

PLD De-enrolment Guide for Graduating Students

Student Guide

Purpose of This Guide

Your Personal Learning Device (PLD) will be de-enrolled from the MOE-managed Google Admin Console as you are graduating and leaving the school.

This deck provides step-by-step instructions for you to follow during the year-end PLD De-enrolment exercise and to also check if the PLD has been de-enrolled successfully.

Summary

Section	Date	Key process	Action to be taken
A	Before PLD De-enrolment Date	Backup of Data	Back up local data and school cloud storage data onto a personal external storage and/or personal cloud storage.
B	PLD De-enrolment Date	De-enrolment Process	To keep PLD switched off from 6am to 11pm.
C	One Day after PLD De-enrolment Date	Checking for De-enrolment	Switch on PLD for auto-reset to take place. Check that PLD has been de-enrolled.
		Troubleshooting	Troubleshooting steps if there are issues encountered in section C.



A.

Before PLD De-enrolment Date

Back Up of Data

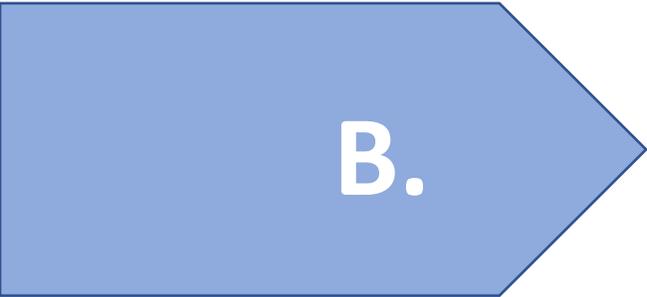
(Before PLD De-enrolment Date)

Step A1:

You are advised to back up your local data onto your personal external storage and/or personal cloud storage.

As the student iCON account will be disabled after 31 Dec 2024, you are advised to back up the data in your iCON Google drive and Microsoft OneDrive onto your personal external storage and/or personal cloud storage.

Do approach your school DMA Administrator if you require further assistance.



B.

**PLD De-enrolment Date:
5th November 2024**

De-enrolment Process

5th November 2024

Step B1:

Please ensure that the PLD is switched off from 6.00 a.m. to 11.00 p.m.



C.

One Day after PLD De-enrolment Date

Auto-Reset of Device

(One Day after 5th November 2024)

Step C1:

One day after the 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 few minutes.

Auto-Reset of Device

(One Day after 5th November 2024)

Step C2:

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 your PLD, including existing personal accounts for students on after-school parent option B.

Note: If your PLD is not connected online the day after the de-enrolment date, steps C1 and C2 will happen the next time the device is connected online.

Note: After steps C1 and C2 are completed, you will no longer see or be able to join the managed network called “pdlp@SSOE202X” as your device is no longer managed by MOE.

Auto-Reset of Device

(One Day after 5th November 2024)

Step C3:

You will see the following 'Welcome to your Chromebook' screen (Figure 1) on your PLD once the factory reset process is completed.

