MOE DMA Uninstallation and De-enrolment for Graduating Students [ChromeOS]

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 Student
A	**Before** MOE DMA Uninstallation and De-enrolment Date	Back Up Data	Back up local and school cloud data onto personal external and/or cloud storage.
B	**Actual** MOE DMA Uninstallation and De-enrolment Date	MOE DMA Uninstallation and De-enrolment Process	Ensure that the PLD is switched on and connected to the internet for the entire day. **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.
C	**One day after** MOE DMA Uninstallation and De-enrolment Date	Checking for MOE DMA Uninstallation and De-enrolment.	Switch on PLD for auto-reset to take place. Check that PLD has been de-enrolled.
		Troubleshooting	Troubleshooting steps if there are issues encountered in section C.

A.

Before MOE DMA Uninstallation and De-enrolment Date

Back Up Data

(Before MOE DMA Uninstallation Date)

Step A1:

Your iCON account will be disabled after 31 December 2025. After this date, you will not be able to access any of your files stored in Microsoft OneDrive or Google Drive that are linked to your iCON account.

To save your file, 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 Admin if you require further assistance.

B.

Actual MOE DMA Uninstallation and De-enrolment Date

Uninstallation and De-enrolment Process

(Actual MOE DMA Uninstallation and De-enrolment Date)

Step B1:

Ensure that the PLD is switched on and connected to the internet for the entire day, and refrain from using the PLD during this period. This is to ensure that the Uninstallation process, which will be done remotely, can proceed smoothly.

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.

C.

One day after MOE DMA Uninstallation and De-enrolment date

Auto-Reset of Device

(After MOE DMA Uninstallation and De-enrolment Date)

Step C1:

One day after the uninstallation and de-enrolment date, your device should be switched on and connected to the internet. Your PLD will then restart, and the screen will display the Google logo (Figure 1) for a few minutes.

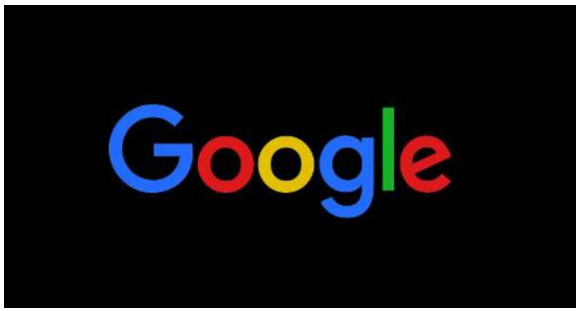

Figure 1

Auto-Reset of Device

(After MOE DMA Uninstallation and De-enrolment Date)

Step C2:

Next, the PLD will proceed with the factory reset process automatically, to return the device to its original out-of-box state. The factory reset process will wipe all existing student profiles on your PLD, including existing personal accounts for students on After-School Parent Option B.

Note: If your PLD is not connected online the day after the Uninstallation and De-enrolment date, steps C1 and C2 will automatically take place the next time the device is connected online. After these steps are completed, you will no longer see or be able to join the managed network called “pdlp@SSOE202X” as your device is no longer managed by MOE.

Auto-Reset of Device

(After MOE DMA Uninstallation and De-enrolment Date)

Step C3:

You will see the following “Welcome to your Chromebook” screen (Figure 2) on your PLD once the factory reset process is complete.

