

(For Students) Instructions for DMA Uninstallation

A) What should you expect and check for after DMA uninstallation and de-enrolment

Note 1: Should you encounter issues with any of the steps mentioned below, please refer to Section C “Troubleshooting of Issues during DMA Uninstallation and De-enrolment Process”.

1. **One day after** the DMA uninstallation and de-enrolment date, you should switch on your PLD and connect it to the internet. Your PLD will then restart and remain on a screen (where the Google logo can be seen) for a couple of minutes.
2. 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 the device).

Note 2: If your PLD is not connected online one day after the DMA uninstallation and de-enrolment date, Step 1 and 2 above will happen the next time the device is connected online.

Note 3: After Step 1 and 2 is completed, you will no longer see or be able to join the managed network called pdlp@SSOE2022 as your device is no longer managed by MOE DMA.

3. You will see the following ‘Welcome to your Chromebook’ screen (Figure 1) on your PLD once the factory reset after DMA uninstallation and de-enrolment is completed.

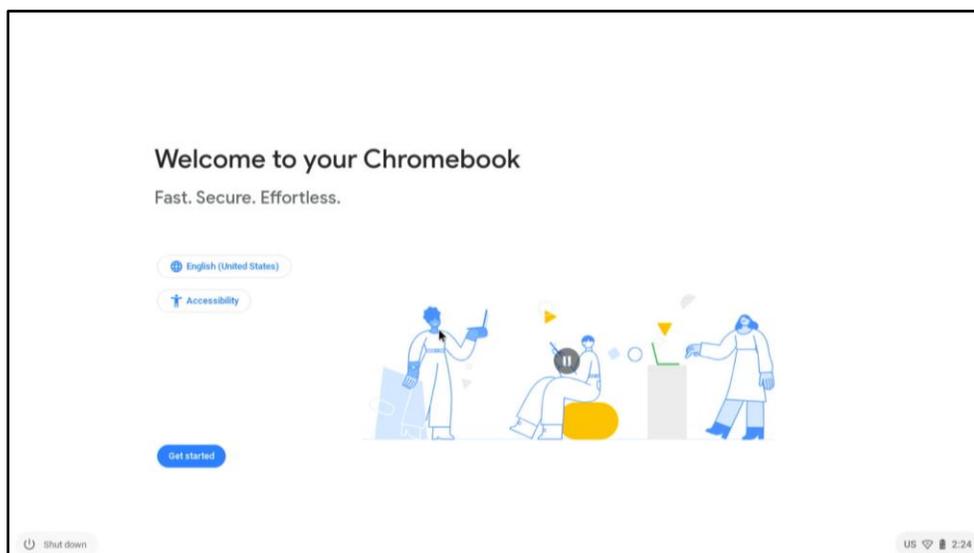


Figure 1

4. You can follow the on-screen steps to complete the setup.
5. You should **no longer** see the 'Enterprise enrollment' screen (Figure 2). This screen only appears during the setup of the Chromebook to the MOE DMA.

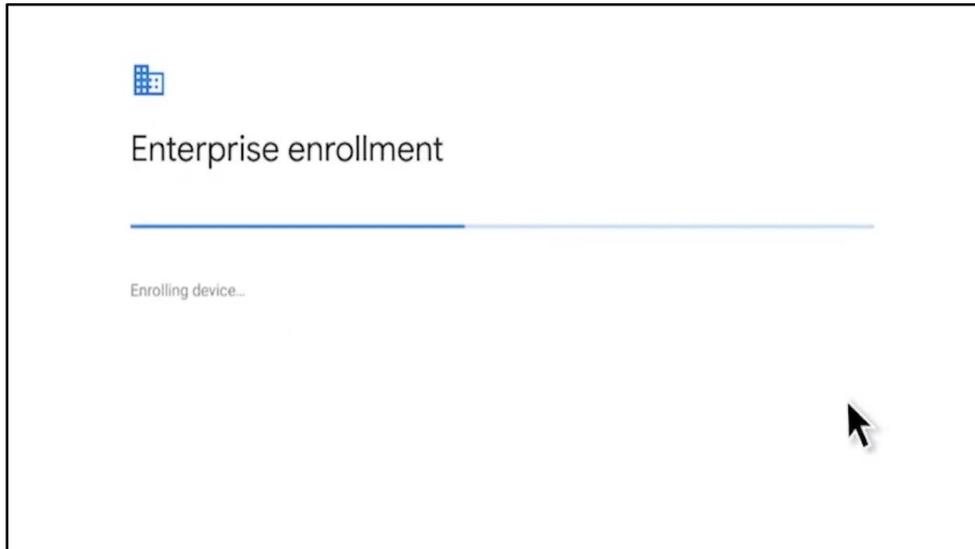


Figure 2

6. Upon completion of the setup, you will see the sign-in page (Figure 3). You can use your own personal email address to sign-in to the device.

