



DMA Uninstallation and Reset PLD device for Graduating Students 2026

The uninstallation and de-enrolment of DMA will take place during the following time frames, for different cohorts of graduating students:

Cohort of Graduating Students	Earliest DMA Uninstallation Date
Students sitting for N(A) / N(T)-Level paper only	14 Oct 2026
Students sitting for at least one(1) O-Level paper	11 Nov 2026



Step 1

Back up your PLD



Graduating or Leaving School?

Your iCON account will be disabled after 31 December 2026. 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.

Back Up Your Work



- 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.

You are now ready to proceed the DMA uninstallation



Step 2

Synchronise your PLD

DMA uninstallation process

Step 1: 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.

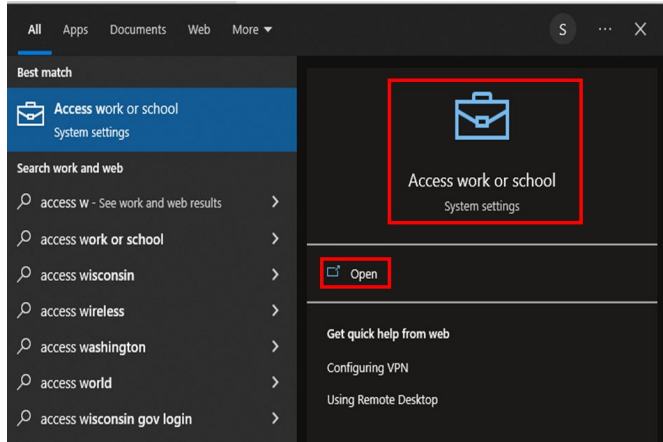
One day after MOE DMA uninstallation date to 30 December 2026

Step 1:

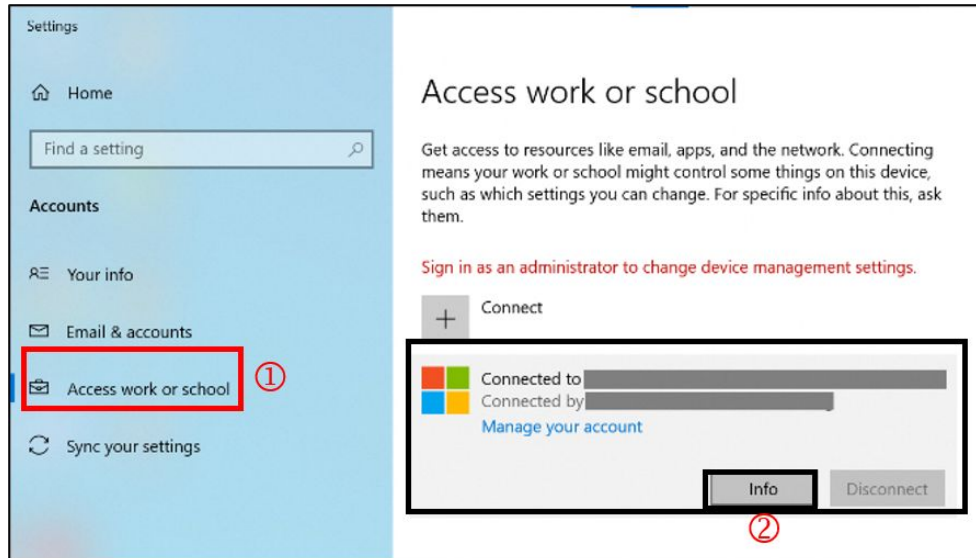
One day after the uninstallation date, ensure your device is switched on and connected to the internet.

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**.



HOW TO OBTAIN THE LOCAL ADMINISTRATOR ACCOUNT



Step 2:

Upon opening 'Access Work or School', you will see a box that indicates

“Connected to

[xxx xxx Xx@students.edu.sg](#)

(your iCON / MIMS email address)”.

Click on the 'Info' button.

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

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.

