MOE DMA Uninstallation Guide for Graduating Students

Student's Guide

Purpose of this guide

This deck provides step-by-step instructions for graduating students to follow to verify that a local administrator account has been created on their Personal Learning Device (PLD). Successful enabling of this account represents that the MOE Device Management Application (DMA) has been uninstalled from student's PLD.
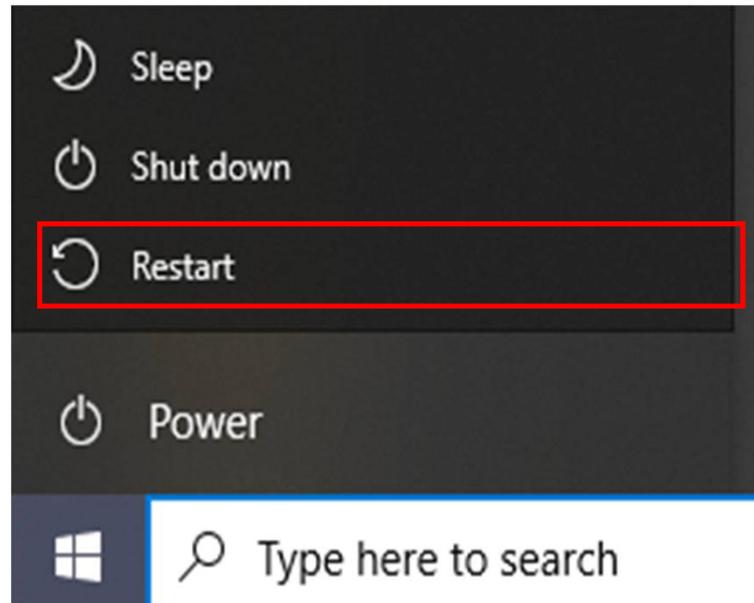
1.

DMA Uninstallation: How to verify local administrator account

How to enable local administrator account

Your teacher will inform you that the DMA uninstallation script which enables a local administrator account on your PLD has been deployed

Step 1:
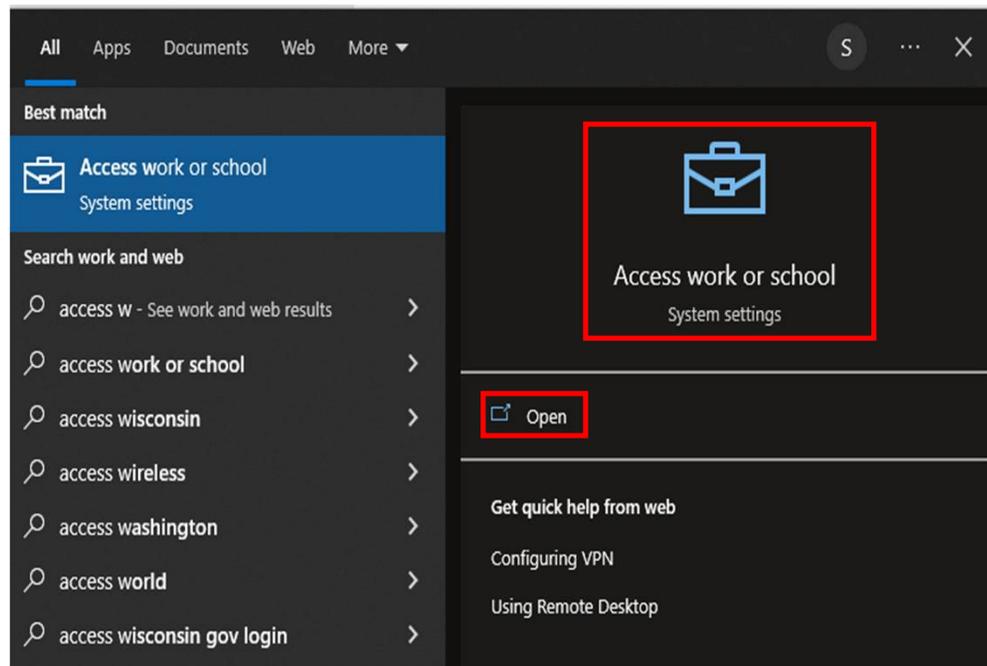Restart your device by clicking on the power button and select 'Restart'

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

Step 2:

After restarting, log in to your device. Upon successful log in, type 'Access Work or School' in the Search bar next to the Start Menu.