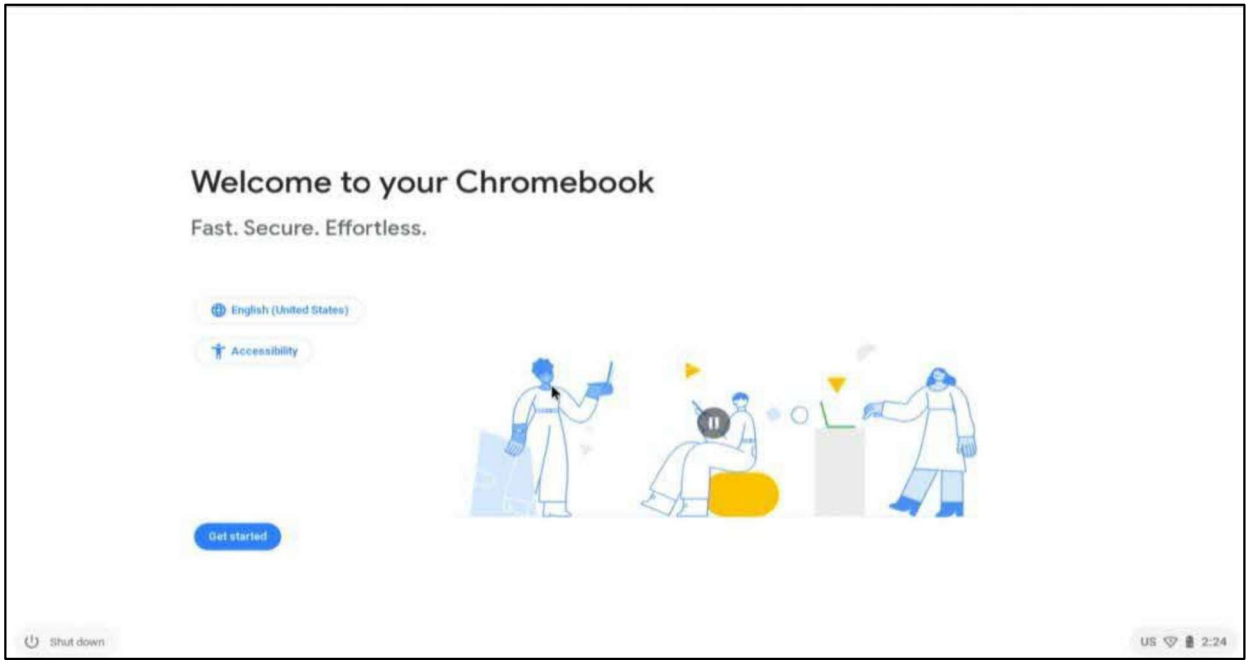

Figure 2

Auto-Reset of Device

(After MOE DMA Uninstallation and De-enrolment Date)

Step C4:

You can follow the on-screen steps to complete the setup. You should **no longer** see the "Enterprise enrollment" screen (Figure 3).