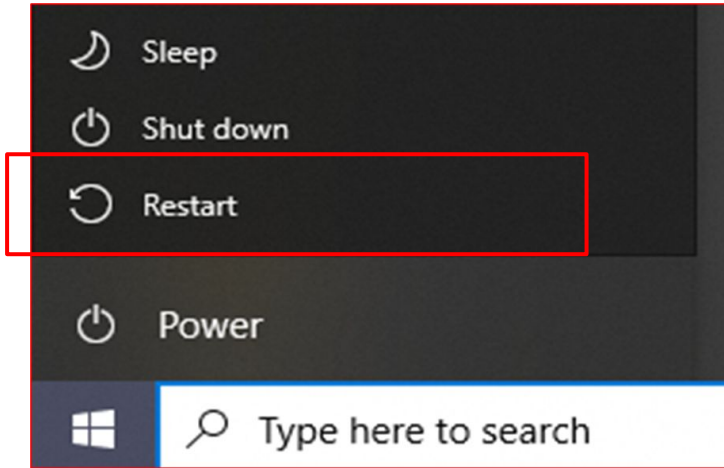
Create report

Step 3:

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.



Step 4:

Restart your PLD by clicking on the power button and select 'Restart'.

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



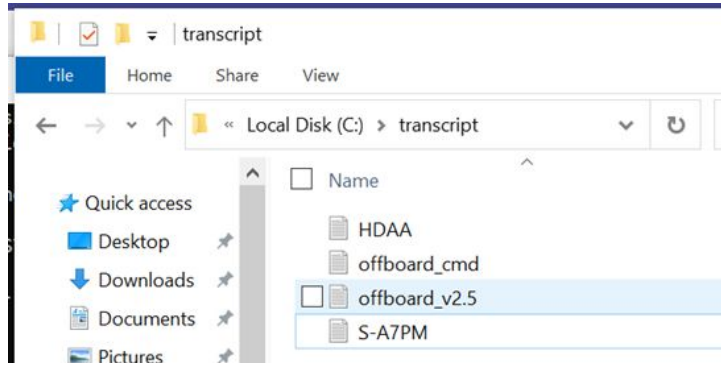
Type here to search



Step 3

Check that the uninstallation files were downloaded

HOW TO VERIFY THE PRESENCE OF THE LOCAL ADMINISTRATOR ACCOUNT



If you do not see these 2 log files, perform Steps 2.1-2.4 again.

If you still do not see the 2 log files after your second try and after 30 minutes, please reach out School ICT Helpdesk @ 9180 8151 (WhatsApp text message only).

Step 1:

To check if the script has been downloaded to your PLD, go to “This PC” and open the C Drive (C:) folder.

You should see a folder named ‘transcript’ in your C Drive (C:).

Inside the ‘transcript’ folder, you will see a number of log files. You need to ensure the following 2 log files (.txt) are present:

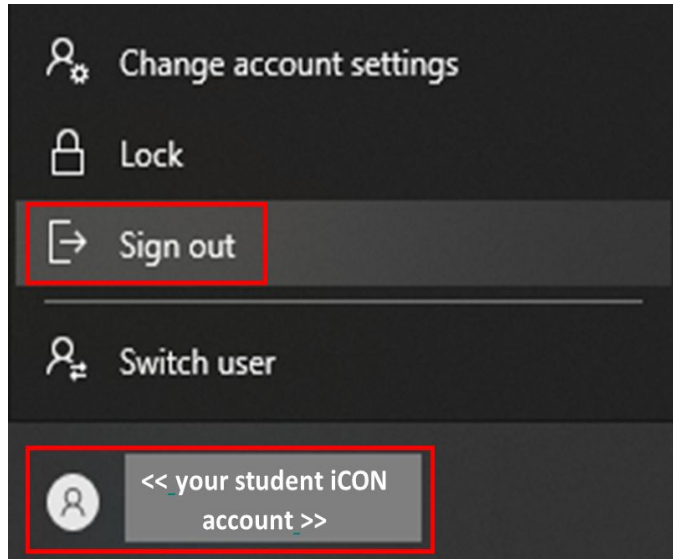
- 1.offboard_v2.5; and
- 2.offboard_cmd



Step 4

Check that DMA was uninstalled successfully

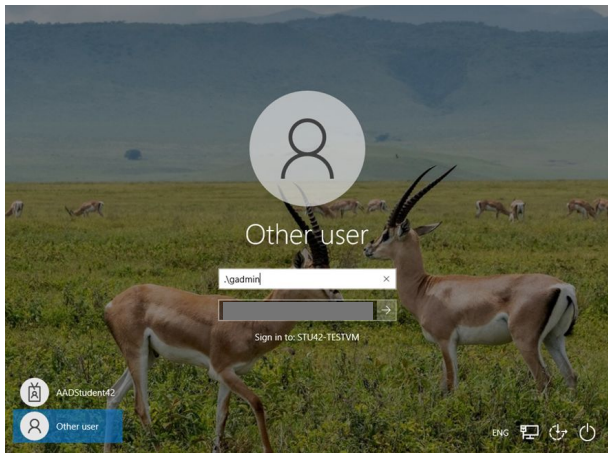
How to check if DMA has been successfully uninstalled



Step 1:

Click on the Start Menu, click on your student iCON / MIMS account.

Click 'Sign out' to sign out of your student iCON / MIMS account.



Step 2:

Click on '**Other user**' in the login screen.

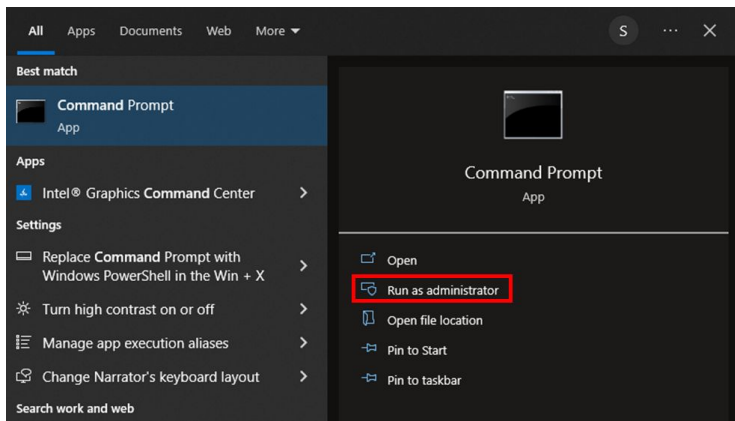
Enter the following credentials:

Username: **.\GAdmin**

Password: *(Leave the password as blank)*

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

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



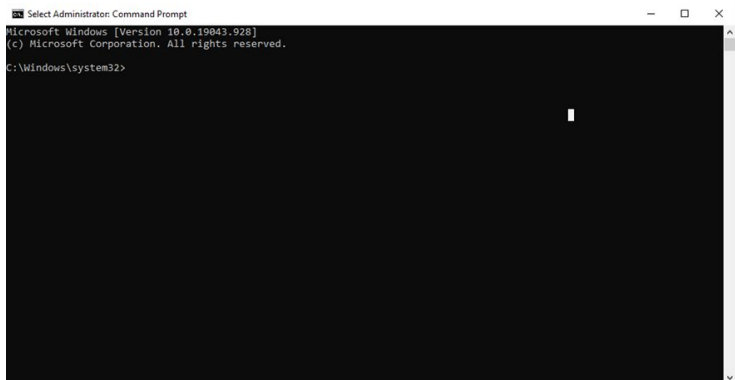
Step 3:

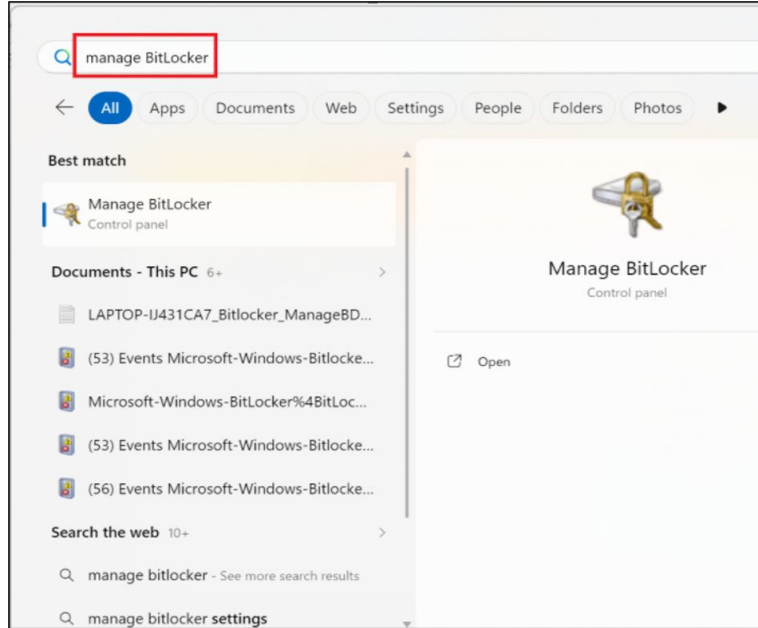
Once you have logged in with your **.\GAdmin** account, type 'cmd' in the Search bar next to the Start Menu.

Right click on Command Prompt and click 'Run as administrator'.

A black dialog box should pop-up without any prompt for admin credentials.

. This means that the DMA has been uninstalled successfully from your PLD.





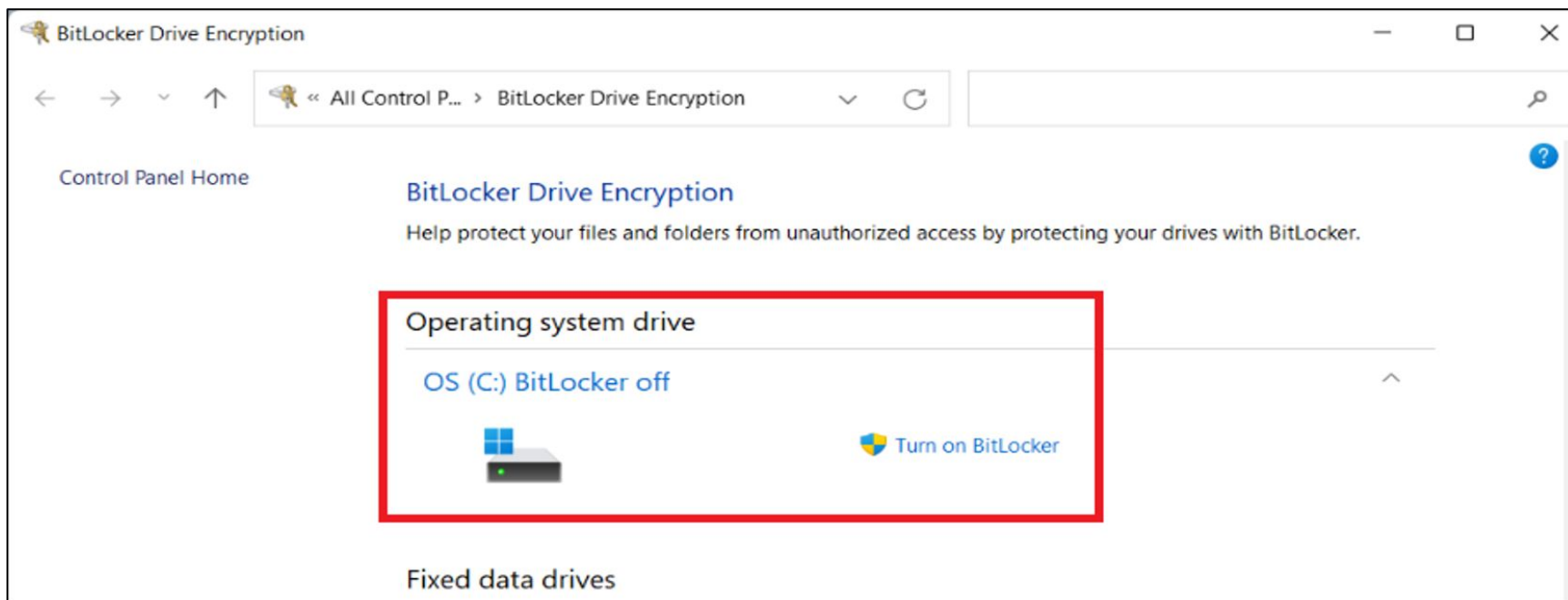
Step 4:

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



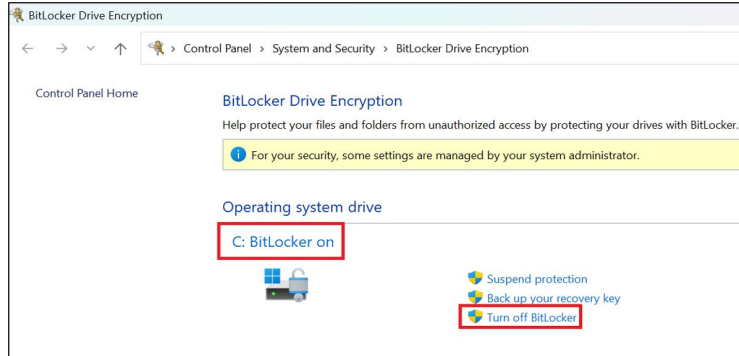
Critical Step:

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.



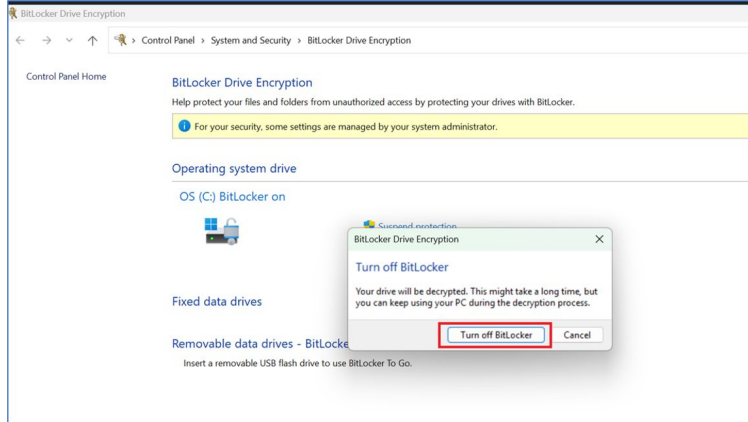
Step 5:

Look for the **C:** drive and verify that “**BitLocker off**” is shown.



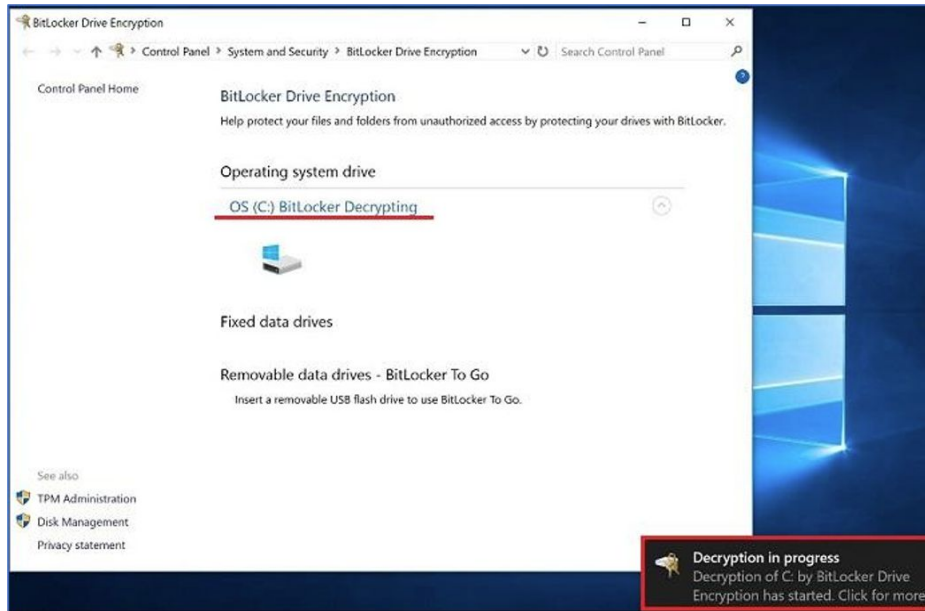
Step 6:

If the **C:** drive shows “**BitLocker on**”, click “**Turn off BitLocker**” next to the **C:** drive.



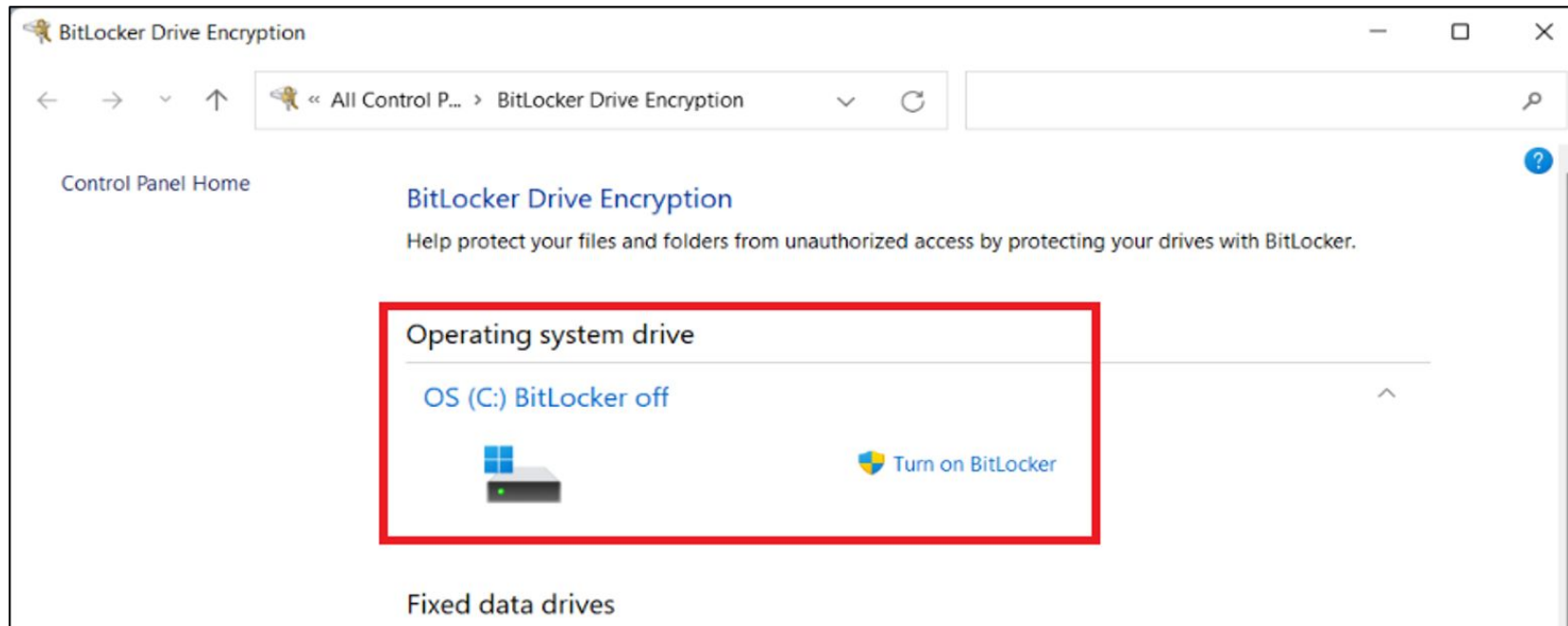
Step 7:

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



Step 8:

This process may take some time depending on the size of the drive.