Note 4: You should not use your student iCON email to sign in as this account will be removed in Jan - Feb of the following year.

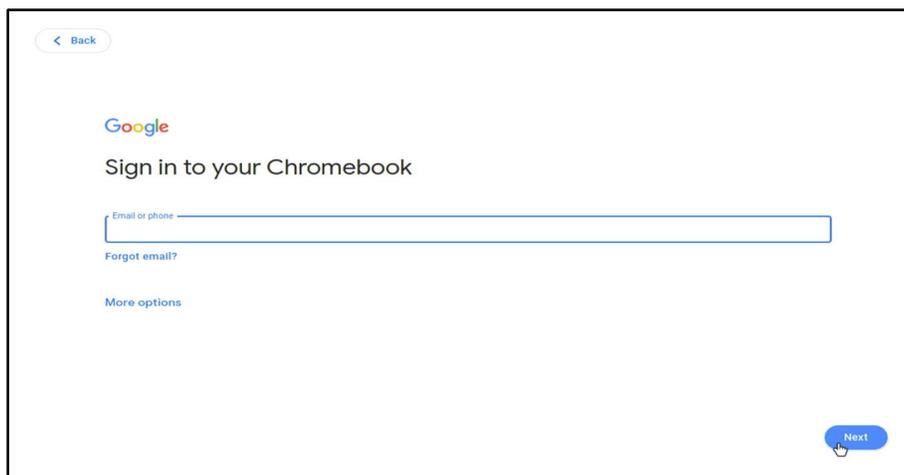


Figure 3

B) How to check if the DMA has been uninstalled from your PLD

Check #1: After you have signed in successfully with your **personal email address**, 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 signed-in name, with no additional message at the bottom of the screen (Figure 4).

