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

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, as well as verification that the procedure has been completed successfully.

Summary

Section	Date	Key process	Action to be taken by Student
A	**Before** MOE DMA Uninstallation Date	Back Up Data	Back up local and school cloud data onto personal external and/or cloud storage.
B	**Actual** MOE DMA Uninstallation Date	MOE DMA Uninstallation	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 uninstallation process.
C	One day **after** MOE DMA Uninstallation Date to 30 December 2026	MOE DMA Uninstallation	Perform synchronisation on device to uninstall MOE DMA, obtain local administrator account and verify that BitLocker has been uninstalled .
D	On 31 December 2026	MOE DMA De-enrolment	Remote de-enrolment of MOE DMA by DMA vendor. **No action is required by students**

A.

Before MOE DMA Uninstallation Date

Back Up Data

(Before MOE DMA Uninstallation Date)

Step A1:

Your Student iCON Account will be disabled after 31 December 2026. After this date, you will no longer be able to access any files stored in Microsoft OneDrive or Google Drive that are linked to your Student iCON Account.

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 or MIMS ID. You can also back up your data to personal external storage devices such as portable hard drives and thumb drives.

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

B.

Actual MOE DMA Uninstallation Date

Uninstallation Process

(Actual MOE DMA Uninstallation Date)

Step B1:

Ensure that the PLD is switched on and connected to the internet for the entire day, and refrain from using it during this period. This is to ensure that the remote uninstallation process can proceed smoothly.

Important: Please connect your PLD to a power outlet, or ensure it has at least 50% battery charge, to prevent any issues during the uninstallation process.

C.

One day after MOE DMA uninstallation date to 30 December 2026

HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C1:

One day after the uninstallation date, ensure your device is switched on and connected to the internet.

You will be prompted to log in with your Student iCON Account.

Upon successful login, type “Access Work or School” in the Search bar next to the Start Menu.

Click on **Open** or **Access work or school** (Figure 1).

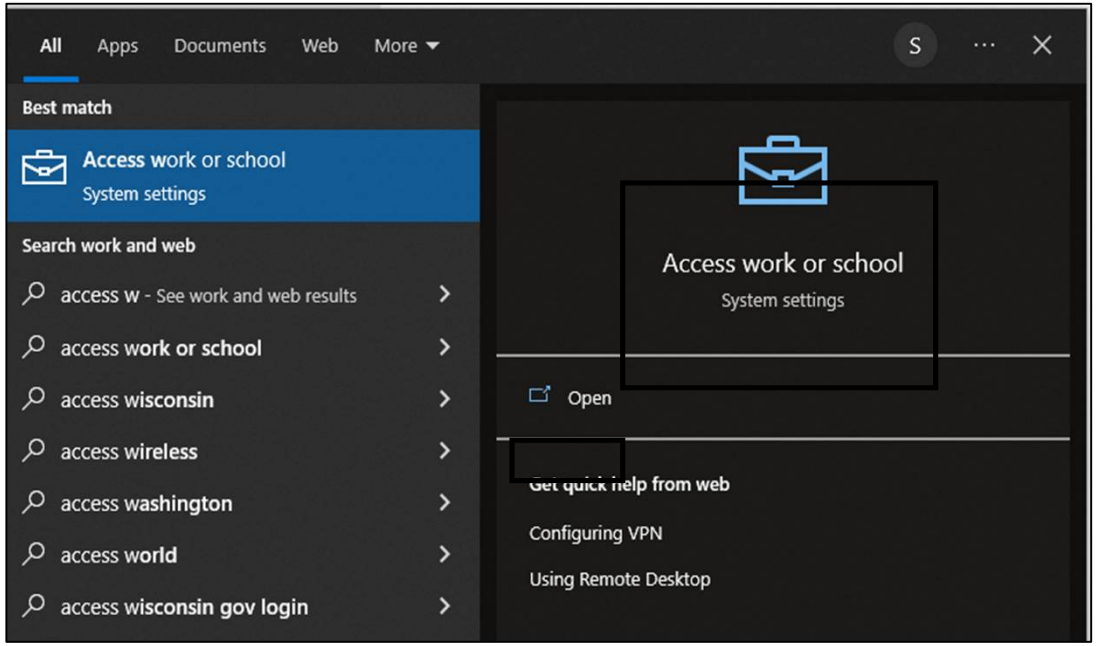


Figure 1

HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C2:

Upon opening **Access Work or School**, you will see a box indicating (Figure 2) **"Connected to xxx_xxx_xx@students.edu.sg (your Student iCON Account email address)".**

Click on the **Info** button.