Step 9:

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

Step 10:

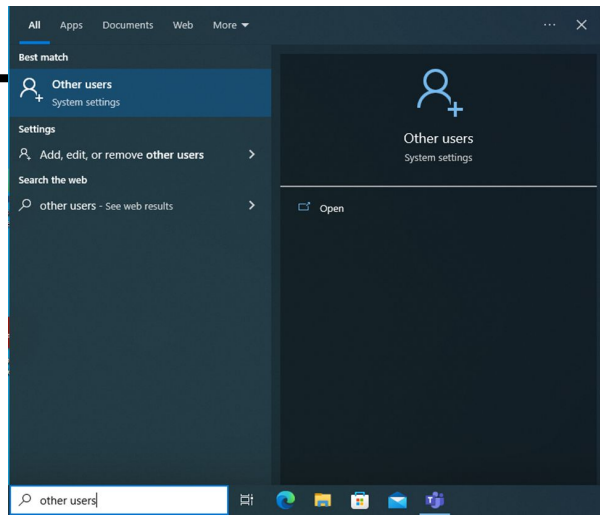
Once you have verified that you are able to run Command Prompt as administrator in step 4.3, and that BitLocker has been successfully removed in 3.9, you can continue to use your PLD with the local administrator account (.\\GAdmin) or create your own personal account. This means that the MOE DMA has 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.



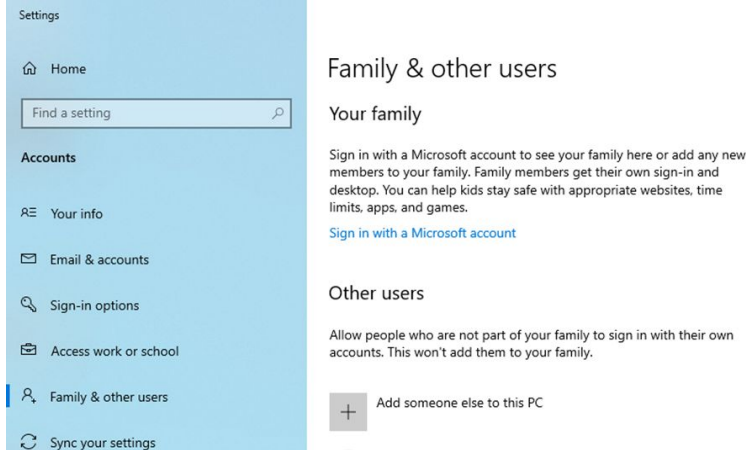
Step 5

Create a new user account



Step 1:

Click the “Start” button and type “Other users” in searching bar to open the “Other Users” page.



Step 2:

On this page, click the ‘+’ button to “Add someone else to this PC”

Create a user for this PC

If you want to use a password, choose something that will be easy for you to remember but hard for others to guess.

Who's going to use this PC?

Enter your user name.

Make it secure.

In case you forget your password

Security question 1



This field is required

Security question 2



Security question 3



Step 3:

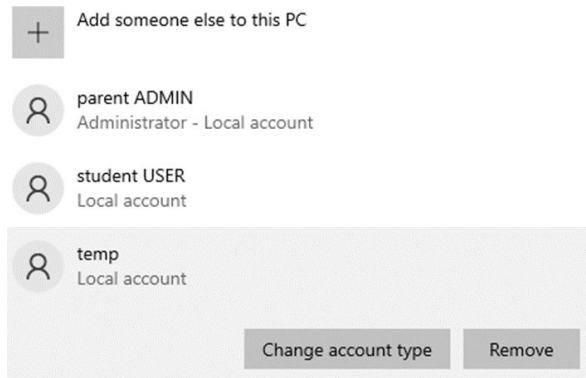
Key in User Name (your preferred name to show at the Windows Login page) and your own password (password is optional, can leave it blank)

