

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

Student Guide

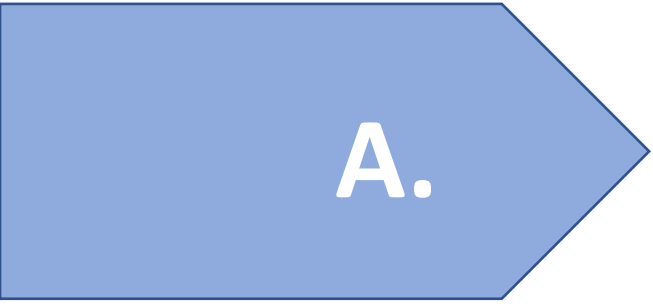
Purpose of this guide

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 and verification that the procedure has been completed successfully.

Timeline

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 <u>on</u> 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 Date to 30 December 2025	MOE DMA Uninstallation	Perform synchronisation on device to uninstall MOE DMA and obtain local administrator account.
D	On 31 December 2025	MOE DMA De-enrolment	Remote de-enrolment of MOE DMA by DMA vendor. No action is required by students
E	After 31 December 2025	Troubleshooting	Optional: Perform factory reset



A.

Before MOE DMA Uninstallation 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 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, 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 Date

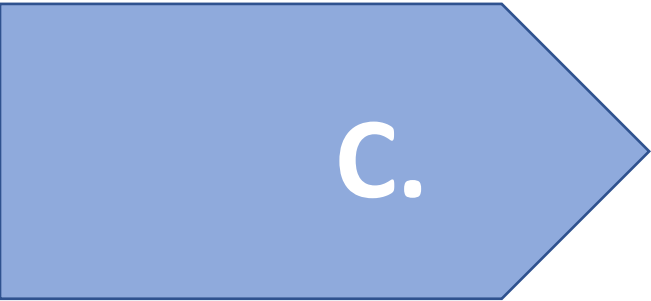
Uninstallation Process

(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 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
date to 30 December 2025**

HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2025)

Step C1:

One day after the uninstallation date, your device should be 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).