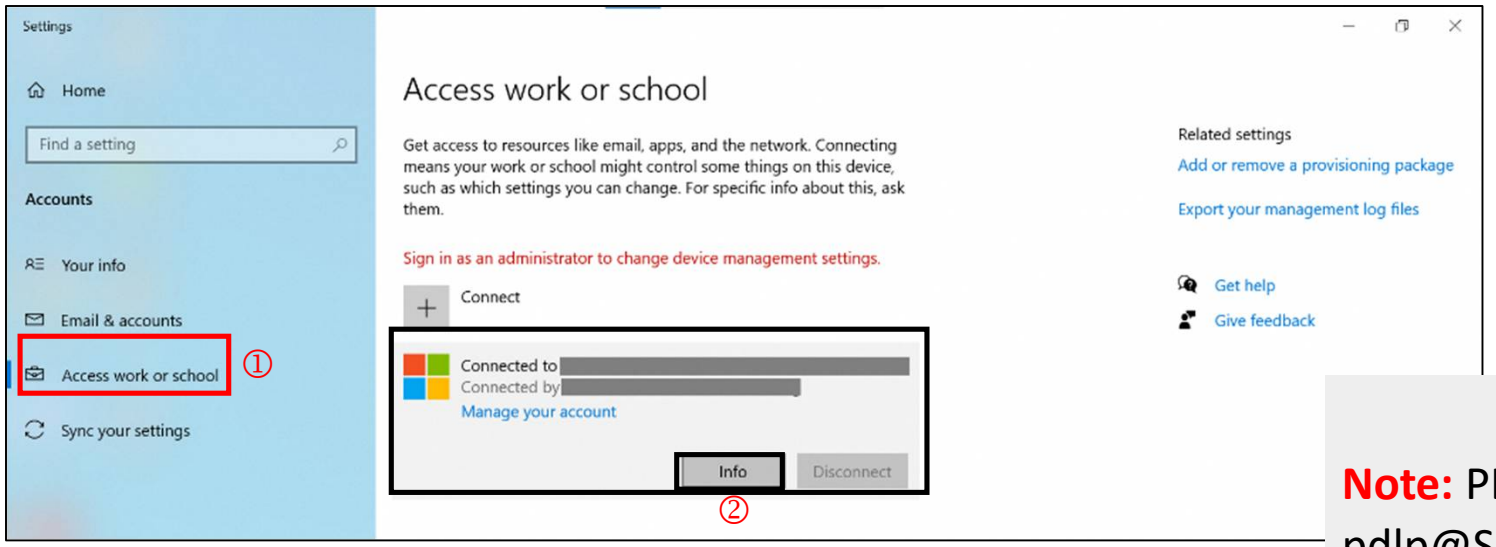


Figure 2

Note: PLD will be able to connect to pdlp@SSOE202X network.

HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C3:

Scroll down and click on the **Sync** button.

Please allow up to 30 minutes for your PLD to receive the command to sync.

Ensure that the status under **Last Attempted Sync** shows “The sync was successful” with the current date and time (Figure 3).

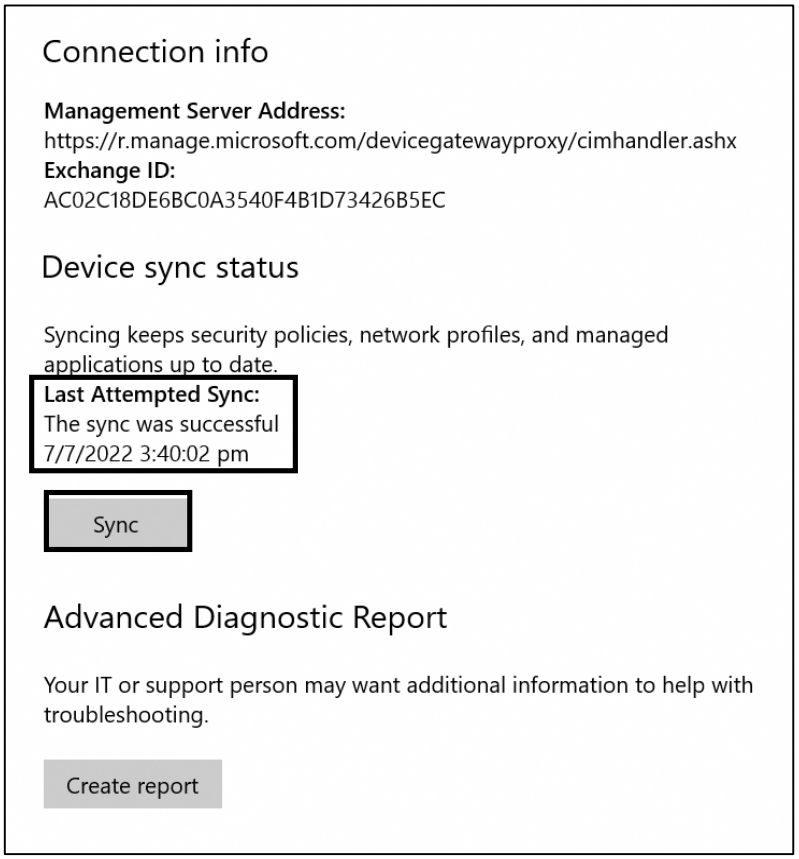


Figure 3

HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C4:

Restart your PLD by clicking on the power button and selecting **Restart** (Figure 4).