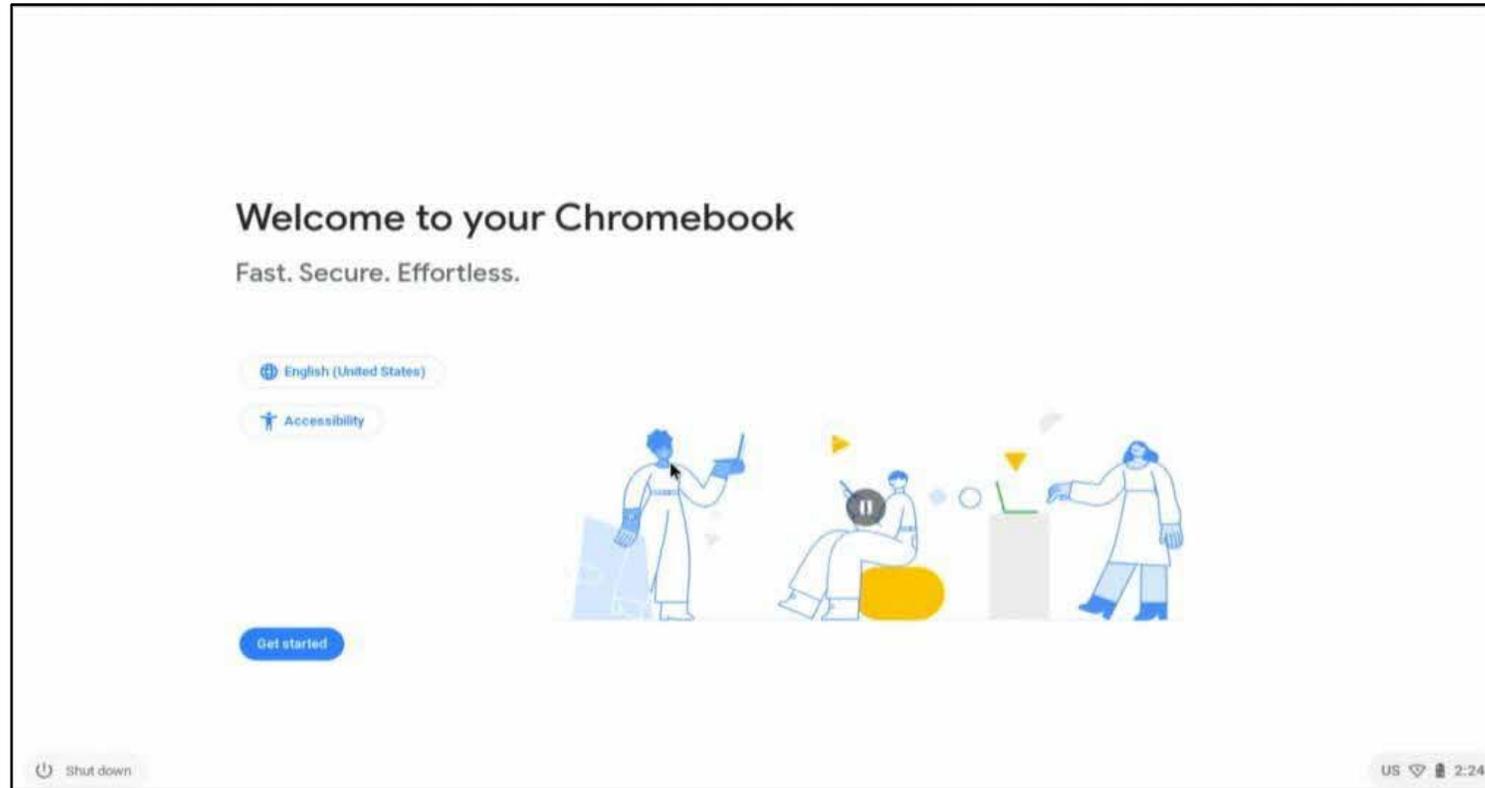


Figure 1

Auto-Reset of Device

(One Day after 5th November 2024)

Step C4:

You can follow the on-screen steps to complete the setup. You should **no longer** see the "Enterprise enrollment" screen (Figure 2).