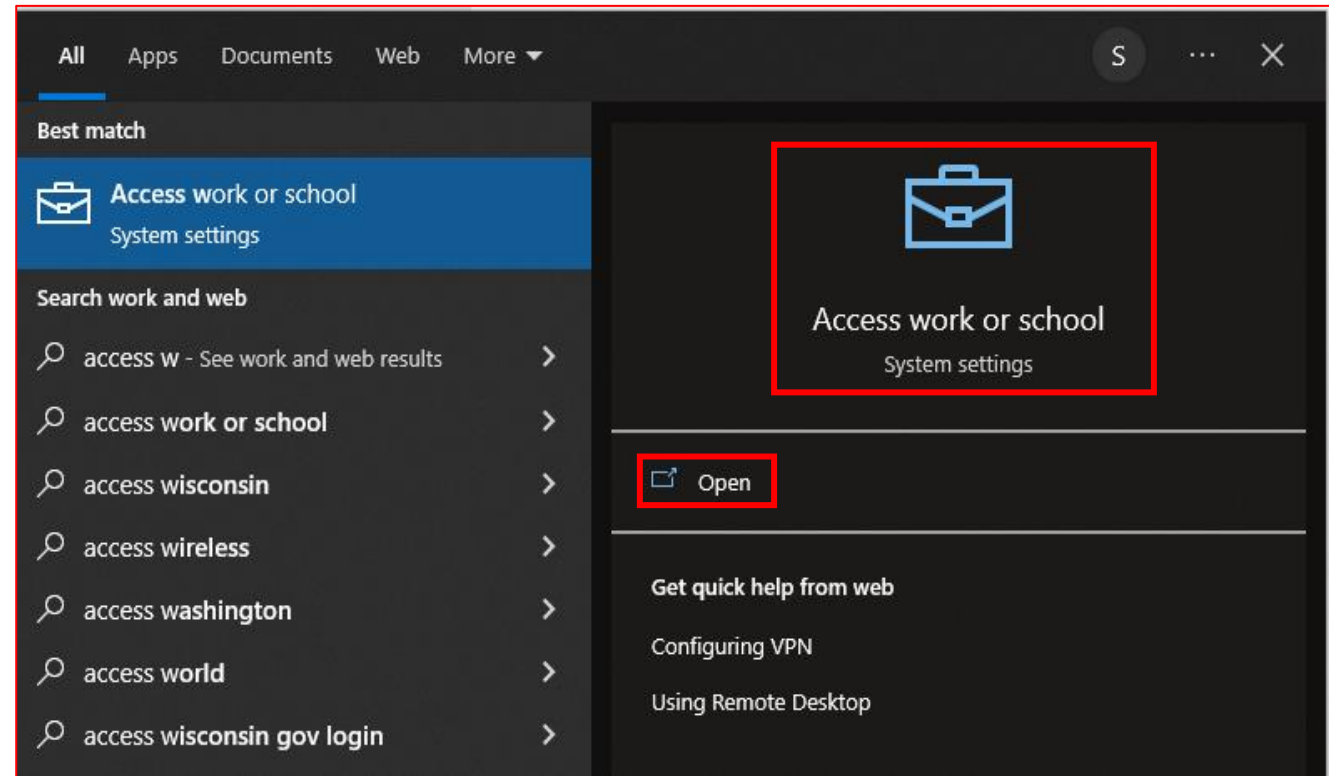


Figure 1

HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2025)

Step C2:

Upon opening “Access Work or School”, you will see a box that indicates (Figure 2)

“Connected to xxx xxx xx@students.edu.sg (your Student iCON Account email address)”.

Click on the ‘Info’ button.