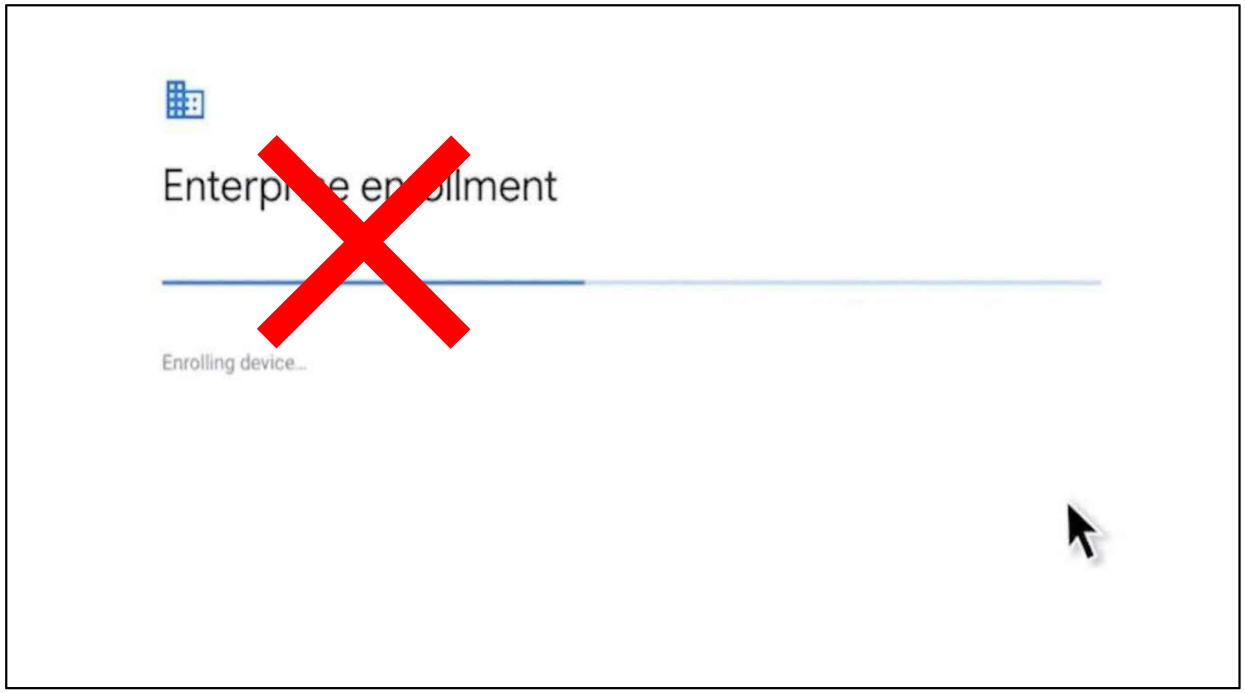

Figure 3

Auto-Reset of Device

(After MOE DMA Uninstallation and De-enrolment Date)

Step C5:

Upon completion of the setup, you will see the sign-in page (Figure 4). **Please use your personal Google account** (if you have one) or create a new personal Google account to sign in to your PLD.

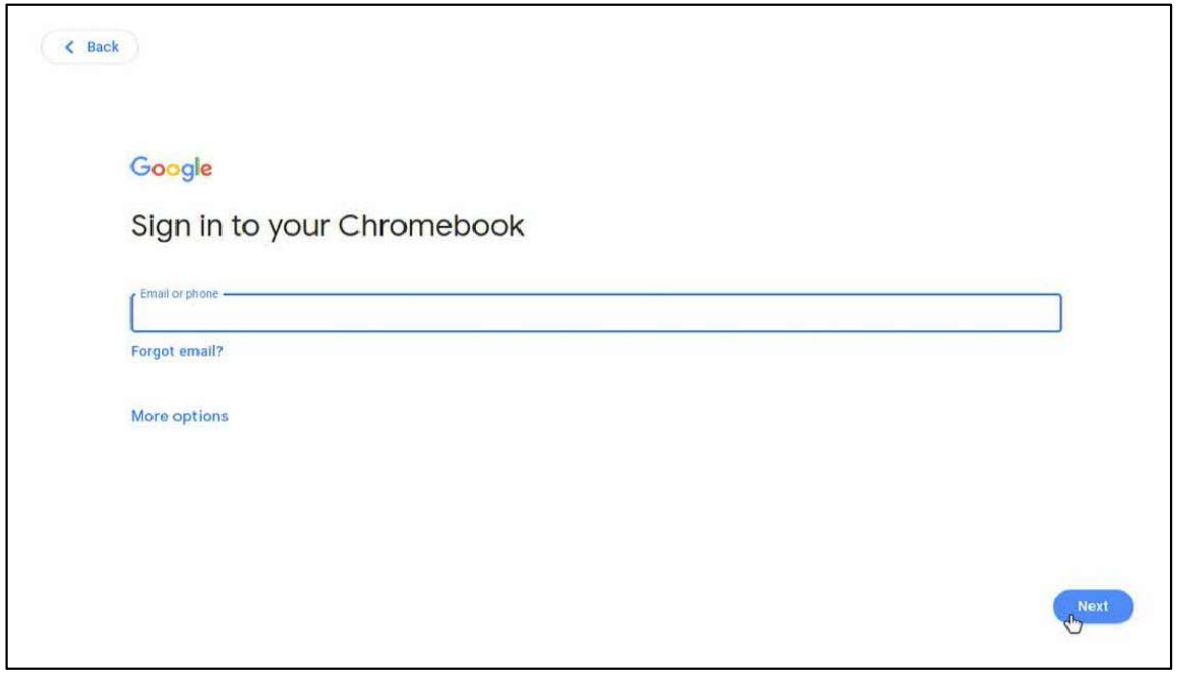

Figure 4

Note: You should not use your Student iCON Account email to sign in as this account will be removed after 31 Dec 2025 and you will not have access to the iCON email account after the removal.