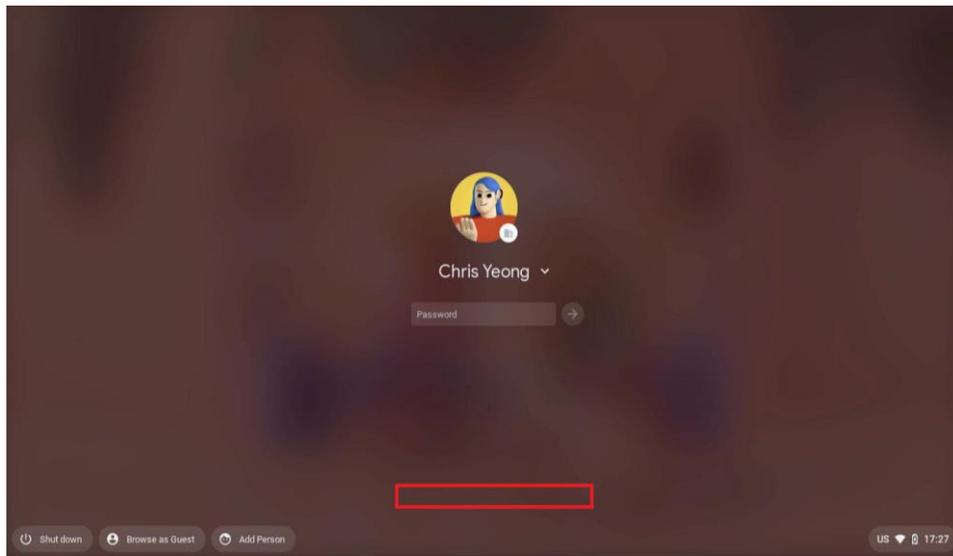


Figure 4

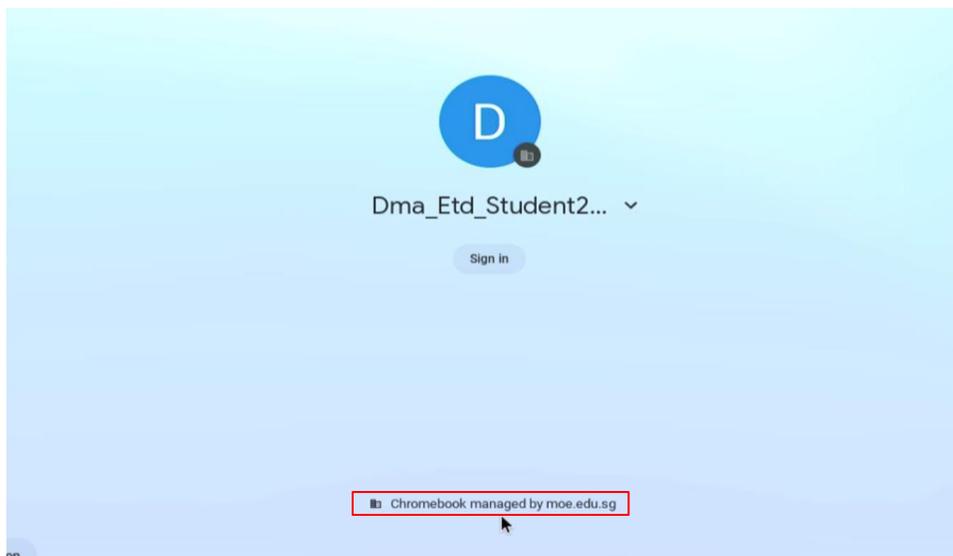


Figure 5

Check #2: You should **no longer** see the Mobile Guardian extension when using the Chrome browser (Figure 6).

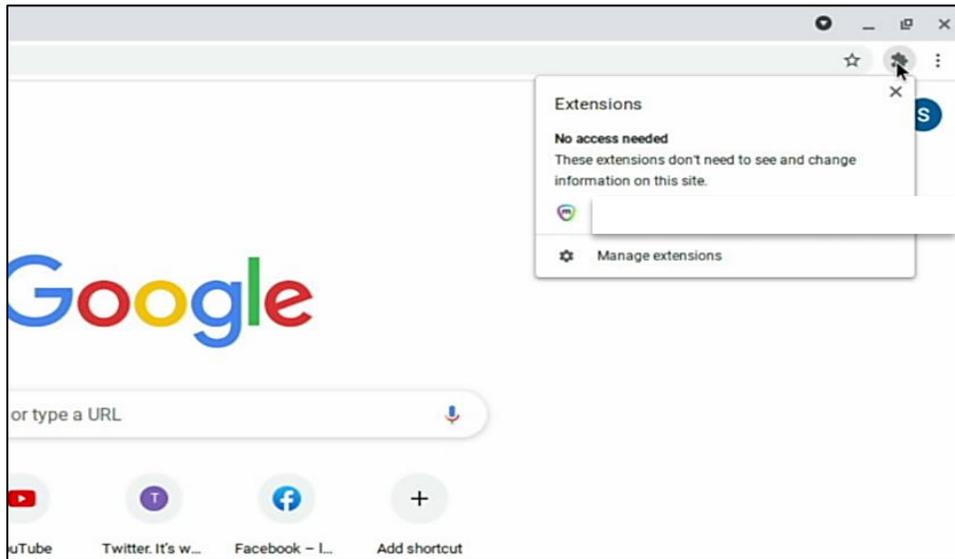


Figure 6

Check #3: All school apps and extensions that were pre-installed by MOE and the school should no longer be present. You should **no longer** see these apps in the PLD or these extensions when using the Chrome browser.

Check #4: You should be able to install apps and extensions and surf the internet without any restrictions.

C) Troubleshooting of Issues during DMA Uninstallation and De-enrolment Process

Possible Issue: Your device does not restart to begin the factory reset process for whatever reason after the date of DMA uninstallation and de-enrolment and/or you did not see the 'Welcome to your Chromebook' screen after the factory reset process

Resolution: You will need to perform the following steps to power-wash the device. Please contact your school to check if you should perform the steps below yourself or your school's DMA Administrator can help.

The instructions and images below show you the steps to power-wash your device:

1. Wipe Device Data



Instruction: Press the key combination (Esc + Refresh + Power) to perform the power-wash and you will then see the following screen (Figure 7).



Figure 7

Note 5: The location of the Power button may vary between different device brands and models. In most device brands and models, the Power button can either be found on the keyboard itself or on the side of the device unit.

(For Chrome Device)

Instruction: If you encounter the screen with a message “Chrome OS is missing!” (Figure 7), please proceed with the following steps shown below in Figure 8 and 9:

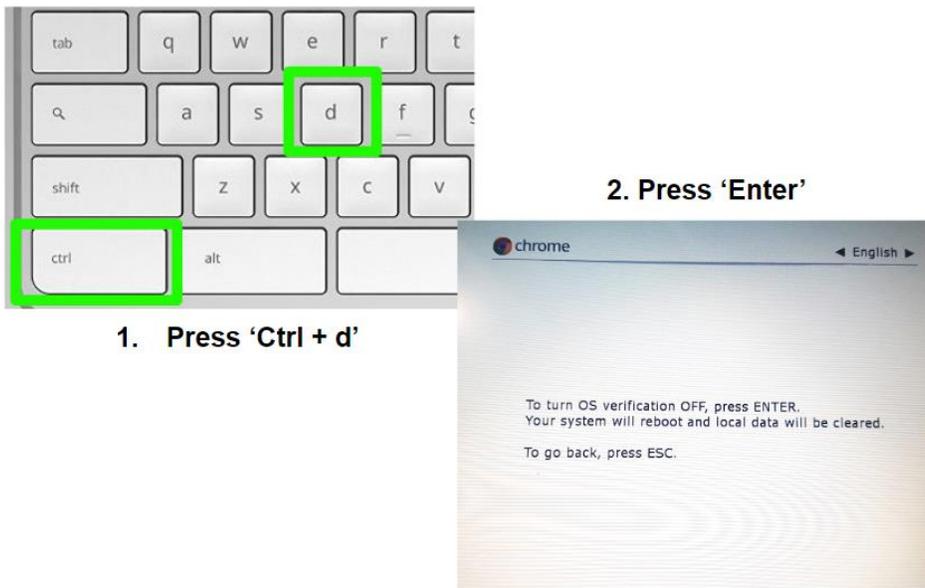


Figure 8

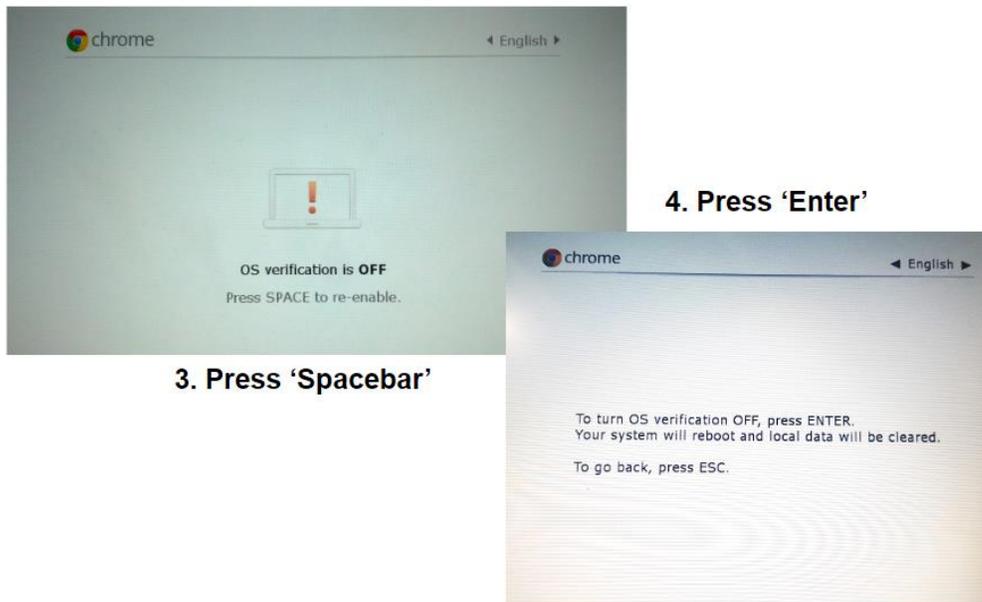


Figure 9

2. After Power Washing

You will see the following 'Welcome to your Chromebook' screen (Figure 10) on the device once the factory reset after DMA uninstallation and de-enrolment is completed.

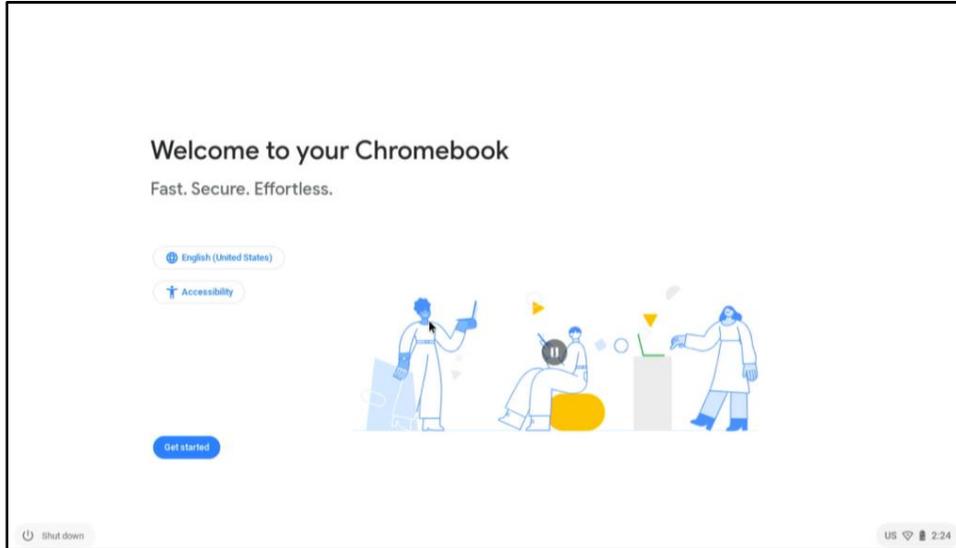


Figure 10