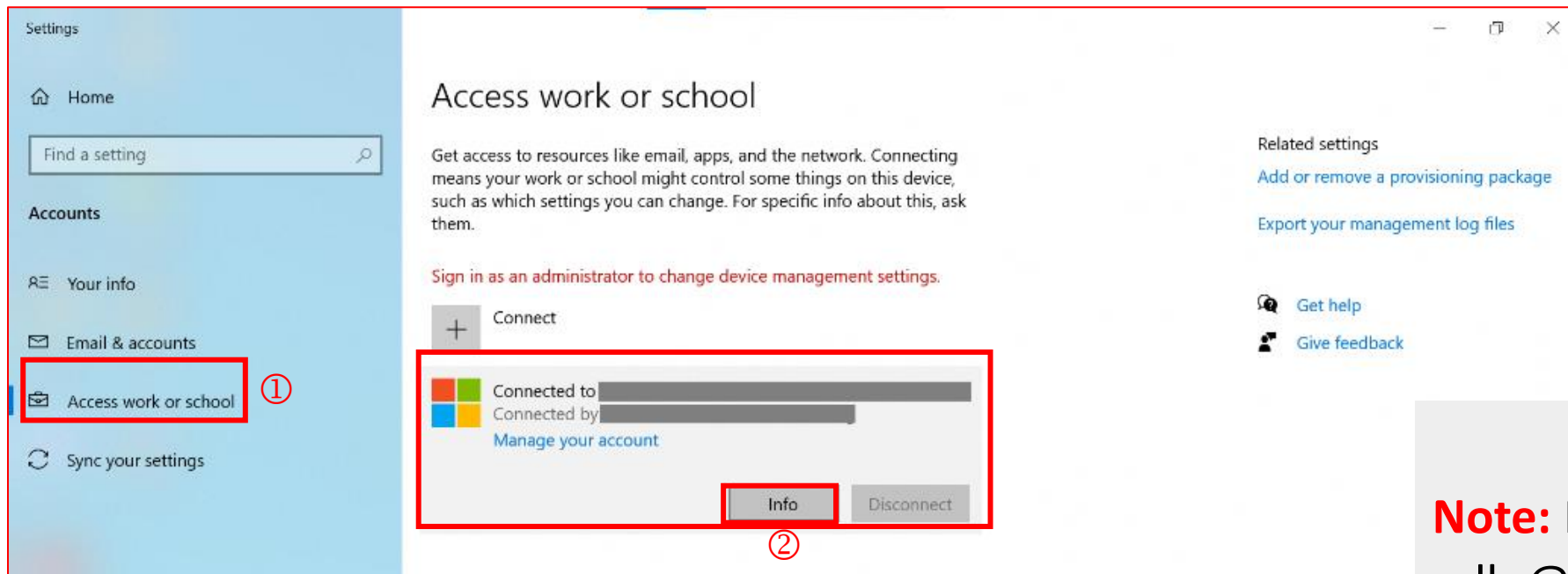


Figure 2

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

HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT

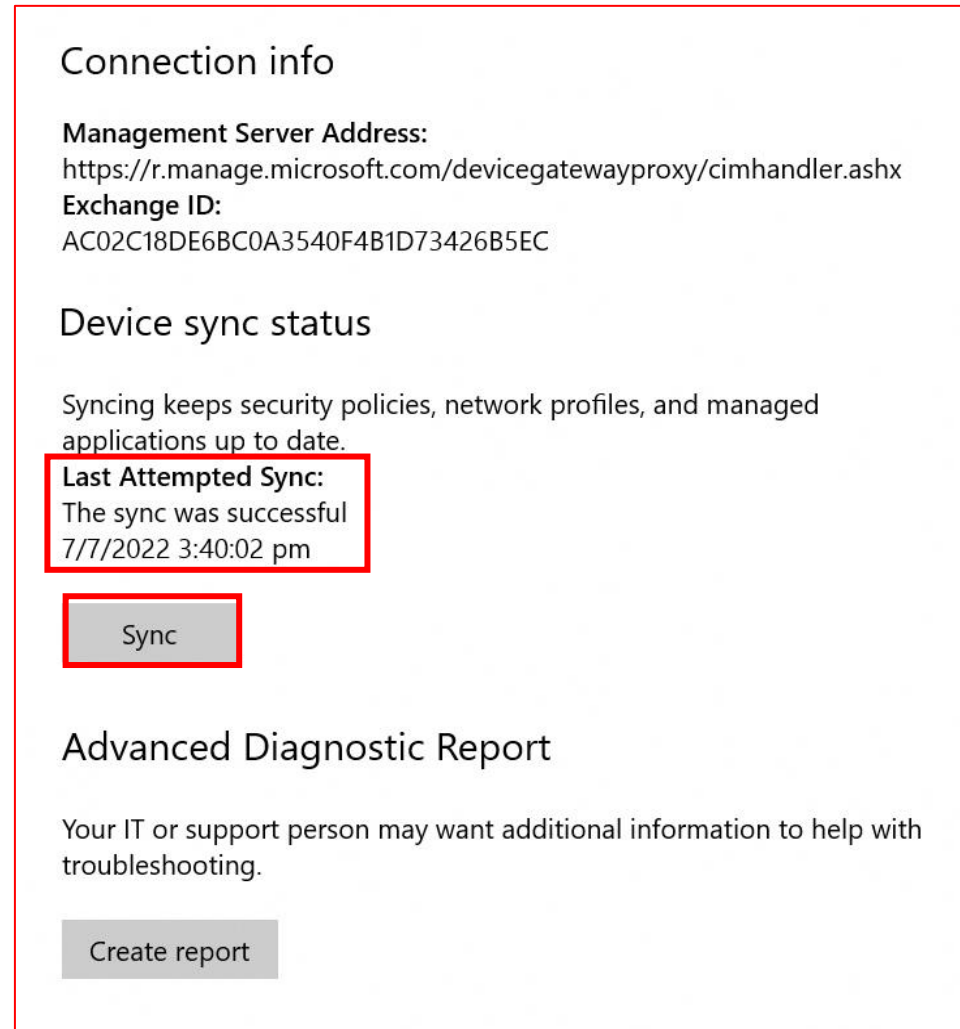
(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2025)

Step C3:

Scroll down and click on the “Sync” button.

The script may take up to 30 minutes to be pushed down to your PLD.

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



The screenshot displays the 'Connection info' section of the Microsoft Intune management console. It includes the 'Management Server Address' as <https://r.manage.microsoft.com/devicegatewayproxy/cimhandler.ashx> and the 'Exchange ID' as AC02C18DE6BC0A3540F4B1D73426B5EC. Below this, the 'Device sync status' section explains that syncing keeps security policies, network profiles, and managed applications up to date. A red box highlights the 'Last Attempted Sync' status, which reads 'The sync was successful' followed by the date and time '7/7/2022 3:40:02 pm'. A 'Sync' button is visible below the status. At the bottom, there is an 'Advanced Diagnostic Report' section with a 'Create report' button.