How to Check if Your PLD Has Been Uninstalled and De-enrolled

(After MOE DMA Uninstallation and De-enrolment Date)

Step C6:

After you have signed in successfully with your **personal Google account**, you **should not** see the screen that has the message "**Chromebook managed by moe.edu.sg**" at the bottom of the sign-in page (Figure 5).

Instead, you should see the screen with your personal account, with **no additional message** at the bottom of the screen (Figure 6).

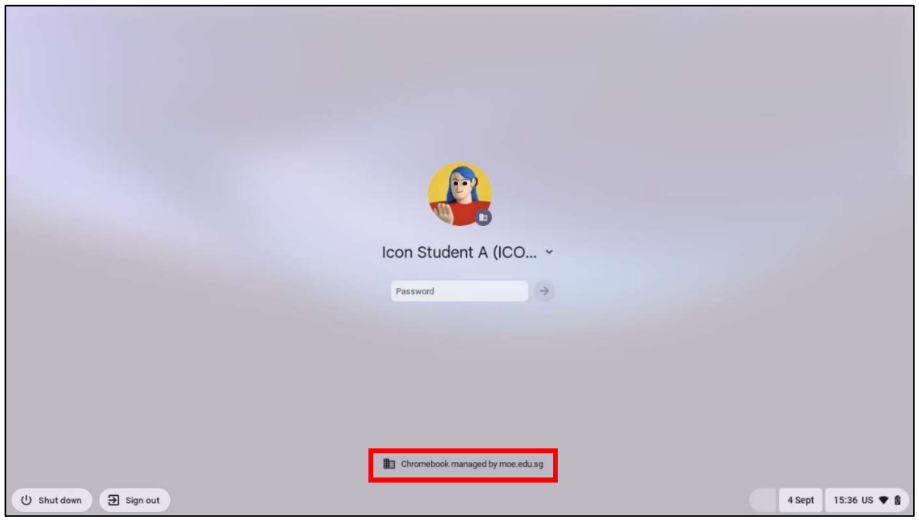

Figure 5

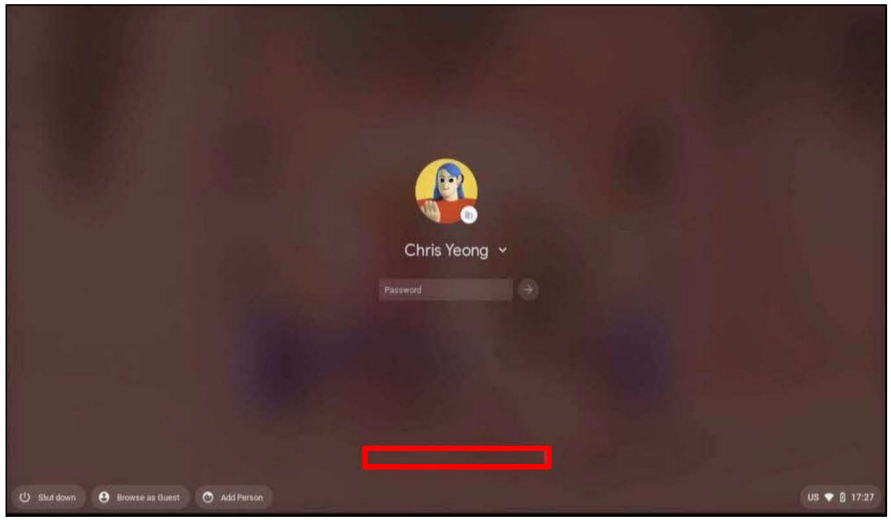

Figure 6

How to Check if Your PLD Has Been Uninstalled and De-enrolled

(After MOE DMA Uninstallation and De-enrolment Date)

Step C7:

All applications and browser extensions installed by MOE and your school should have been removed. You should **no longer** find these apps on your PLD or see these extensions when using the Chrome browser.

Step C8:

You should now have access to the Android Play Store and Chrome Web Store to install applications and extensions, as well as browse the internet without any restrictions. If you reach this step successfully, you may stop following this guide at this point.

Note: Should you encounter issues with any of the steps from step C1-C8, please refer to the next few steps for "Troubleshooting of Issues Encountered during the MOE DMA Uninstallation and De-enrolment Process".