Step 4:

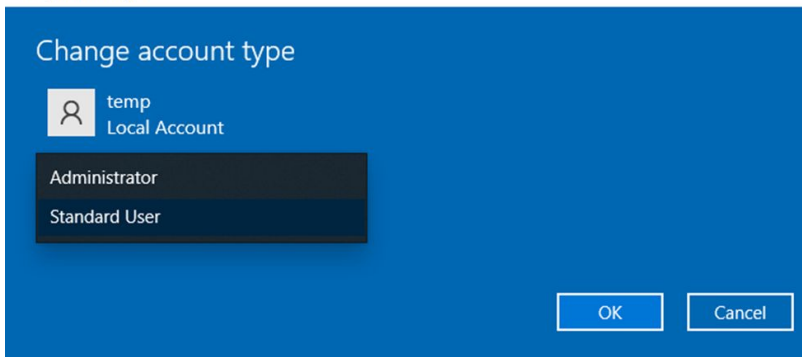
Choose the 3 security questions and fill in your answer. Then click on 'Next'.

Other users

Allow people who are not part of your family to sign in with their own accounts. This won't add them to your family.



Change account type

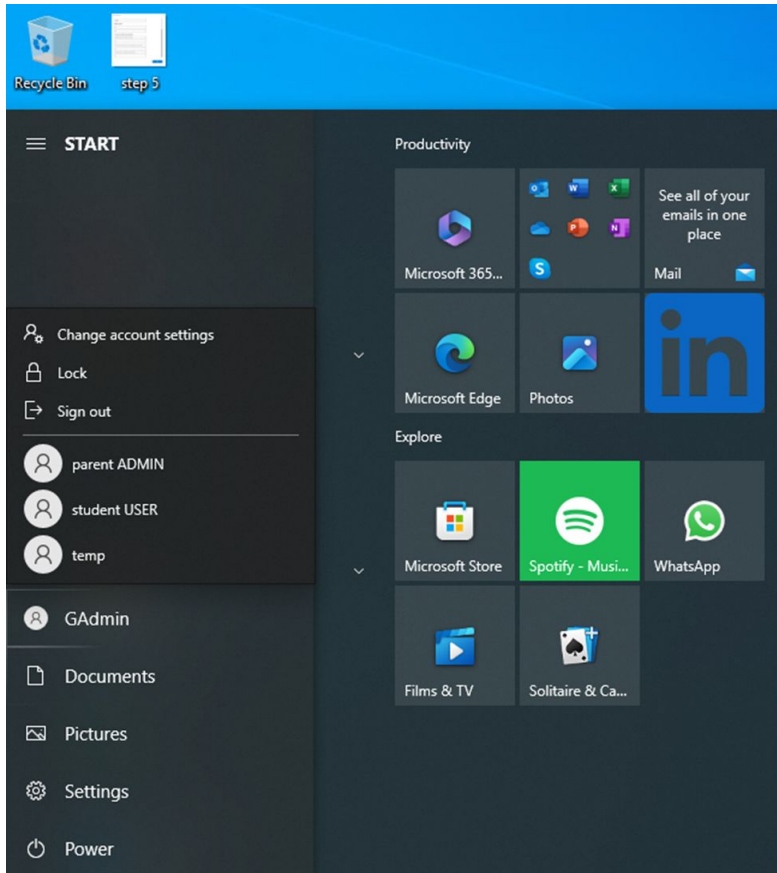


Step 5:

Now, you will see the newly created account on this page.

Select the newly created account and click on “Change account type” then choose “Administrator”.

Click “OK” to save the changes.



Step 6:

Finally, click the “Start” button, and choose the GAdmin profile and you can see your newly created account is been configured successfully.

And, you can switch over to your personal account.



Step 6

On 31 December 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 all the steps 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.

please reach out School ICT Helpdesk @
9180 8151 (WhatsApp text message only).

**All the best , and,
Happy Graduation!**