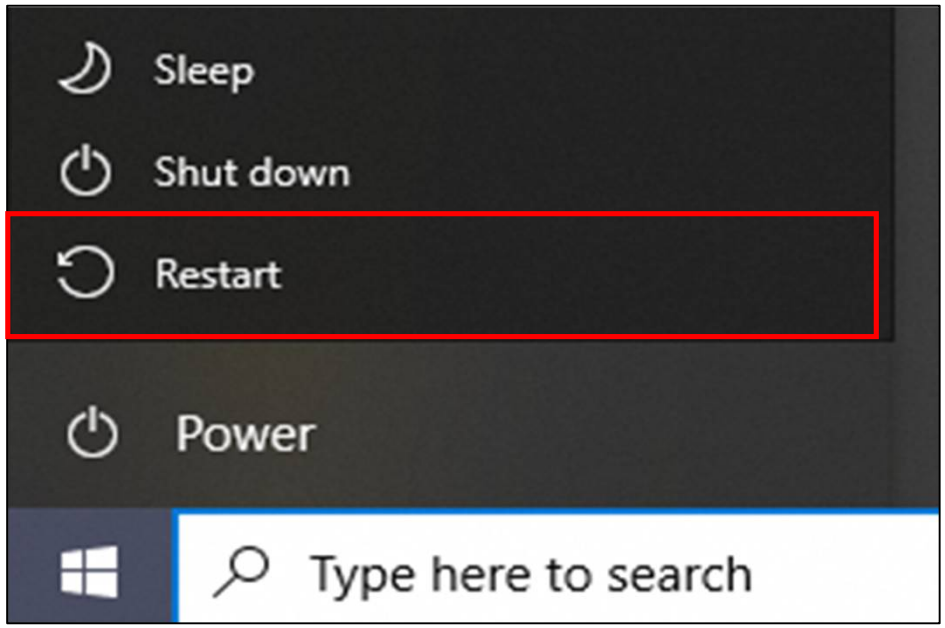


Figure 4

Note: A restart of your PLD is required for your PLD to load the uninstallation command successfully

HOW TO VERIFY THE PRESENCE OF THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C5:

To check if the command has been pushed down to your PLD,

a) Go to **This PC** and open the C drive (C:) folder.

If the command has been successfully pushed down to your PLD, there will be a folder named “transcript” created in your C drive (C:).

Inside the “transcript” folder, you will see a number of files.

You need to ensure the following two files (.txt) are present:

1. offboard_v2.5; and
2. offboard_cmd

(Figure 5)

If you do not see these two files, perform Steps C1 to C4 again.

If you require further assistance, please contact your School DMA Admin.

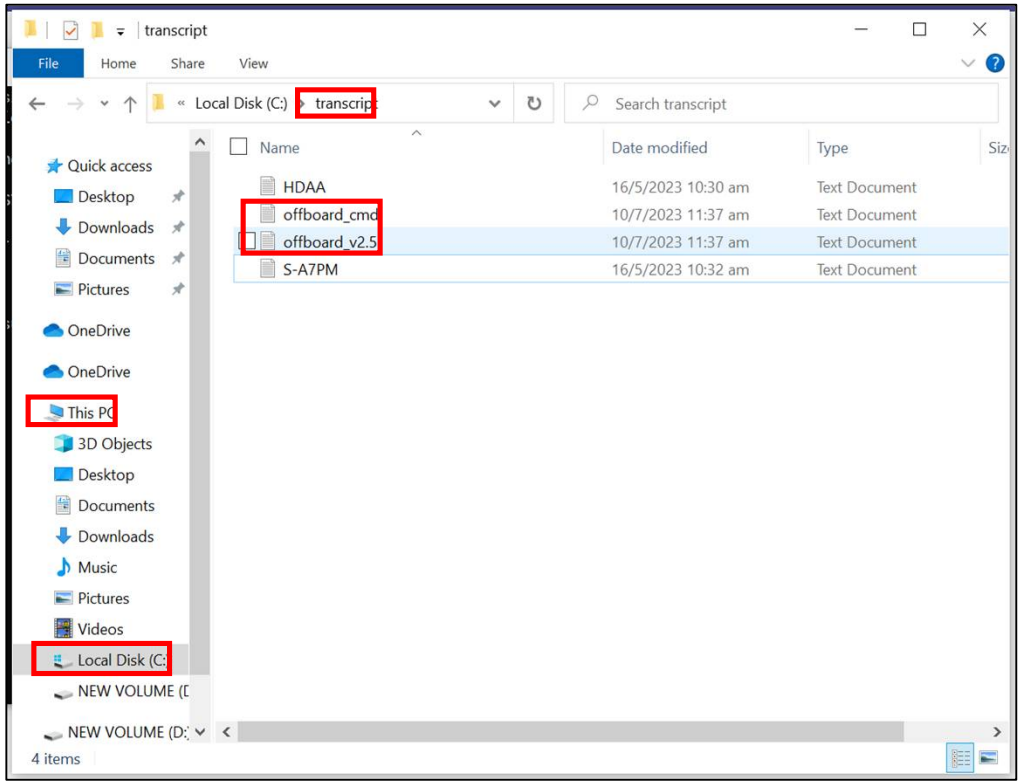


Figure 5

HOW TO CHECK IF MOE DMA HAS BEEN SUCCESSFULLY UNINSTALLED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C6:

Click on the Start Menu, click on your Student iCON Account, and click **Sign out** to sign out of your Student iCON Account (Figure 6).

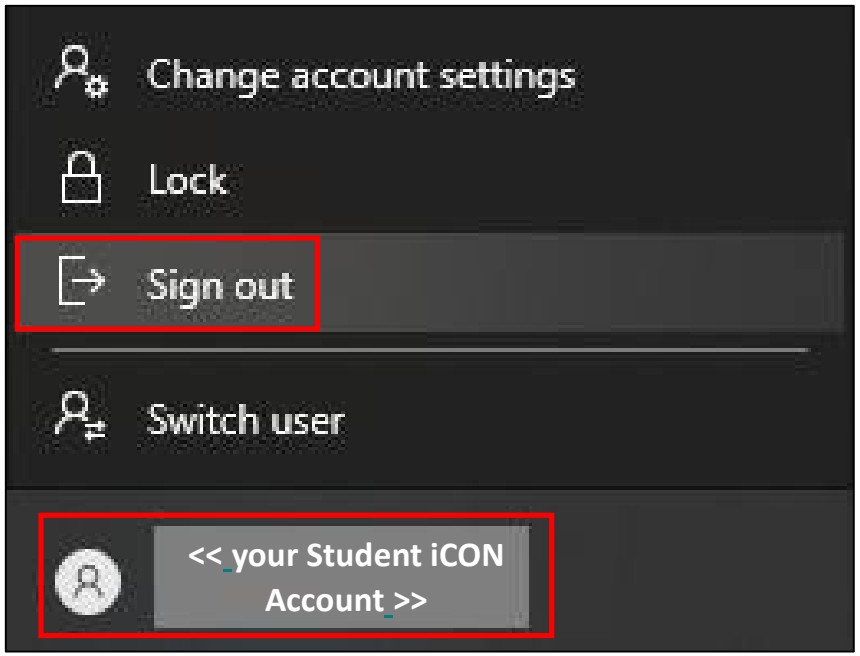


Figure 6

HOW TO CHECK IF MOE DMA HAS BEEN SUCCESSFULLY UNINSTALLED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C7:

Click on **Other user** in the login screen. (Figure 7)

Enter the following credentials:

Username: **.\GAdmin**

*Password: **Student will be prompted to set a new password upon first login.**

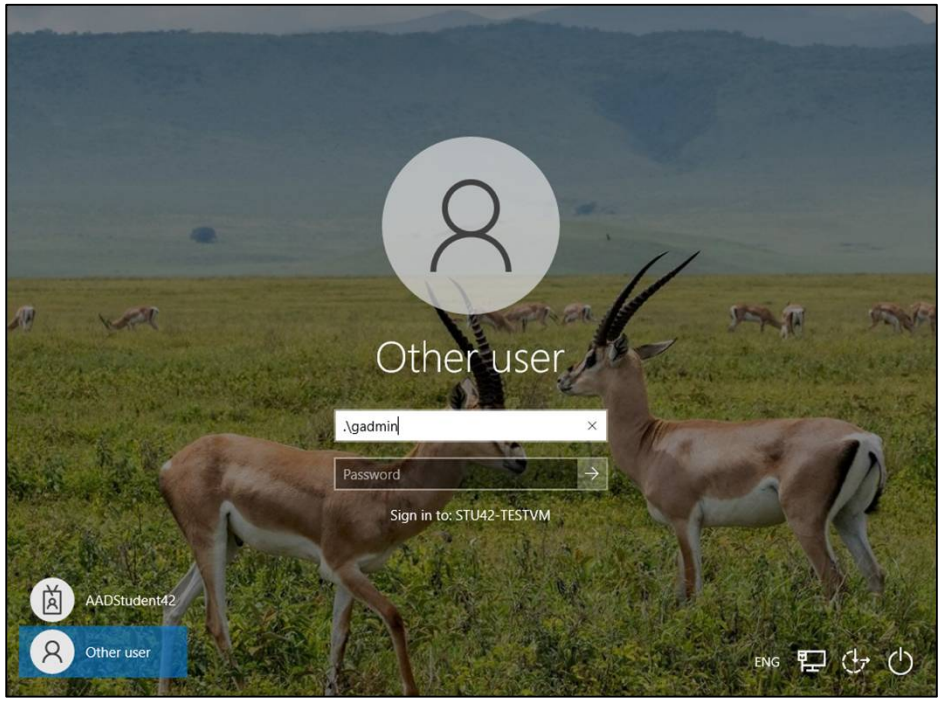


Figure 7

*Student is recommended to set a new password for the GAdmin account

HOW TO CHECK IF MOE DMA HAS BEEN SUCCESSFULLY UNINSTALLED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C8:

Once you have logged in with your GAdmin account, type ‘cmd’ in the Search bar next to the Start Menu.

Right-click on **Command Prompt** and click **Run as administrator**. A black dialog box should pop-up without any prompt for admin credentials. (Figure 8 & 9)