D.

Troubleshooting of Issues Encountered during the MOE DMA Uninstallation and De-enrolment Process

Troubleshooting of Issues Encountered during the MOE DMA Uninstallation and De-enrolment Process

(After MOE DMA Uninstallation and De-enrolment Date)

Possible Issue: Your PLD did not begin the factory reset process after the date of MOE DMA Uninstallation and De-enrolment or you did not see the 'Welcome to your Chromebook' screen after the factory reset process.

Resolution: Please follow the steps below to perform a factory reset (Powerwash) on your PLD. Please contact your school to check if you should perform the steps listed in section D yourself or approach your School DMA Admin for help.

Troubleshooting of Issues Encountered during the MOE DMA Uninstallation and De-enrolment Process

(After MOE DMA Uninstallation and De-enrolment Date)

Step D1:

Press and hold down the keys (Ctrl + Alt + Shift + R) to perform a factory reset (Powerwash).

Step D2:

Click on **Powerwash** when you see the following screen (Figure 7).

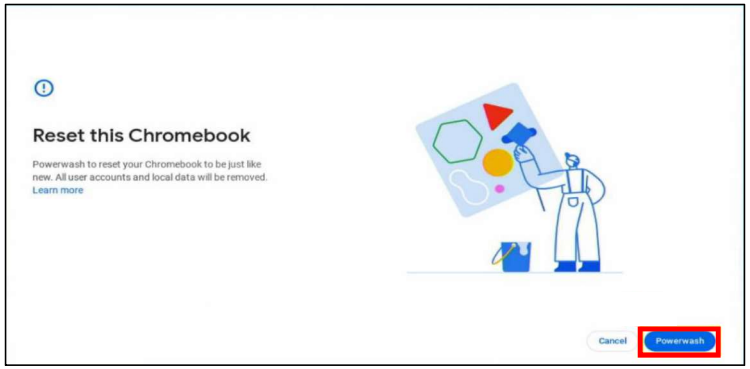

Figure 7

Step D3:

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

Troubleshooting of Issues Encountered during the MOE DMA Uninstallation and De-enrolment Process

(After MOE DMA Uninstallation and De-enrolment Date)

Step D4:

You will see the following "Welcome to your Chromebook" screen (Figure 8) once the factory reset (Powerwash) is complete. This means that your Chromebook has returned to its original out-of-box state. You may use your **personal Google account** to sign in to the PLD and your device is no longer managed by MOE.

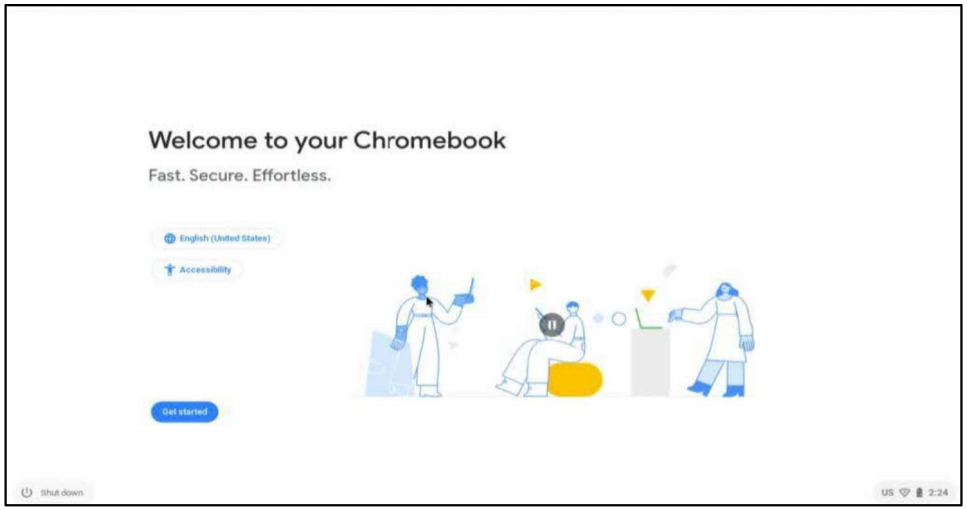

Figure 8