Dear Students

Greetings from New Town Secondary School!

2. This is to inform you that the DMA will be uninstalled from your PLD on the following schedule as you are graduating from the school.

DMA Uninstallation Schedule	
4NT	3-Nov-23
4E & 5N	24-Nov-23
4NA	29-Dec-23

3. After the DMA has been uninstalled, you will be able to use the PLD without the DMA. Your browsing activity will no longer be monitored and the browsing history on your PLD will also be deleted from the DMA system server.

4. Actions required by you:
At least one day before the DMA uninstallation. Please ensure that all data on your PLD have been backed-up (e.g., saved on an external storage device or to a cloud storage) prior to the uninstallation. This will prevent any loss of important data when the factory reset is performed before the DMA can be uninstalled.

On the day of DMA uninstallation. Please ensure that the PLD is switched on and connected to the internet 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.

After the DMA has been uninstalled. You may refer to the documents below (page 4 – **Section B**) to check if the DMA has been successfully uninstalled from your PLD.

5. Technical Support
Should you require technical assistance to perform the back-up, you can refer to the links below.

   Method-1. Backup method using iCloud or PC.
   https://go.gov.sg/backup-method-1

   Method-2. Backup method using an external storage device.
   https://go.gov.sg/backup-method-2

6. If you find that you PLD has not been uninstalled properly, please contact ICT Manager, Mr Subbiah Ramesh, at **subbiah_ramesh@moe.edu.sg** or **6775 4140.**

7. Thank you.

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@SSOE2023 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. The Mobile Guardian and other managed apps will be removed from your PLD. (You may need to wait for a few minutes before this will happen).

2. After the apps are removed from your home screen, you can proceed to perform the factory reset, go to Settings > General > Erase All Content and Settings (Please ensure there is at least 50% battery power on your PLD or plug in the power adapter)
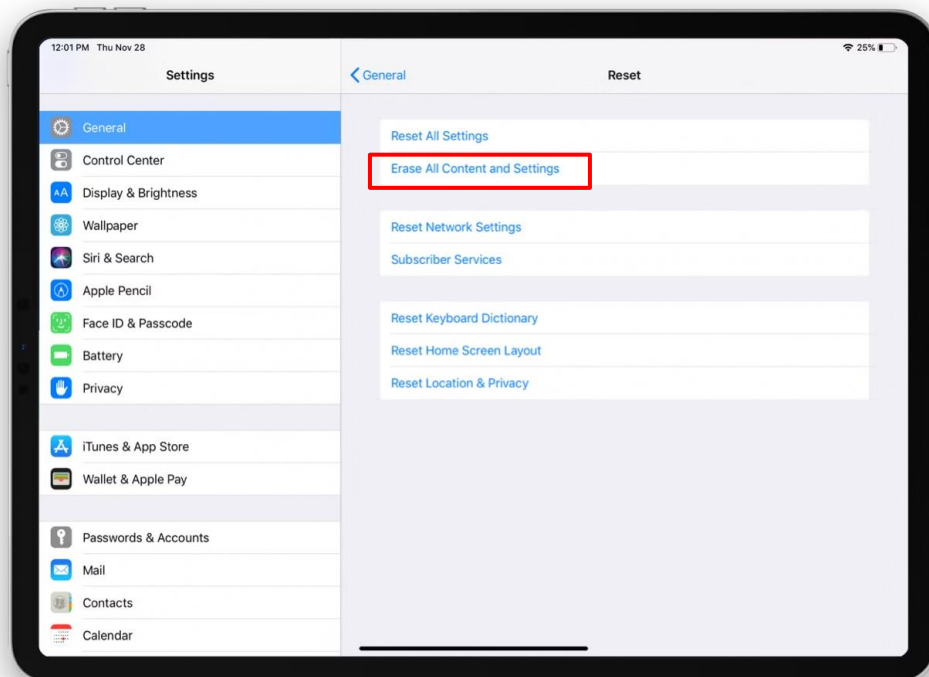
3. You can proceed to setup your iPad once you see the following screen (Figure 1):
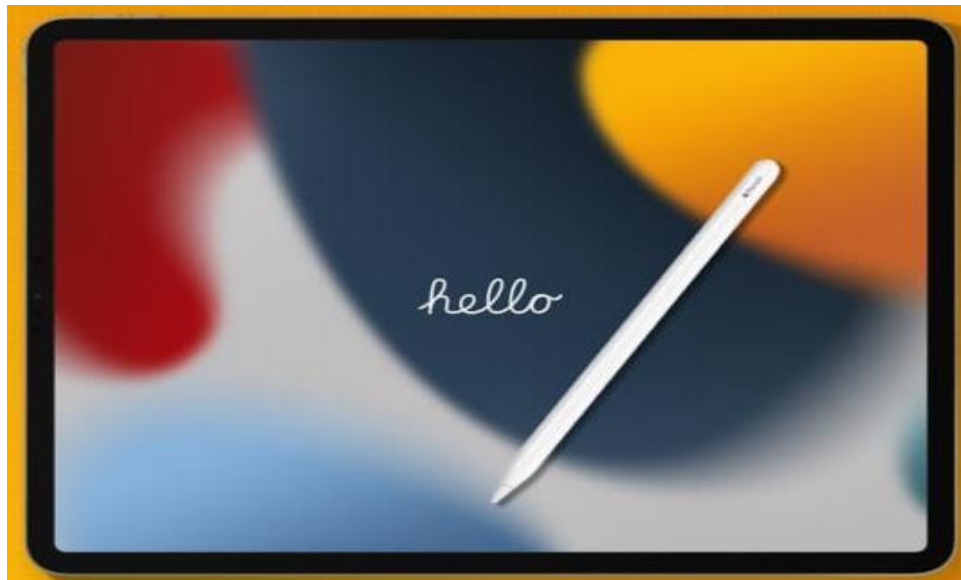