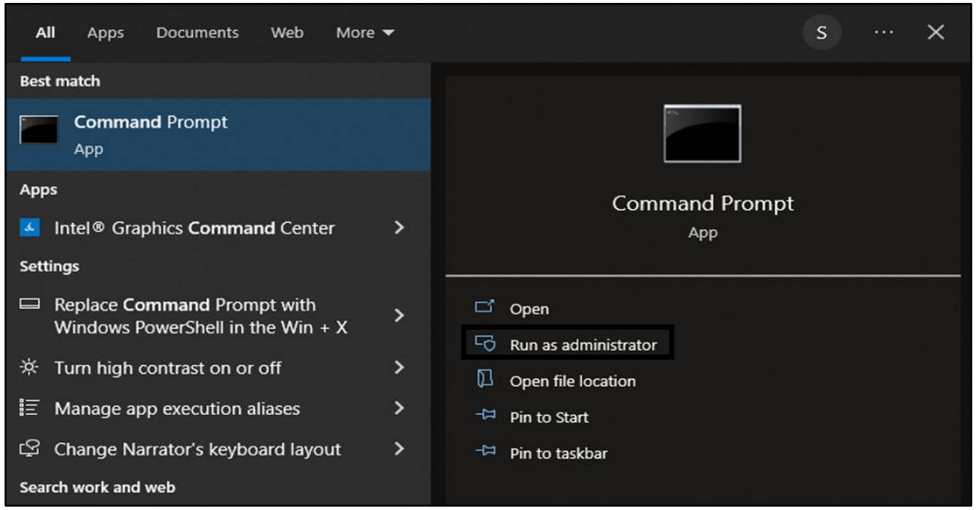


Figure 8

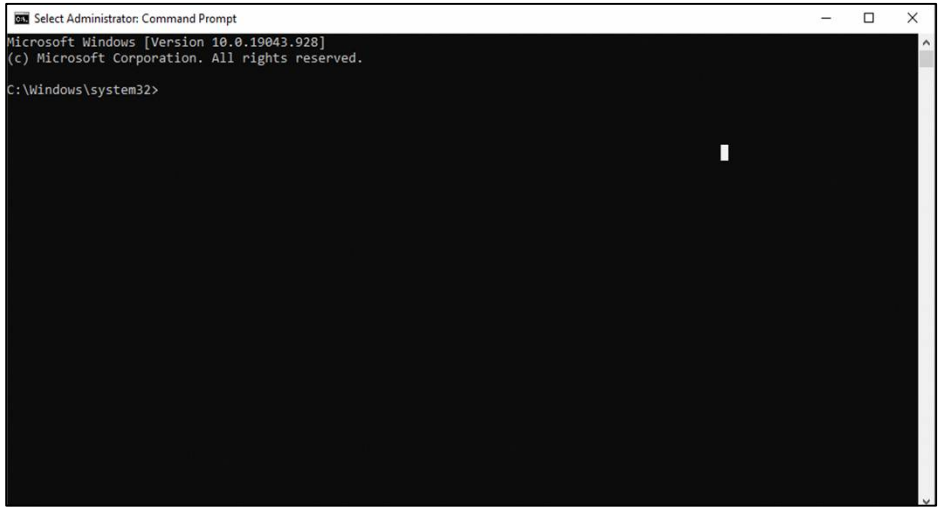


Figure 9

HOW TO CHECK IF BITLOCKER HAS BEEN SUCCESSFULLY REMOVED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C9:

Using the .\GAdmin account, click on the Start Menu and search for **Manage BitLocker**. (Figure 10)

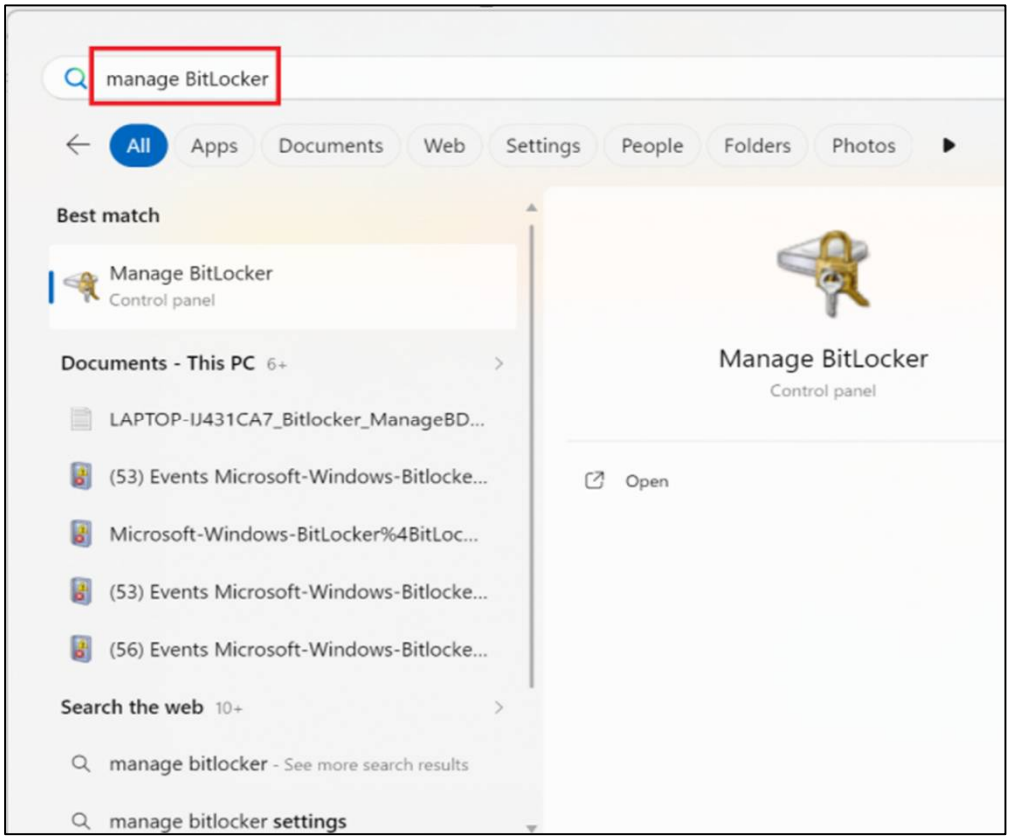


Figure 10

⚠️ **Critical Step:**

It is important that you verify that BitLocker has been successfully removed, as there is no way to retrieve it once your PLD has been de-enrolled.

HOW TO CHECK IF BITLOCKER HAS BEEN SUCCESSFULLY REMOVED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C10:

Look for the **C:** drive and verify that "**BitLocker off**" is shown. (Figure 11)