Connection info

Management Server Address:
<https://r.manage.microsoft.com/devicegatewayproxy/cimhandler.ashx>

Exchange ID:
AC02C18DE6BC0A3540F4B1D73426B5EC

Device sync status

Syncing keeps security policies, network profiles, and managed applications up to date.

Last Attempted Sync:
The sync was successful
7/7/2022 3:40:02 pm

Sync

Advanced Diagnostic Report

Your IT or support person may want additional information to help with troubleshooting.

Create report

Figure 3

HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2025)

Step C4:

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

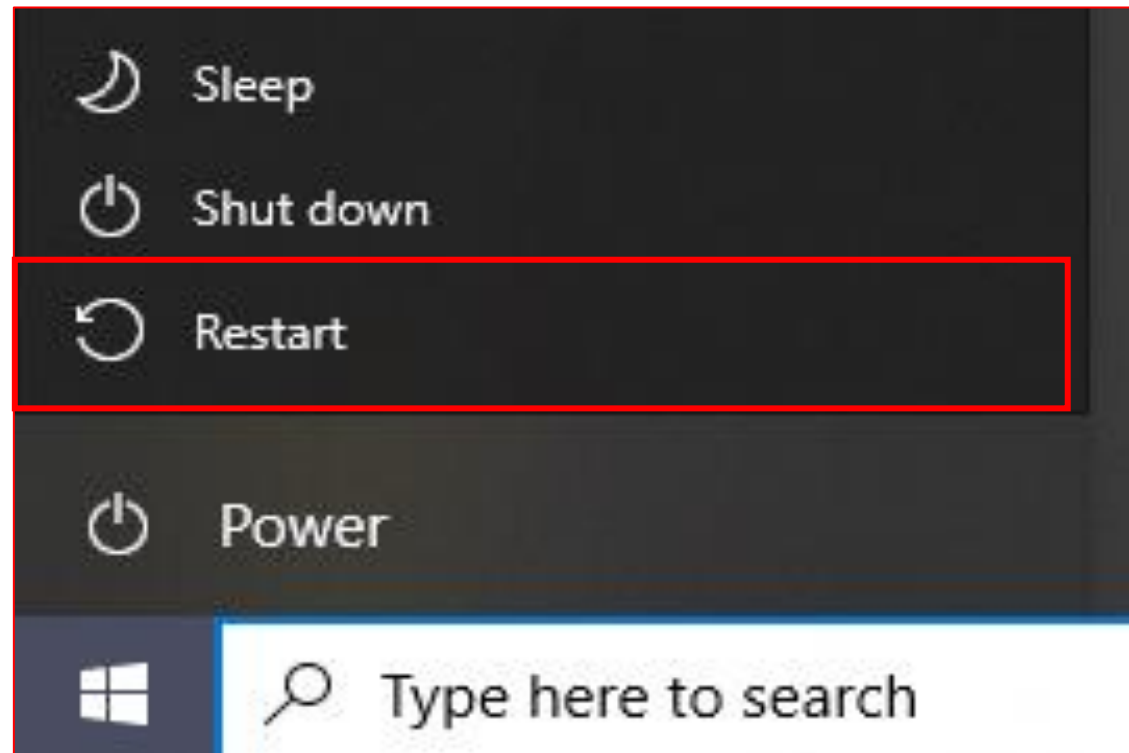


Figure 4

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

HOW TO VERIFY THE PRESENCE OF THE LOCAL ADMINISTRATOR ACCOUNT

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2025)

Step C5:

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

a) Go to “This PC” and open the C Drive (C:) folder.

If the script 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 2 log files (.txt) are present:

1. offboard_v2.5; and
2. offboard_cmd

(Figure 5)

If you do not see these 2 log files, perform Steps C1-C4 again.

If you need assistance, please contact your School DMA Admin for assistance.