1

Figure 1

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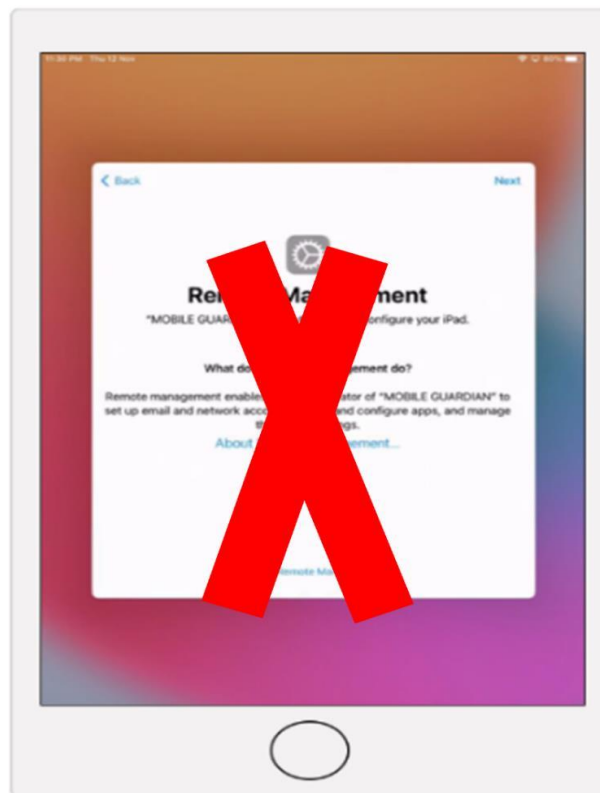

Figure 2

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

> **Note 3:** Do not use your student iCON email address 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).
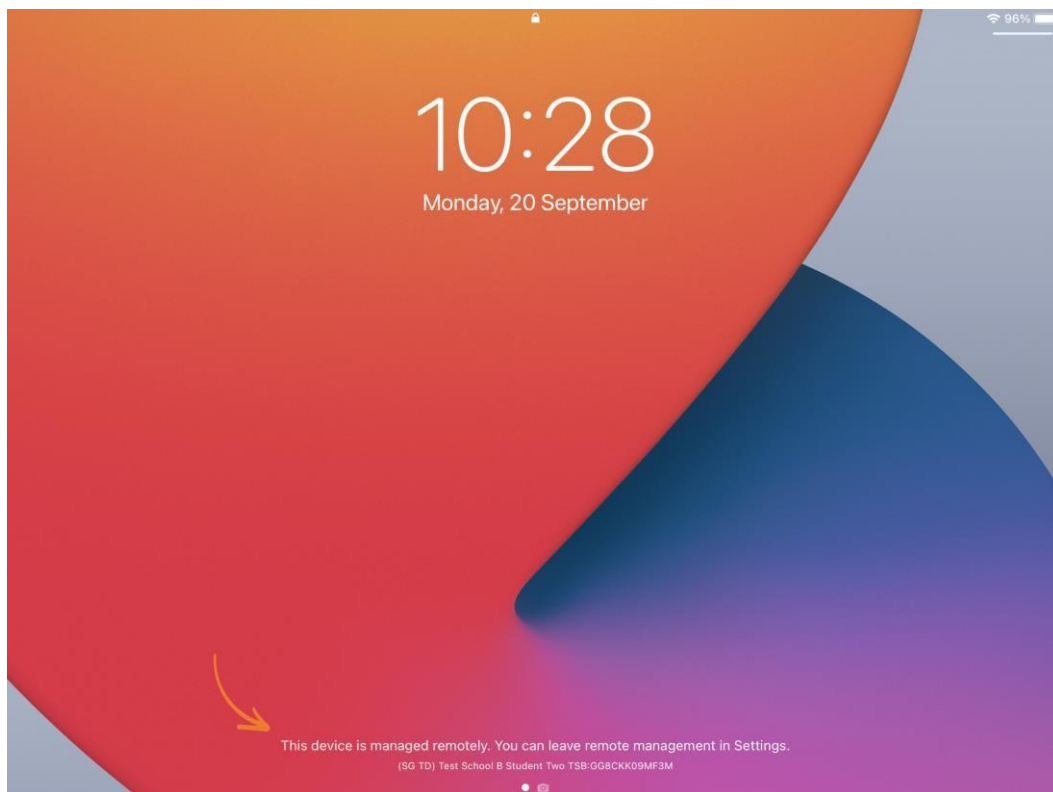

