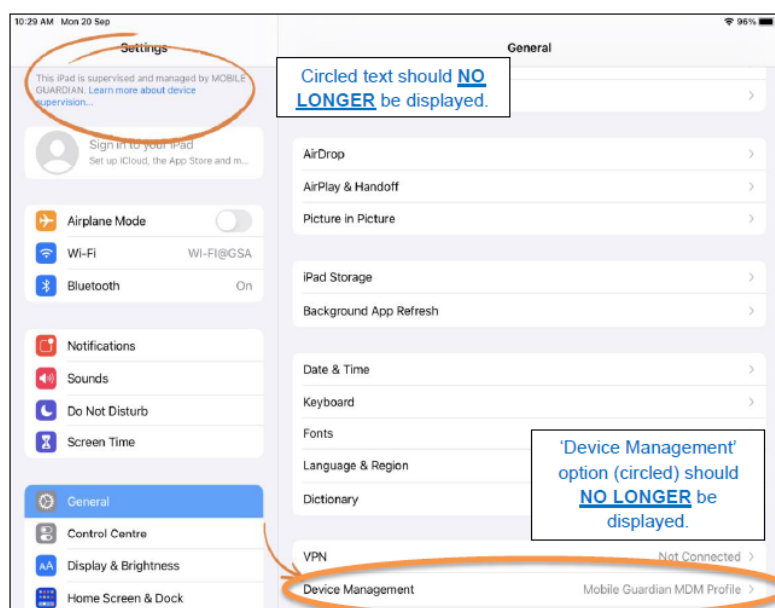

Figure 2: View of 'Settings' for an iPad Device managed by the DMA

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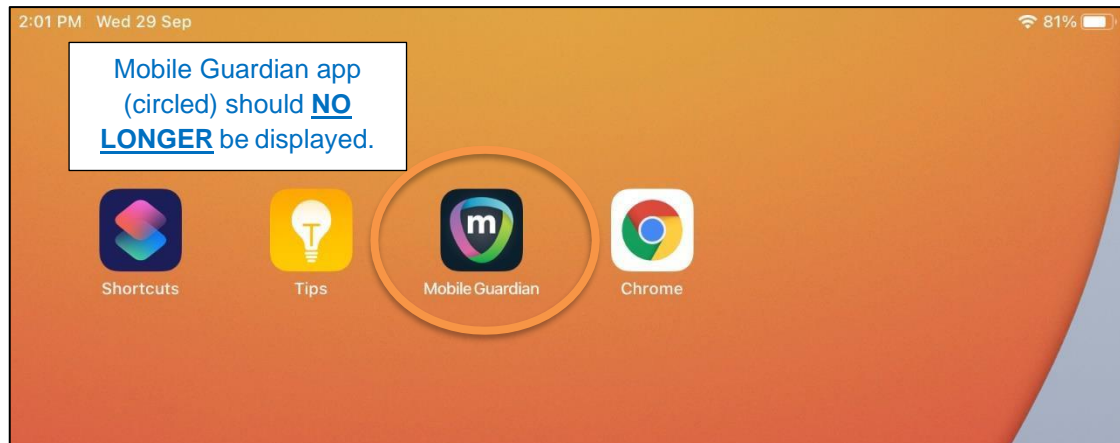

Figure 3: Partial view of the home screen for an iPad Device managed by the DMA

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.

NOTE:

Should you find that the DMA has not been properly uninstalled from your PLD, please contact the school's DMA Administrators.