

MOE DMA Uninstallation for Graduating Students [iPadOS]

Student Guide

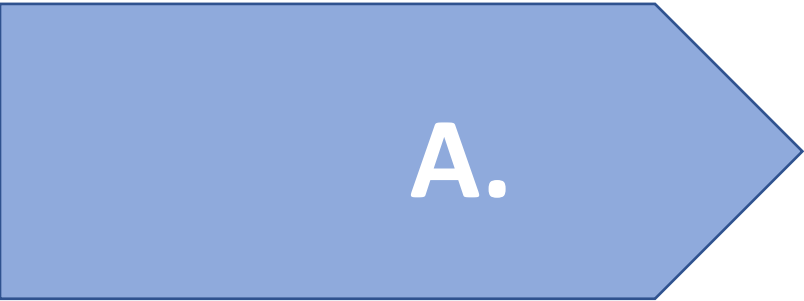
Purpose of This Guide

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 Date	Back Up Data	Back up local and school cloud data onto personal external and/or cloud storage.
B	After MOE DMA Uninstallation Date: <i>Student will perform Self Factory Reset manually</i>	The student will need to perform a manual factory reset on his/her PLD to completely remove the MOE DMA	⚠ Please connect your PLD to a power outlet, or make sure it has at least 50% battery charge, before performing the factory reset to prevent any issues during the process - Student will perform the Self Factory reset manually
C	After Student Self Factory Reset: <i>Self-check to ensure MOE DMA successfully uninstalled</i>	Check if MOE DMA Uninstallation has been completed	Complete four verification checks [Slide 14] to confirm that MOE DMA has been completely uninstalled from your PLD.
D	After Student Self Factory Reset <i>Retrieve personal back up data</i>	Sign in to relevant Apple accounts to retrieve back up data	[Step 1] ⚠ Sign in to School Managed Apple account to download previously back-up data to the PLD [Step 2] After Step 1, Sign in to Personal Apple Account



A.

Before MOE DMA Uninstallation Date

Back Up of Data

(Before MOE DMA Uninstallation Date)

Step A1:

You are advised to back up all data from your PLDs to personal external or cloud storage. This includes **both local device data and cloud data stored in your school iCloud Drive**.

The local PLD data will be wiped during the factory reset.

Additionally, you will no longer be able to save and/or access any document and/or application on the school iCloud Drive once your School-Managed Apple Account is removed.

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

Back Up of Data

(Before MOE DMA Uninstallation Date)

Step A2:

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](#) (Section F, Activity 2, Pg 1).

2. Back up Data to Personal iCloud (For iPads) (Optional)

Optional

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Before DMA Uninstallation

Under "Settings", please ensure your iPadOS PLD is still signed in with your Managed Apple Account (the account provided by your school) and that all app data sync with iCloud is toggled "On".

- Do NOT sign out of your Managed Apple Account.
- Do NOT turn off iCloud synchronisation.

Note: Contact your school's DMA Admins or ICT Helpdesk if you notice any abnormal settings.



In iPadOS PLD "Settings": By default, your Apple Account status is **greyed out** to prevent signing out from your Managed Apple Account and changing iCloud settings.



If the Apple Account status is **bolded**, it means the account sign-in or sign-out restriction is **not being enforced** by your school. You will be able to access and change settings under iCloud. Be careful and **do not sign out** of your Managed Apple Account.

Instructions: To access the complete set of instructions, please **download** the file below.



Verify_the_Default_Managed_Apple_Account_and_iCloud_Settings.pdf



Back Up of Data

(Before MOE DMA Uninstallation Date)

Step A3:

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 Administrator if you require further assistance.



B.

Factory Reset: *To be performed the next day after MOE DMA Uninstallation*

Perform the factory reset manually

(After MOE DMA uninstallation and backing up your data)

Important: Please connect your PLD to a power outlet and the internet for at least **1 hour** to ensure the DMA is uninstalled successfully. Ensure the PLD has at least 50% battery charge, to prevent any issues during the factory reset process.

Step B1:

On your PLD, navigate to Settings > General > Transfer or Reset iPad > Erase All Content and Settings (Figure 1).