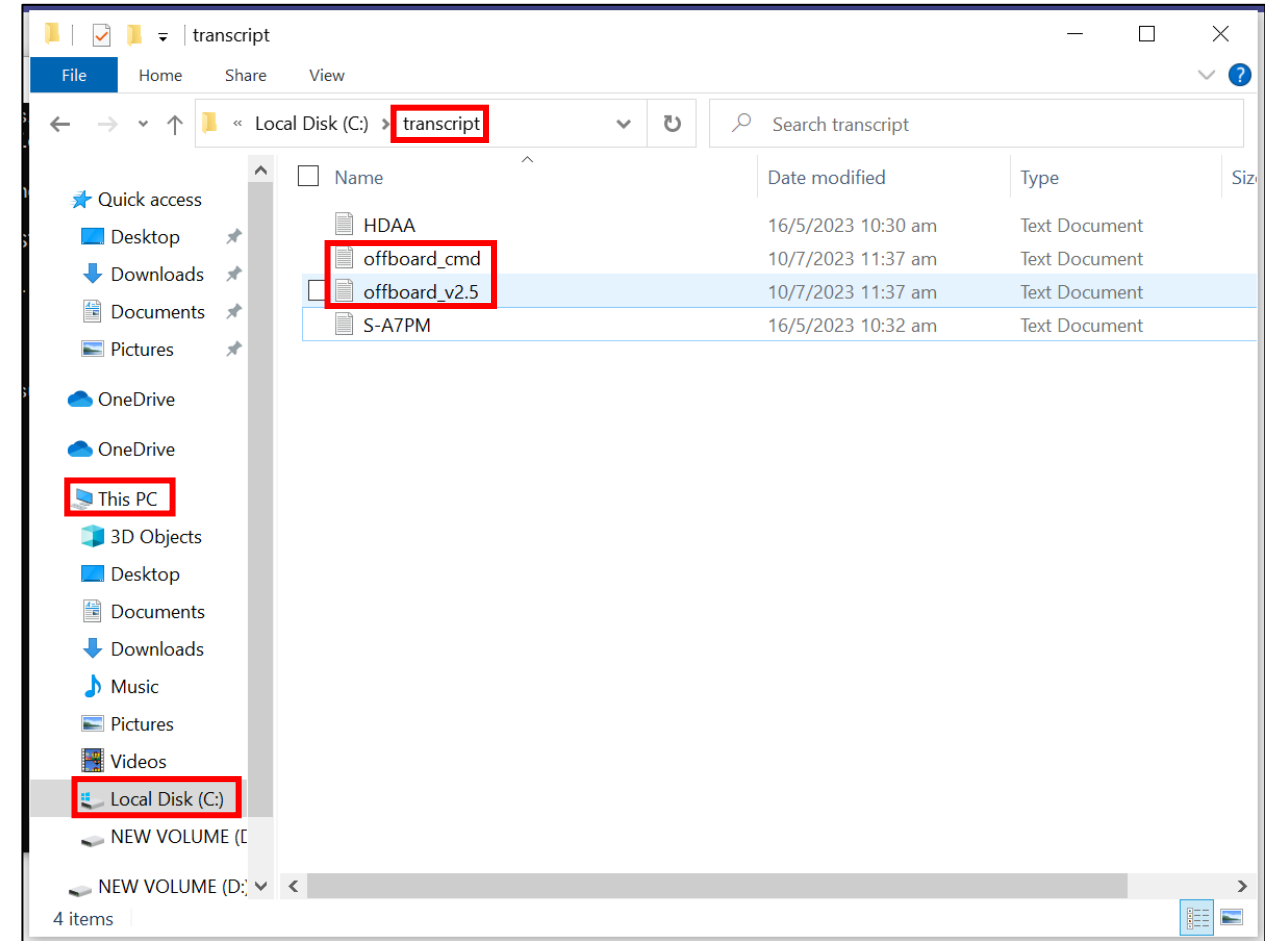


Figure 5

HOW TO CHECK IF MOE DMA HAS BEEN SUCCESSFULLY UNINSTALLED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2025)

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).