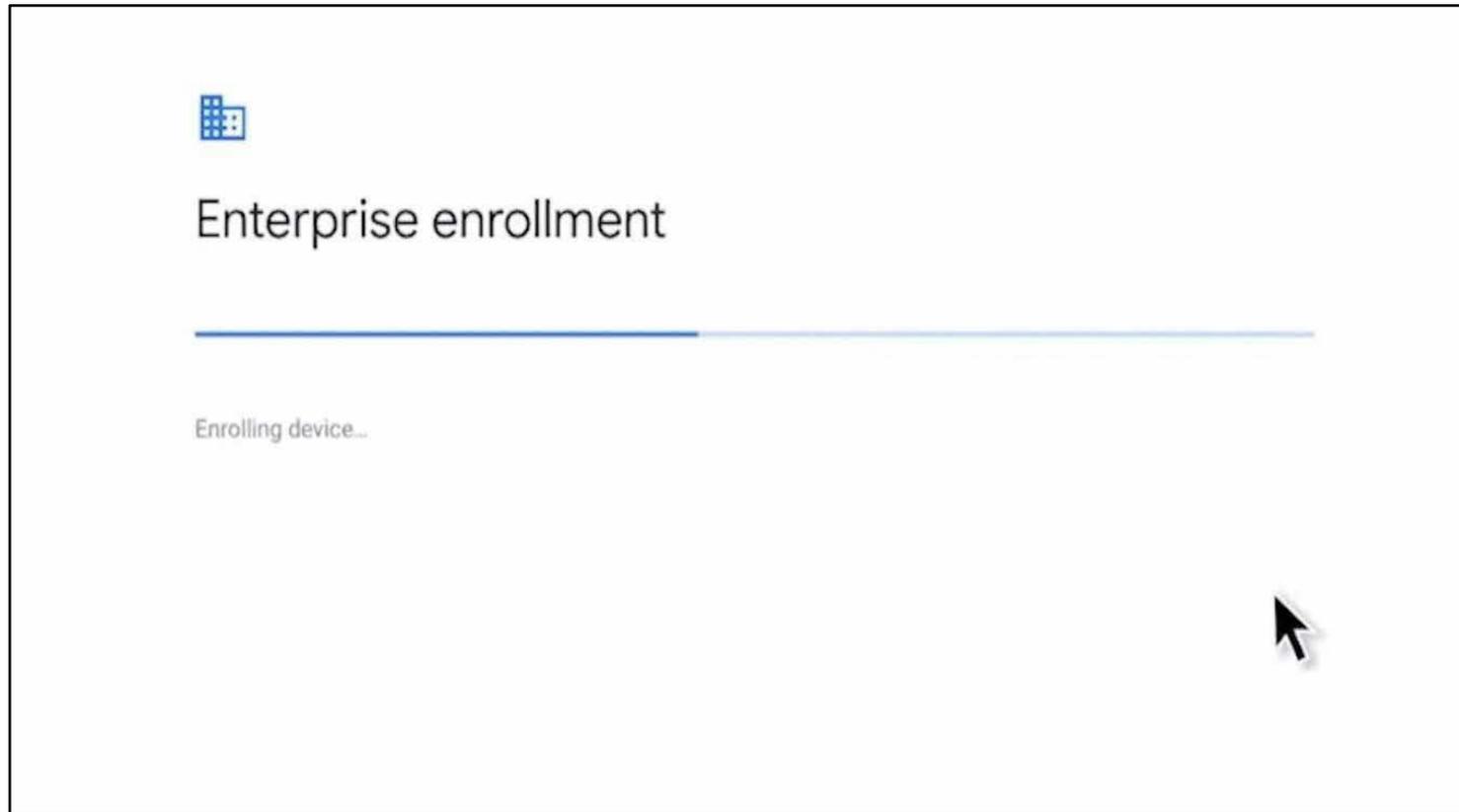


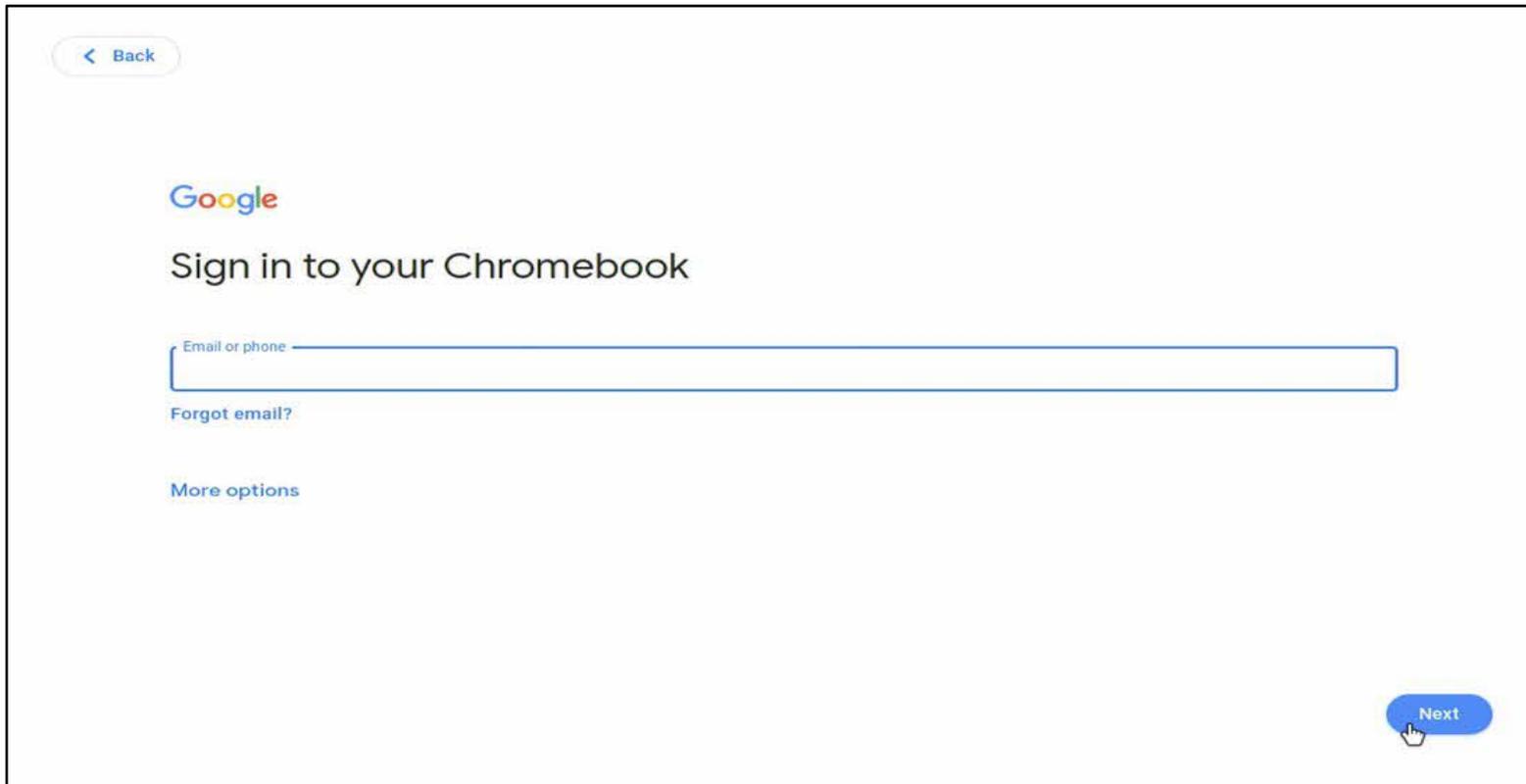
Figure 2

Auto-Reset of Device

(One Day after 5th November 2024)

Step C5:

Upon completion of the setup, you will see the sign-in page (Figure 3). **Please use your personal Google account** (if you have one) or create a new personal Google account to sign in to your PLD.



Note: You should not use your Student iCON email to sign in as this account will be removed after 31 Dec 2024 and you will not have access to the iCON email account after the removal.

Figure 3

How to Check if Your PLD Has Been De-enrolled

(One Day after 5th November 2024)

Step C6:

After you have signed in successfully with your **personal Google account**, 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 4).

Instead, you should see the screen with your personal account, with **no additional message** at the bottom of the screen (Figure 5).