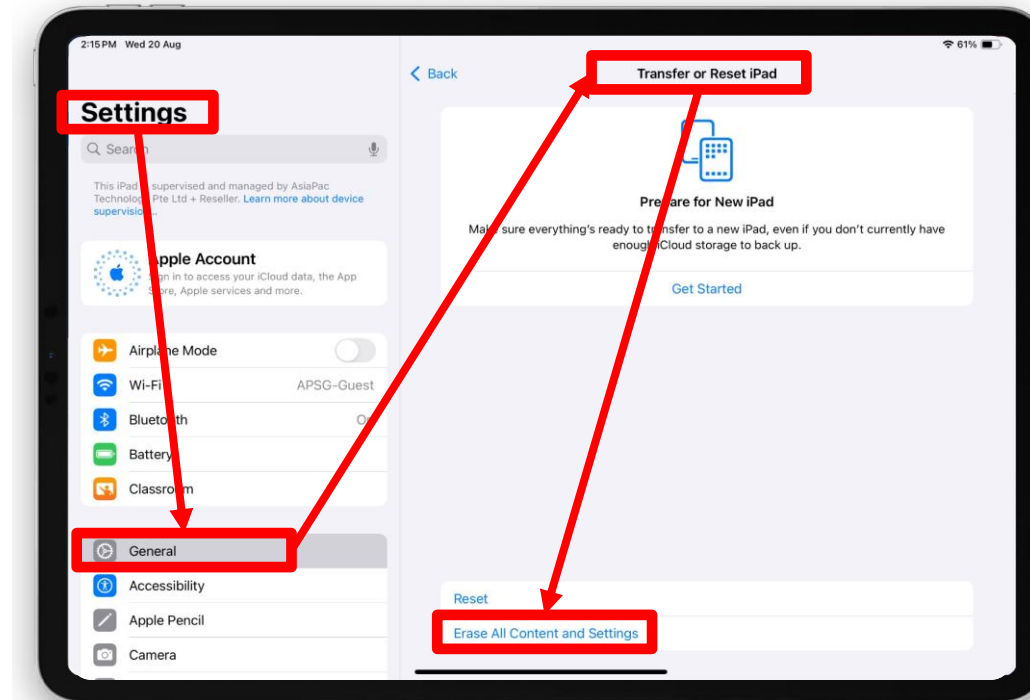


Figure 1

Perform the factory reset manually
(After MOE DMA uninstallation and backing up your data)

Step B2:

You can proceed to setup your iPad once you see the following screen (Figure 2):



Figure 2

Perform the factory reset manually (After MOE DMA uninstallation and backing up your data)

Step B3:

You should no longer see a 'Remote Management Setup' page (Figure 3) while setting up the iPad:

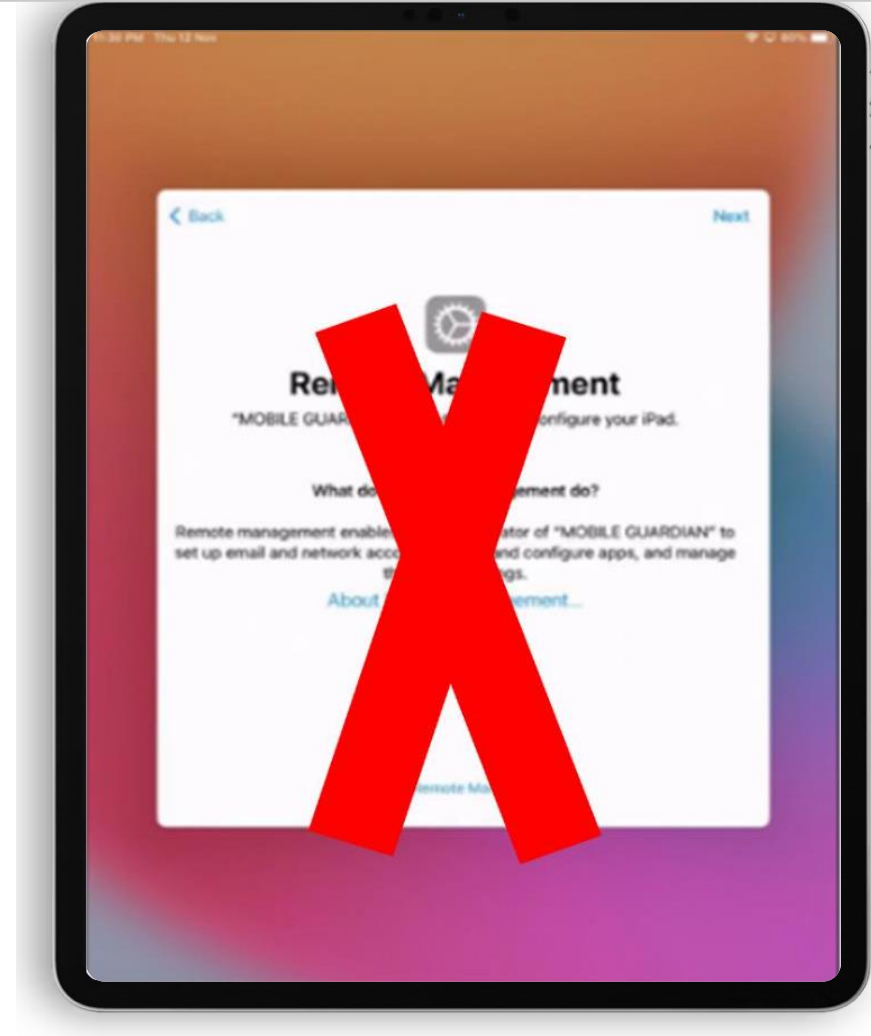


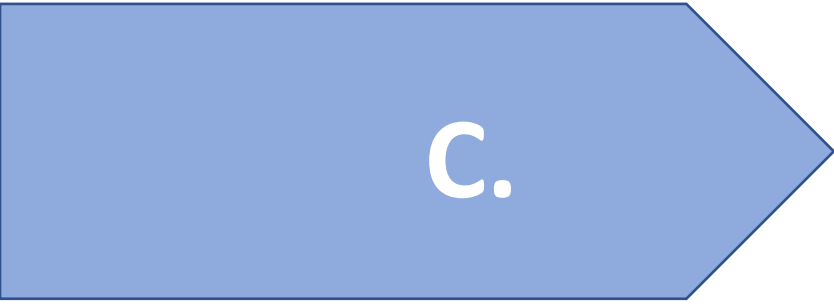
Figure 3

Perform the factory reset manually
(After MOE DMA uninstallation and backing up your data)

Step B4:

Once the iPad has been setup, you can proceed to sign in to the device with your personal Apple Account .

Note: Do not use your Student iCON email address to create your personal Apple Account, as you will lose access to this email address after leaving school.



C.

***Self-check to ensure MOE DMA is successfully
uninstalled***

How to Check if MOE DMA Has Been Uninstalled Completely

Check #1:

In “Settings”, you should **no longer** see the text “This iPad is supervised and managed by” appearing near the top left-hand corner of the screen (shown in Figure 4).

Also, you should no longer see the “Mobile Device Management” option in Settings > General > VPN & Device Management page (shown in Figure 4).