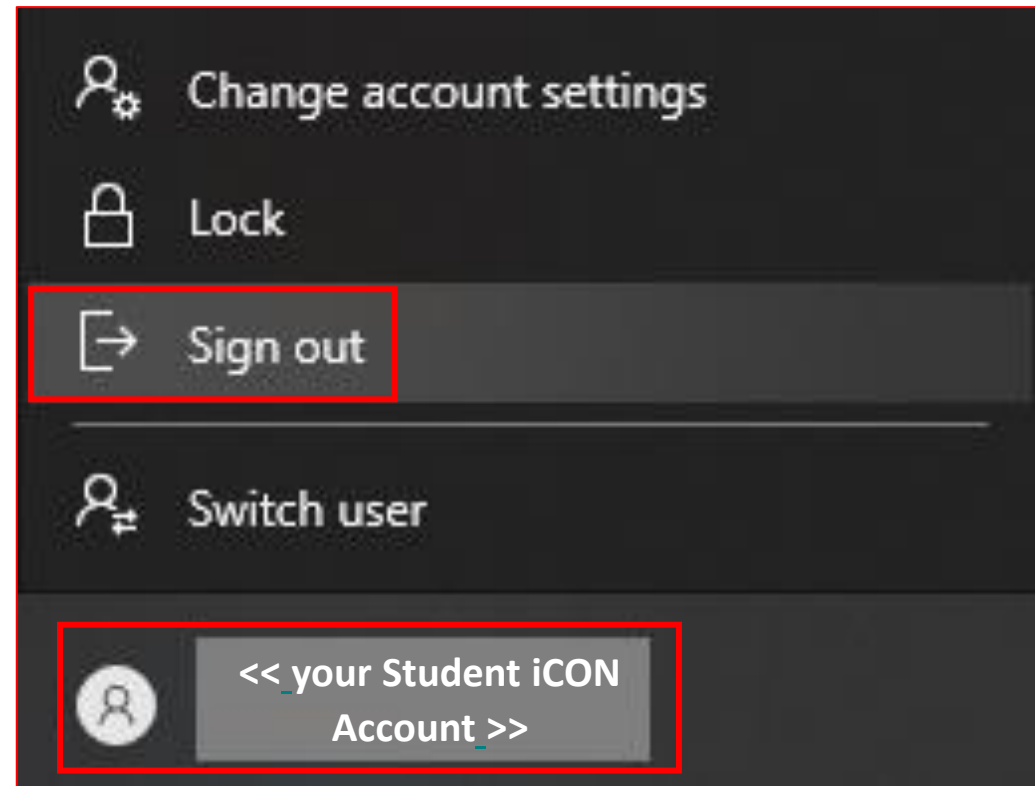


Figure 6

HOW TO CHECK IF MOE DMA HAS BEEN SUCCESSFULLY UNINSTALLED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2025)

Step C7:

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

Enter the following credentials:

Username: **.\GAdmin**

***Password: Student will be prompted to enter new password at 1st login**

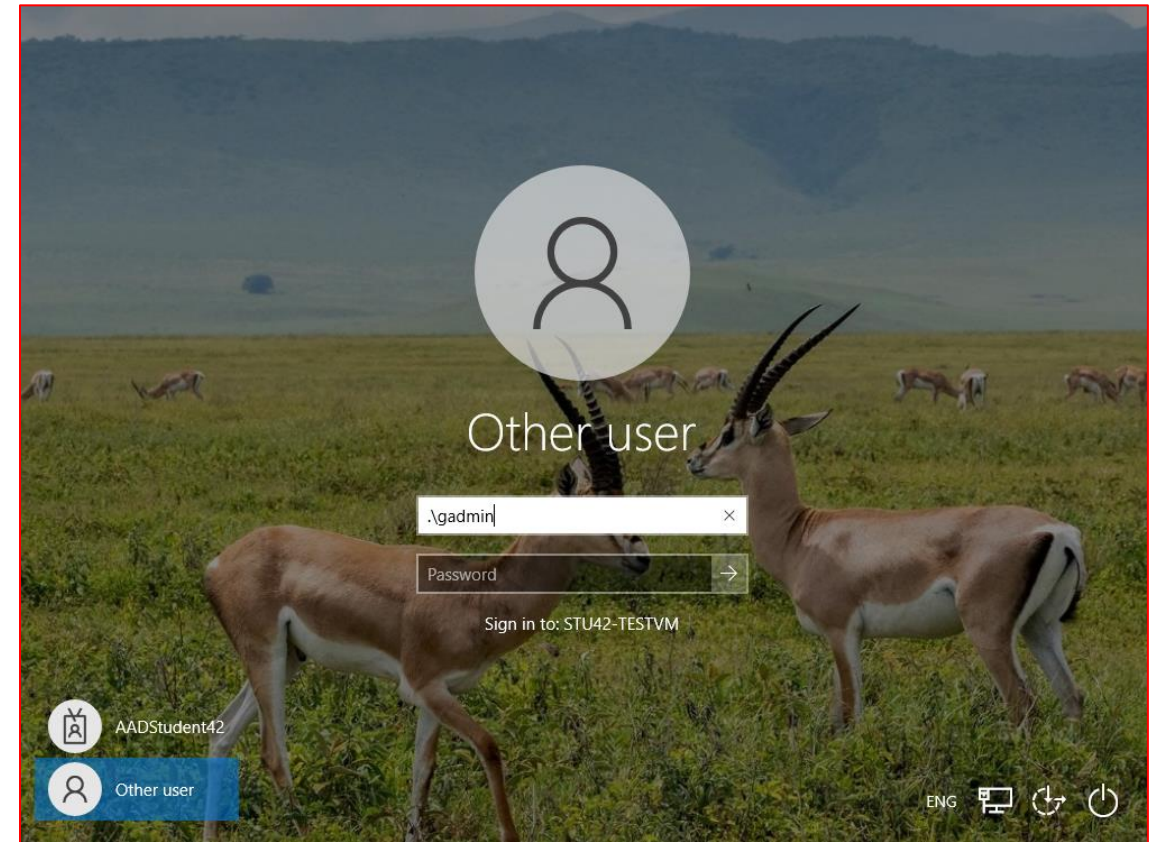


Figure 7

*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 2025)

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)