Figure 3: View of the locked screen for an iPad managed by the DMA

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 under General Settings page (shown in Figure 4).
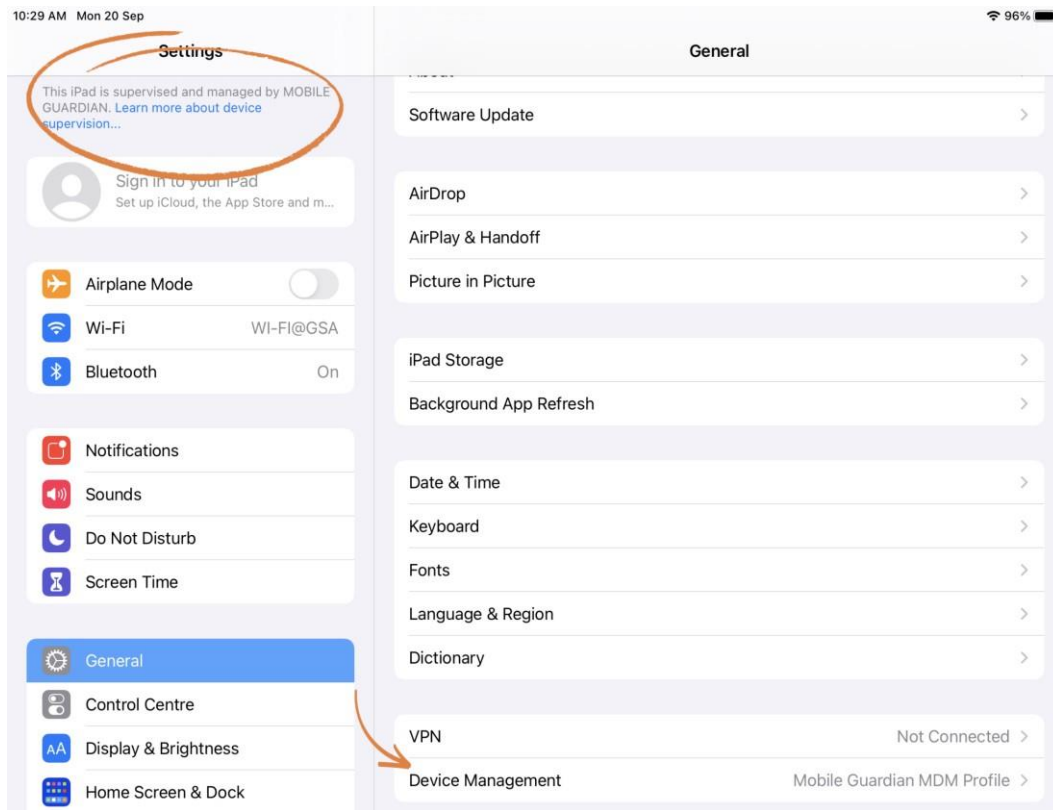

Figure 4: View of 'Settings' for an iPad managed by the DMA

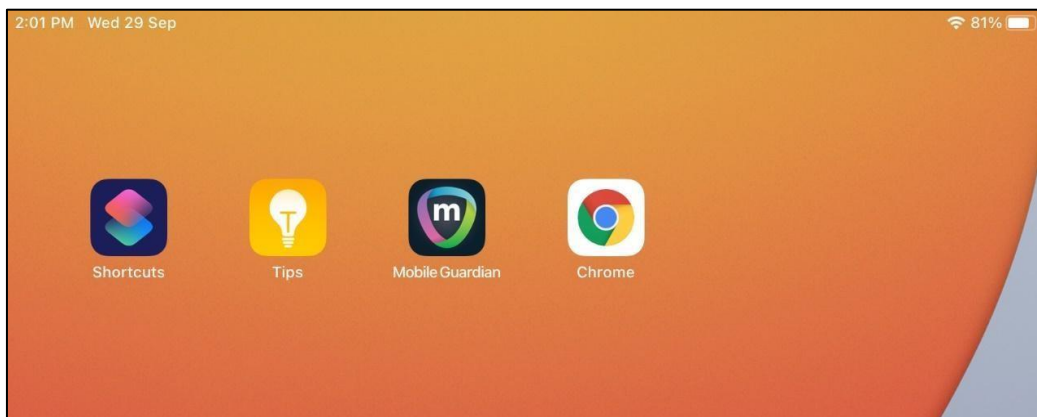**Check #3:** You should **no longer** see the Mobile Guardian application in the PLD (Figure 5)

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

Check #4   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 #5   You should be able to access the App Store, to install applications, 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 iPad from a backup.