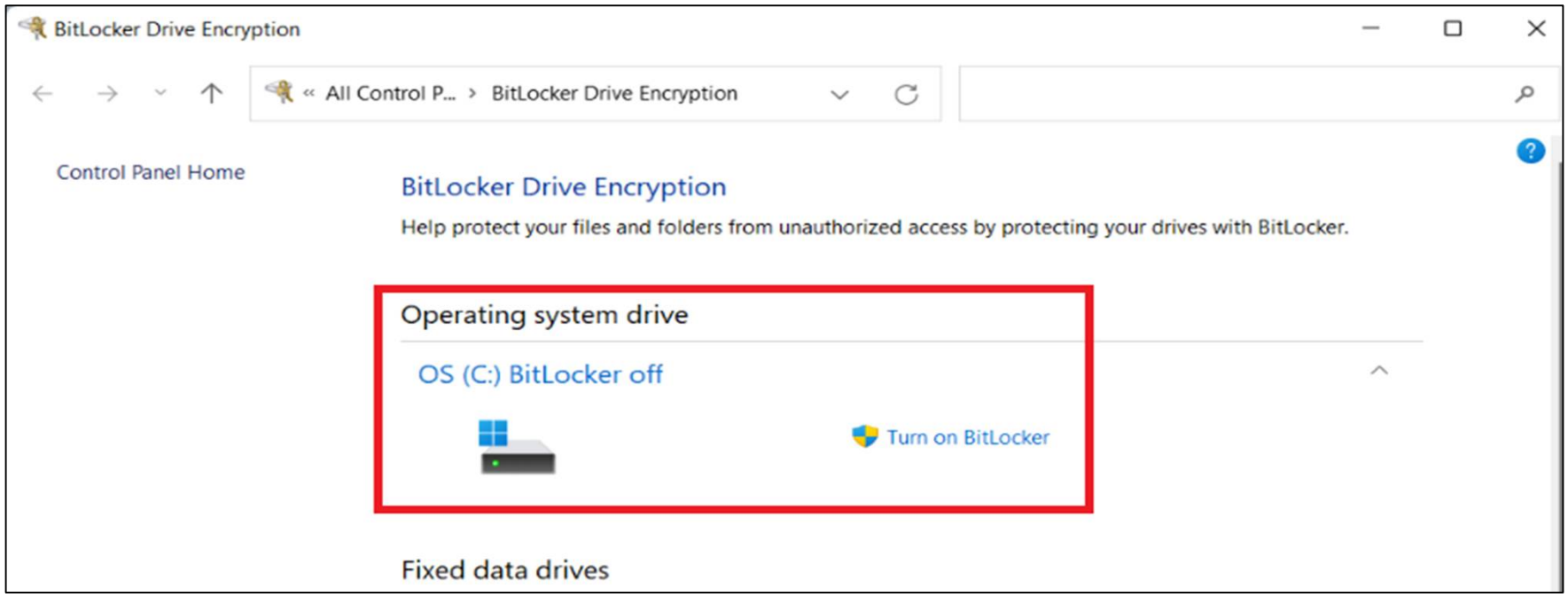


Figure 11

HOW TO CHECK IF BITLOCKER HAS BEEN SUCCESSFULLY REMOVED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C11:

If the **C:** drive shows "**BitLocker on**", click **"Turn off BitLocker"** next to the **C:** drive. (Figure 12)

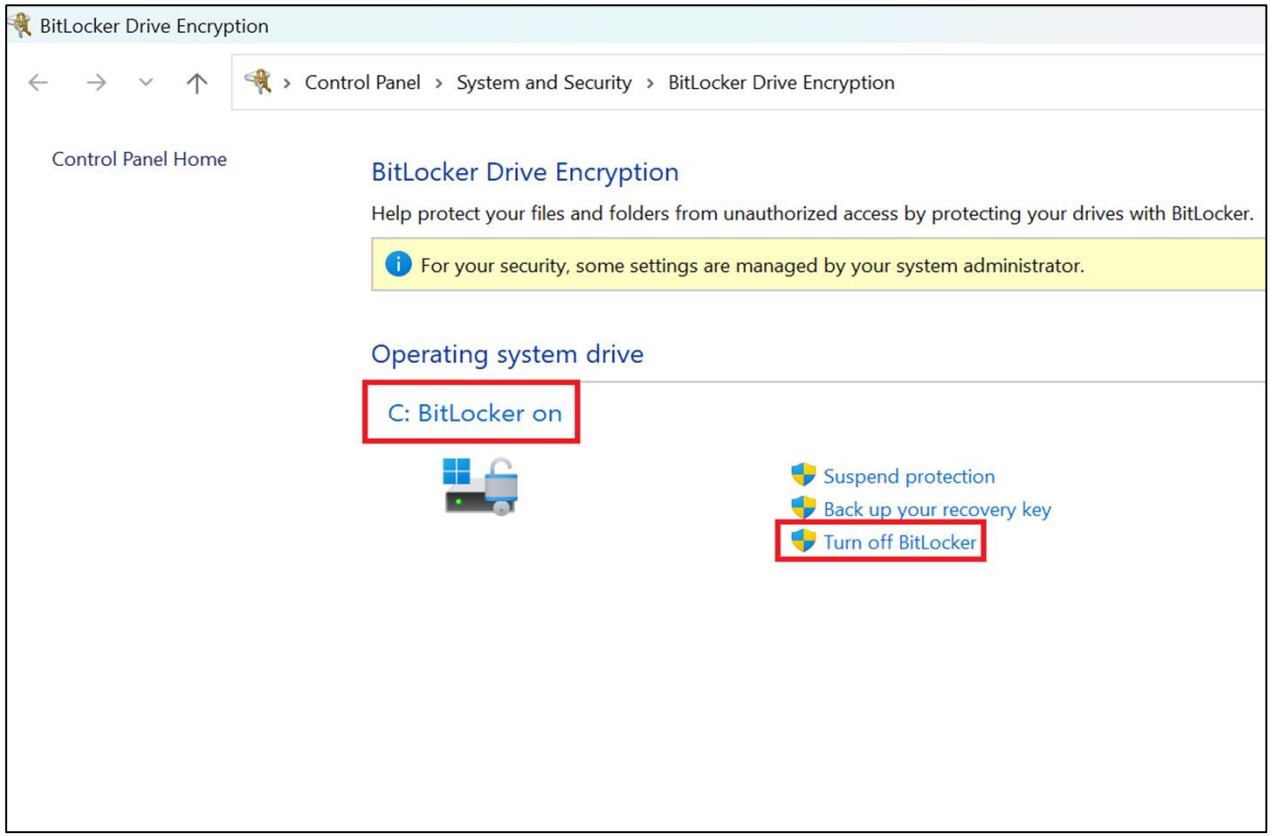


Figure 12

HOW TO CHECK IF BITLOCKER HAS BEEN SUCCESSFULLY REMOVED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C12:

When prompted, click “**Turn off BitLocker”** to confirm. Leave the device powered on and connected to a charger while Windows decrypts the drive. (Figure 13)

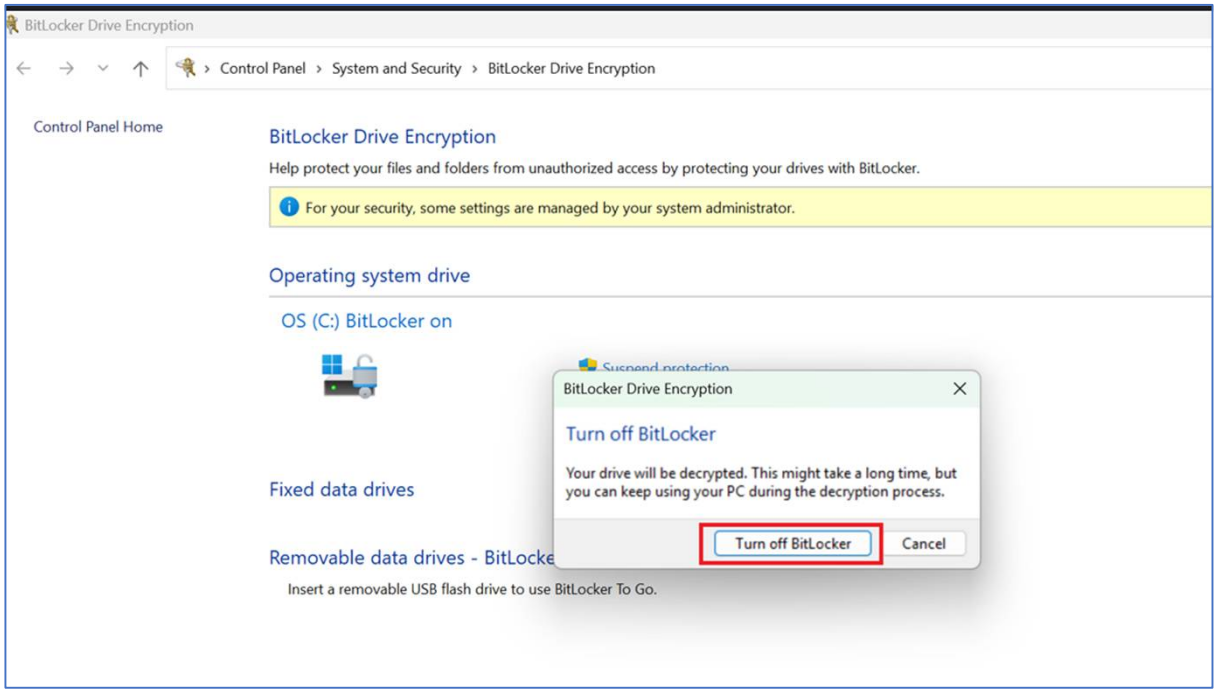


Figure 13

HOW TO CHECK IF BITLOCKER HAS BEEN SUCCESSFULLY REMOVED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C13:

This process may take some time depending on the size of the drive. (Figures 14 & 15)

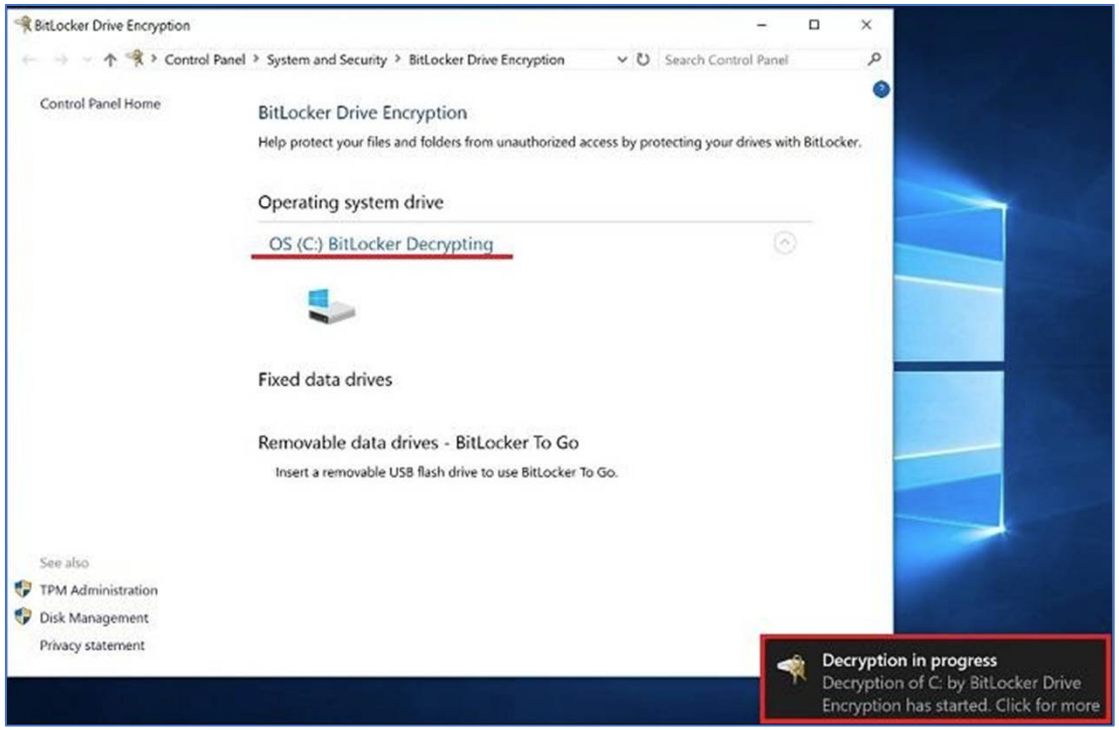


Figure 14



Figure 15

HOW TO CHECK IF BITLOCKER HAS BEEN SUCCESSFULLY REMOVED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C14:

Once decryption is complete, return to the BitLocker Drive Encryption window and verify that the **C:** drive displays "**BitLocker off"**. (Figure 16)

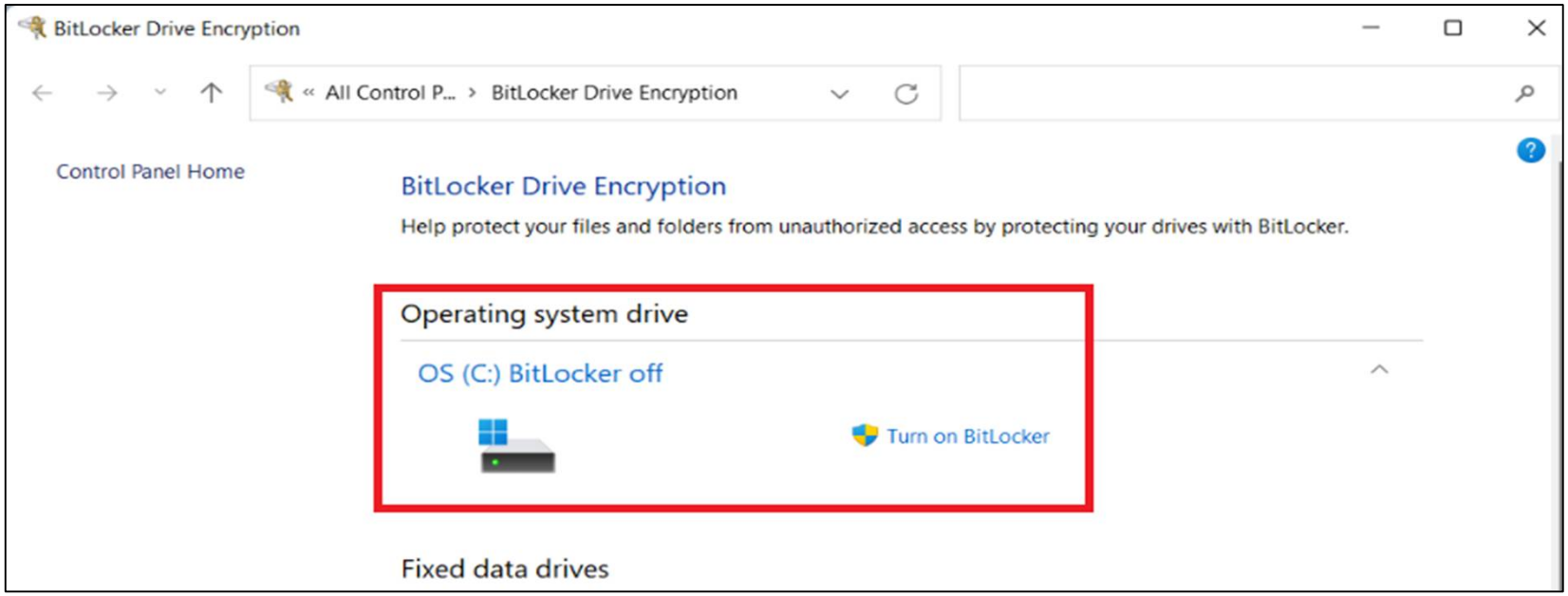


Figure 16

AFTER MOE DMA IS UNINSTALLED AND BITLOCKER IS REMOVED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2026)

Step C15:

Once you have verified that you are able to run Command Prompt as administrator in step C8, and that BitLocker has been successfully removed in C10, you can continue to use your PLD with the local administrator account (.\GAdmin) or create your own personal account. This means that the MOE DMA has been uninstalled successfully from your PLD.

Note: After the MOE DMA has been uninstalled, you may still log into your PLD with your Student iCON Account. However, your Student iCON Account will be disabled after 31 December 2026. We recommend using the local administrator account (.\GAdmin) or creating a personal account for continued use of your PLD.

D.

On 31 December 2026

MOE DMA DE-ENROLMENT

(ON 31 DEC 2026)

The DMA vendor will remotely de-enrol your PLD from DMA on 31 December 2026, removing all MOE-managed policies.

No action is required from you.

Ensure you have completed Steps C1 to C15 in Section C before this date, as failing to do so will prevent you from logging in to your PLD. Once de-enrolled, your PLD will no longer be managed by MOE.

If you encounter any issues, such as being unable to log in or still seeing the MOE banner page after this date, please contact your School DMA Admin for assistance.

E.

Other Information for Students

Other Information for Students

1. With the local administrator account, you can proceed to create other user accounts and set your own password.
2. A factory reset of your PLD is not required after this process. However, if you still wish to reset your PLD, you may choose to do so after 31 December 2026. If you see the MOE banner page after the reset, please contact your School DMA Admin for assistance.