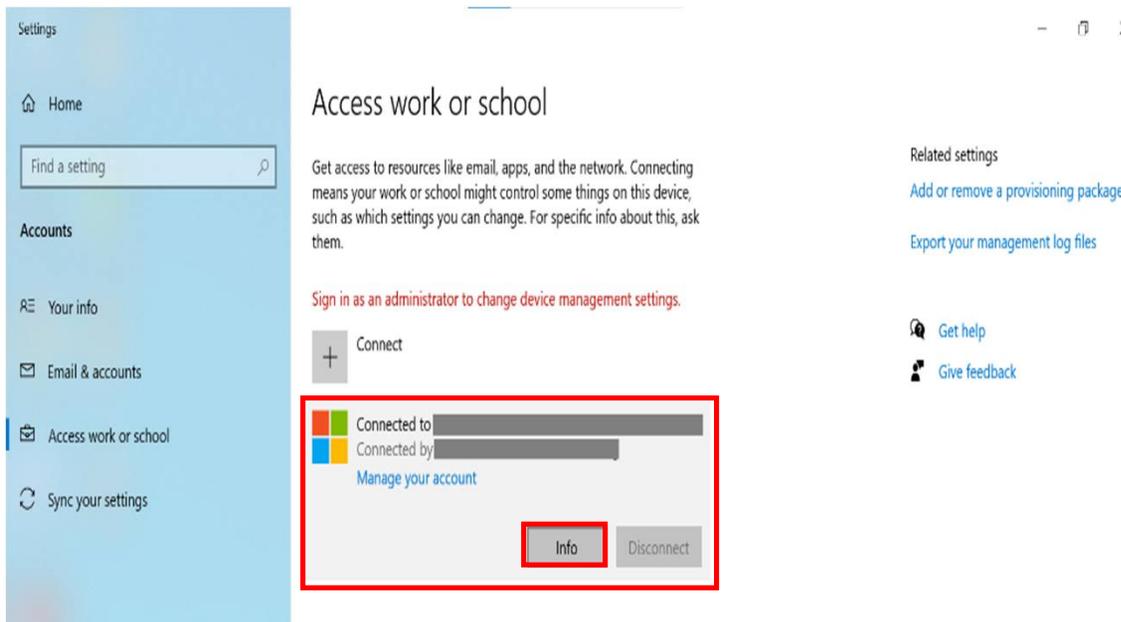Click on 'Open' of 'Access work or school'.

Step 3:

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

"Connected to xxx_xxx_Xx@students.edu.sg (your student iCON email address)".

Click on the 'Info' button.

Note: PLD <u>will be able</u> to connect to pdlp@SSOE2023 network.

Step 4:

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.

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 5:

To check if the script has been pushed down to your PLD, go to "This PC" and open the C Drive (C:) folder.

If the script has been successfully pushed down to your PLD, 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

If you do not see these 2 log files, perform Steps 1-4 again.