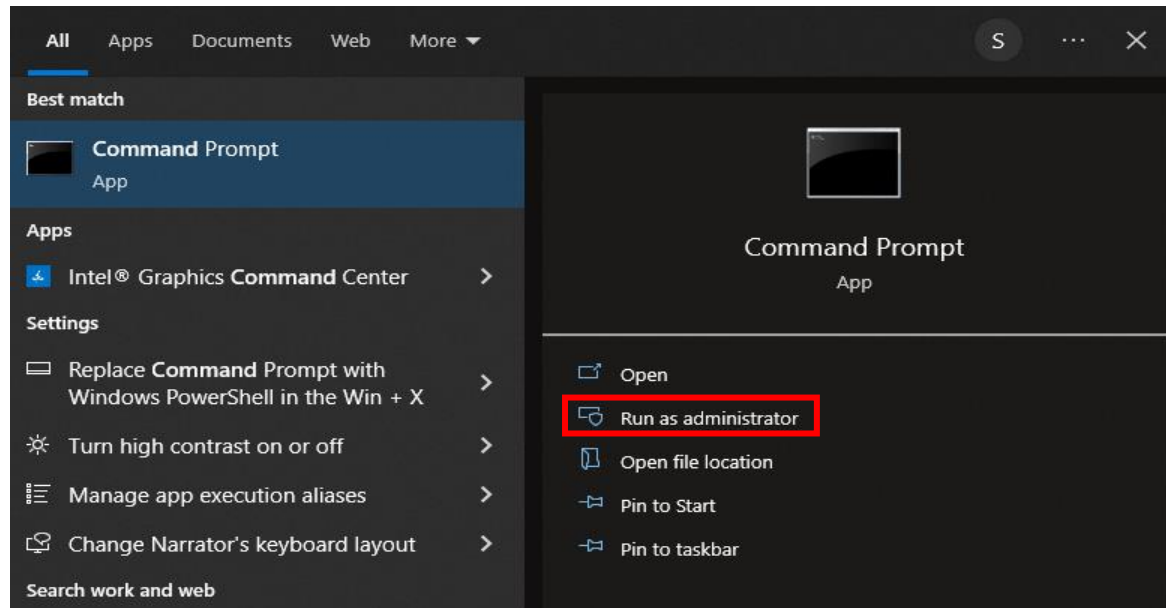


Figure 8

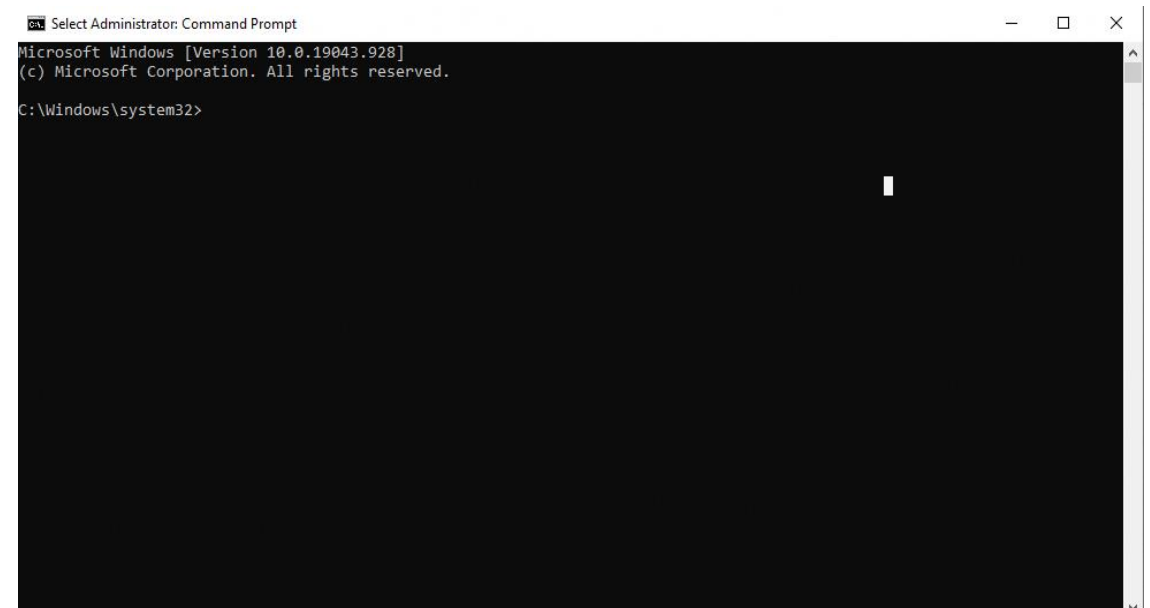


Figure 9

HOW TO CHECK IF MOE DMA HAS BEEN SUCCESSFULLY UNINSTALLED

(ONE DAY AFTER MOE DMA UNINSTALLATION DATE TO 30 DEC 2025)

Step C9:

Once you have verified that you are able to run Command Prompt as administrator in step C8, 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: When your PLD is uninstalled from MOE DMA, you can still log into your PLD with your student iCON account until your device has been de-enrolled from the Intune system on 31 Dec 2025. After successfully completing the steps in this guide, you can perform a device reset or contact your School DMA Admin if required, but only after 31 December 2025.



D.

On 31 December 2025

MOE DMA DE-ENROLMENT

(ON 31 DEC 2025)

The DMA vendor will perform the de-enrolment of your PLD from Intune in Education remotely. No action is required by you. This ensures that the policies set in place from MOE are wiped clean. The PLD will no longer be managed by MOE after the de-enrolment.



E.

After 31 December 2025

POST MOE DMA DE-ENROLMENT

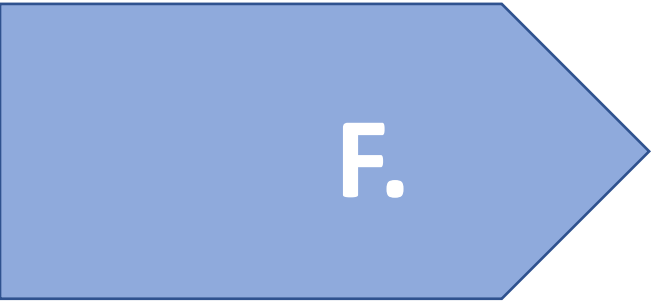
(AFTER 31 DEC 2025)

Step E1:

On 31 December 2025, your PLD will be remotely de-enrolled from Intune for Education. If the MOE DMA is not uninstalled by following Steps C1 to C4 in Section C before this date, you will be unable to log in to your PLD. Please approach your School DMA Admin for assistance in resetting your device.

Step E2:

If you have performed the steps listed in section C before 31 Dec 2025 and you still see the MOE banner page on the log in screen after 31 Dec 2025, do contact your School DMA Admin.



F.

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. Factory reset of your PLD is not needed after this process. However, if you still wish to reset your PLD, please note that the reset can only be done after 31 Dec 2025. If you see the MOE banner page after reset, you need to contact your School DMA Admin for assistance.