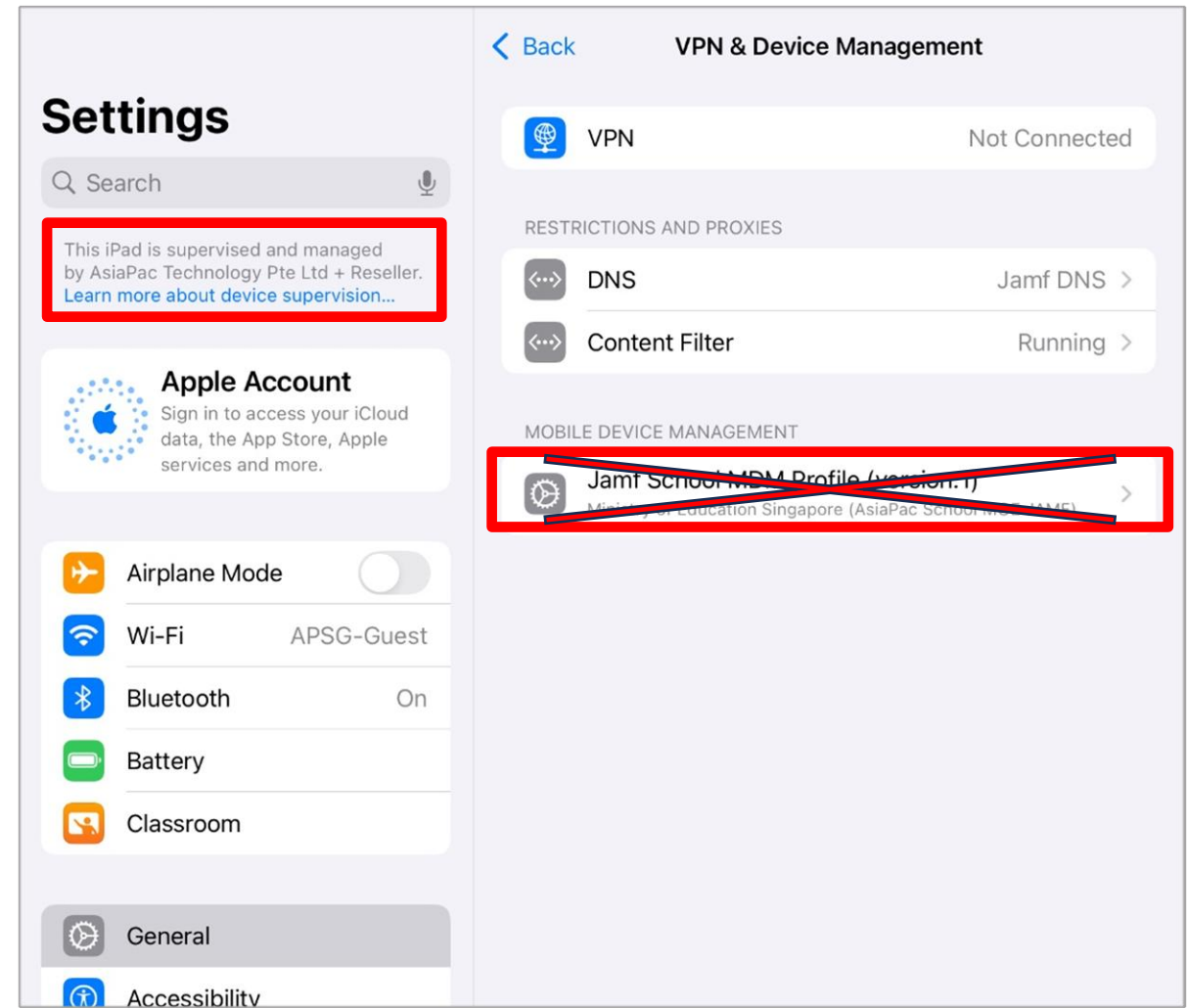


Figure 4: View of ‘Settings’ for an iPad managed by the MOE DMA

How to Check if MOE DMA Has Been Uninstalled Completely

Check #2:

You should no longer see the Jamf Student application in the PLD.

Check #3:

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 #4:

You should be able to access the App Store, to install applications, and surf the internet without any restrictions.



D.

Retrieve personal back up data

Restoring Personal Backup

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](#) (Section F, Activity 2, Pg 2).

2 Back up Data to Personal iCloud (For iPads) (Optional) Optional

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After DMA Uninstallation and Device Factory Reset

Please follow all steps in the following guide closely to complete four important processes:

1. Complete the fresh setup of your iPad.
2. Sign in to your iPad with your **Managed Apple Account** provided by your school to download the data backup to your iPad.
3. Sign out of your Managed Apple Account.
4. Sign in to your iPad with your **Personal Apple Account** to sync the data backup to your personal iCloud Drive.

Note: Your **Managed Apple Account** and its **iCloud Drive** will be removed upon your graduation. Therefore, it is critical to follow this guide to complete the data backup migration from the school's Managed Apple Account to your Personal Apple Account.

Tip: If you do not have a **Personal Apple Account**, [click here](#) to learn how to create one.



Step 1: You will be greeted with the "Hello" screen. Wait a while for it to disappear.

Step 2: Tap to Choose your preferred language.

Instructions: To access the complete set of instructions, please **download** the file below.

 iPad_Fresh_Setup_and_Migration_of_Data_Backup_to_Personal_Apple_A...



Additional Support Resources for Restoring Back-Up Data and Technical Issues

You may refer to the following guide from Apple Support (<https://support.apple.com/en-sg/HT204184>) on restoring your PLD from a backup (in iCloud or on their computer).
If you encounter any difficulties, please contact your School DMA Admin for support.