If you still do not see the 2 log files after your second try and after 30 minutes, please inform your School DMA Admin.
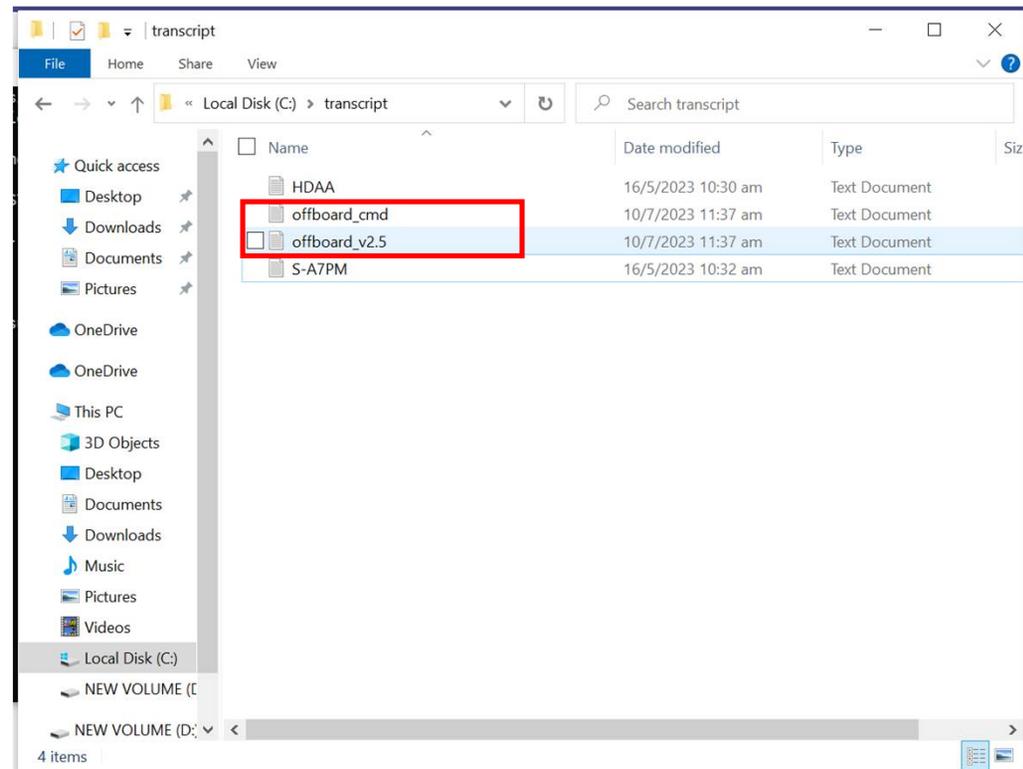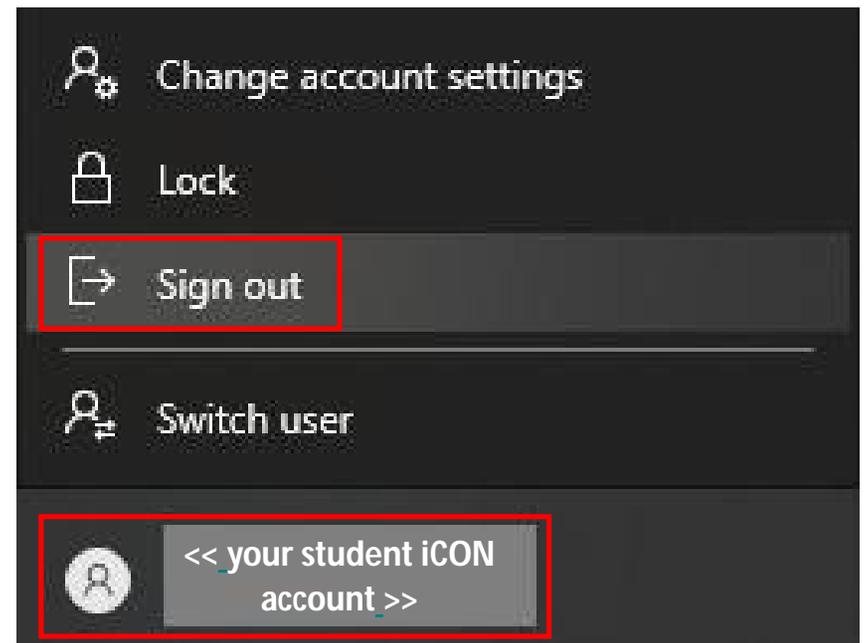
2.

DMA Uninstallation: How to check if DMA has been successfully uninstalled

Step 6:

Click on the Start Menu, click on your student iCON account and click 'Sign out' to sign out of your student iCON account.
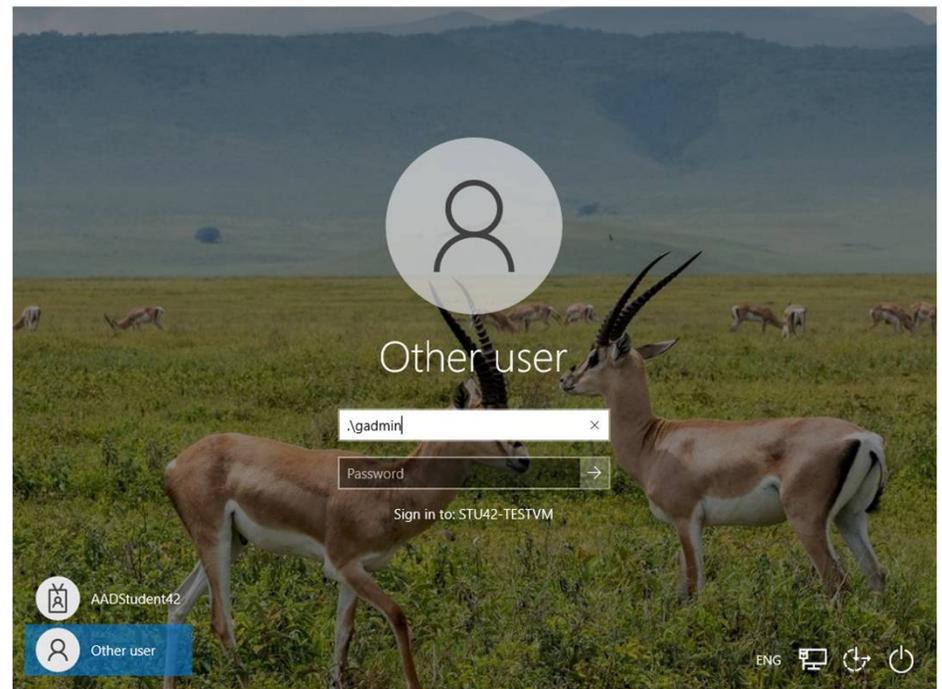
Step 7:

Click on 'Other user' in the login screen.

Enter the following credentials:

      Username: **.\GAdmin**

      *Password: **Student will be prompted to enter new password at 1st login**
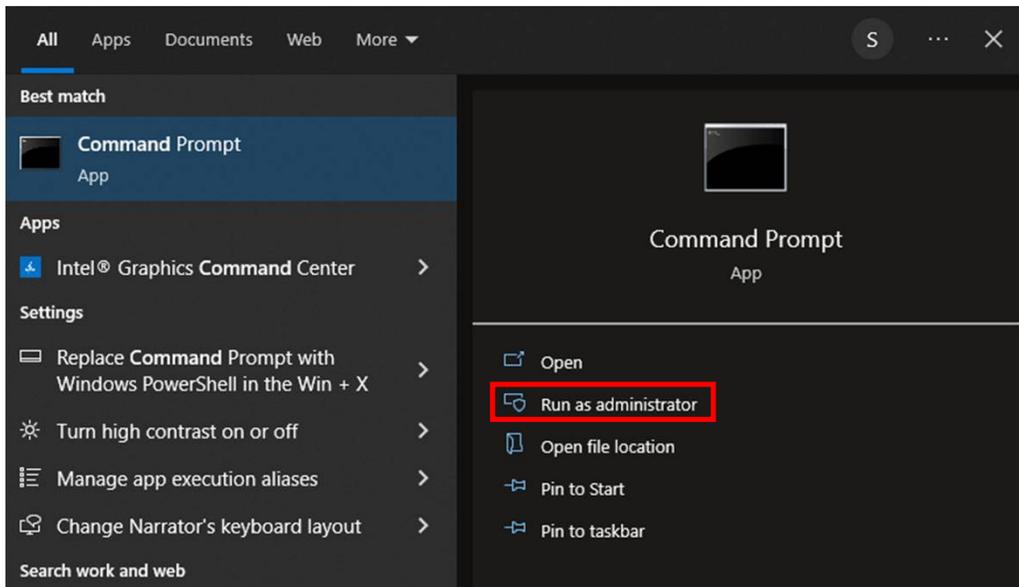
*Student is recommended to set a password to the GAdmin account

Step 8:

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.

Step 9:

If you are not able to run Command Prompt as shown in the screenshot on the slide, please proceed to reset your device. Refer to guides attached below for your relevant devices

1. For students own purchased devices, reset can only be done via Bootable USB drive method to select a different OS during reset. Refer to "Creation and Reset of PLD using USB" guide below on how to create and reset the PLD using a Bootable USB drive
2. For PLDs purchased via the school, students can opt to reset via Bootable USB drive **OR** via the Windows default Reset function. Refer to below "Resetting via WinRE guide"

Creation & Reset
of PLD using USB

Reset of PLD via
WinRE

How to check if DMA has been successfully uninstalled

Step 10:

Once you have verified that you are able to run Command Prompt as administrator, you **can continue to use your PLD with the local administrator account (.\Gadmin).**

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

Note2: After you successfully complete the steps in this guide, you can perform a reset of your device if required (refer steps in Slide 13).

3.

Other Information for Students

Other Information for Students

1. With the local administrative account, you can proceed to create other user accounts and set your own password

2. There is no need to perform a factory reset of your PLD after this process. However, if you still wish to reset your device, please note that the reset can only be done a few days later after the device has been removed from DMA. If you see the MOE banner page after reset, it means the device is still managed under DMA and has not been removed and you need to inform your School DMA Admin