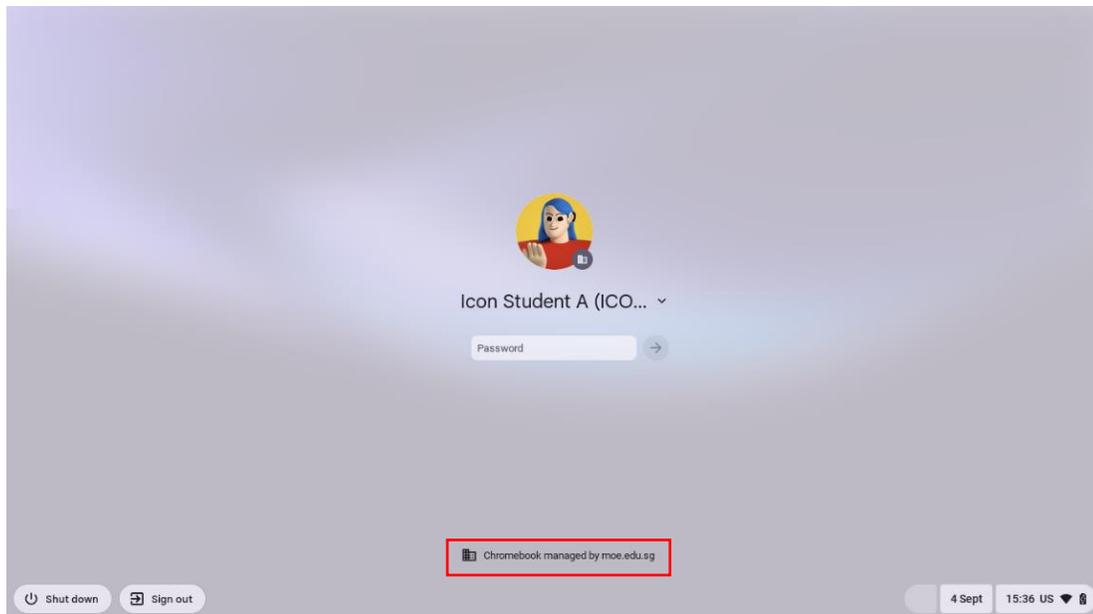


Figure 4

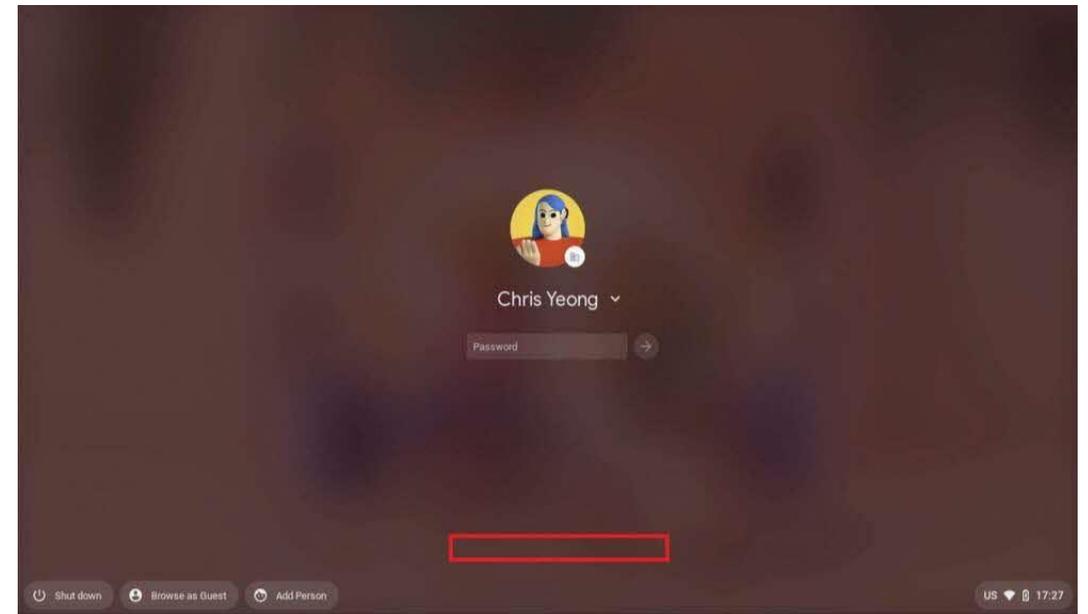


Figure 5

How to Check if Your PLD Has Been De-enrolled

(One Day after 5th November 2024)

Step C7:

All applications and browser extensions installed by MOE and your school should have been removed. You should **no longer** find these apps on your PLD or see these extensions when using the Chrome browser.

Step C8:

You should now have access to the Android Play Store and Chrome Web Store to install applications and extensions, as well as browse the internet without any restrictions. If you reach this step successfully, you may stop following this guide at this point.

Note: Should you encounter issues with any of the steps from step C1-C8, please refer to the next few steps for “Troubleshooting of Issues Encountered During the PLD De-enrolment Process”.



C.

Troubleshooting of Issues Encountered during the PLD De-enrolment Process

Troubleshooting of Issues Encountered during the PLD De-enrolment Process

(One Day after 5th November 2024)

Possible Issue: Your PLD did not begin the factory reset process after the date of de-enrolment 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 powerwash your PLD. Please contact your school to check if you should perform the steps listed in section D yourself or approach your school's DMA Administrator for help.

Troubleshooting of Issues Encountered during the PLD De-enrolment Process

(One Day after 5th November 2024)

Step C9:

Press and hold down the keys (Ctrl + Alt + Shift + R) to perform the powerwash.

Step C10:

Click on **Powerwash** when you see the following screen (Figure 6).

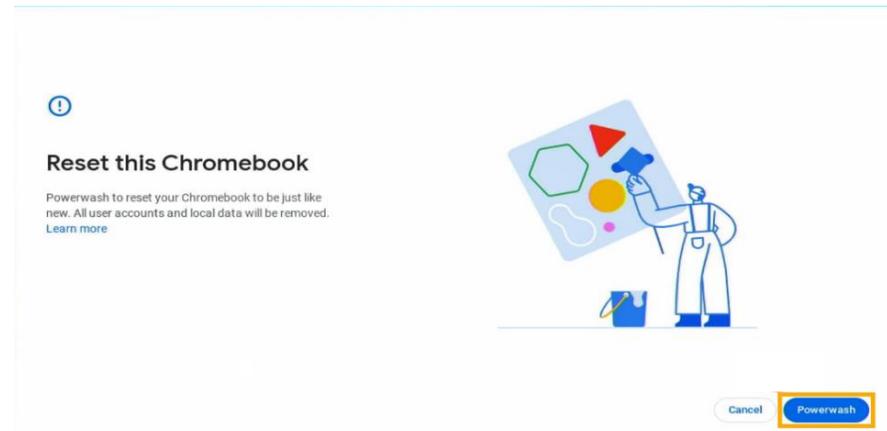


Figure 6

Step C11:

If you encounter any difficulties, please contact your school's DMA Administrator for help.

Troubleshooting of Issues Encountered during the PLD De-enrolment Process

(One Day after 5th November 2024)

Step C12:

You will see the following 'Welcome to your Chromebook' screen (Figure 7) after powerwash is completed. This means that your Chromebook has returned to its original out-of-box state. You may use your **personal Google account** to sign in to the PLD and your device is no longer managed by MOE.

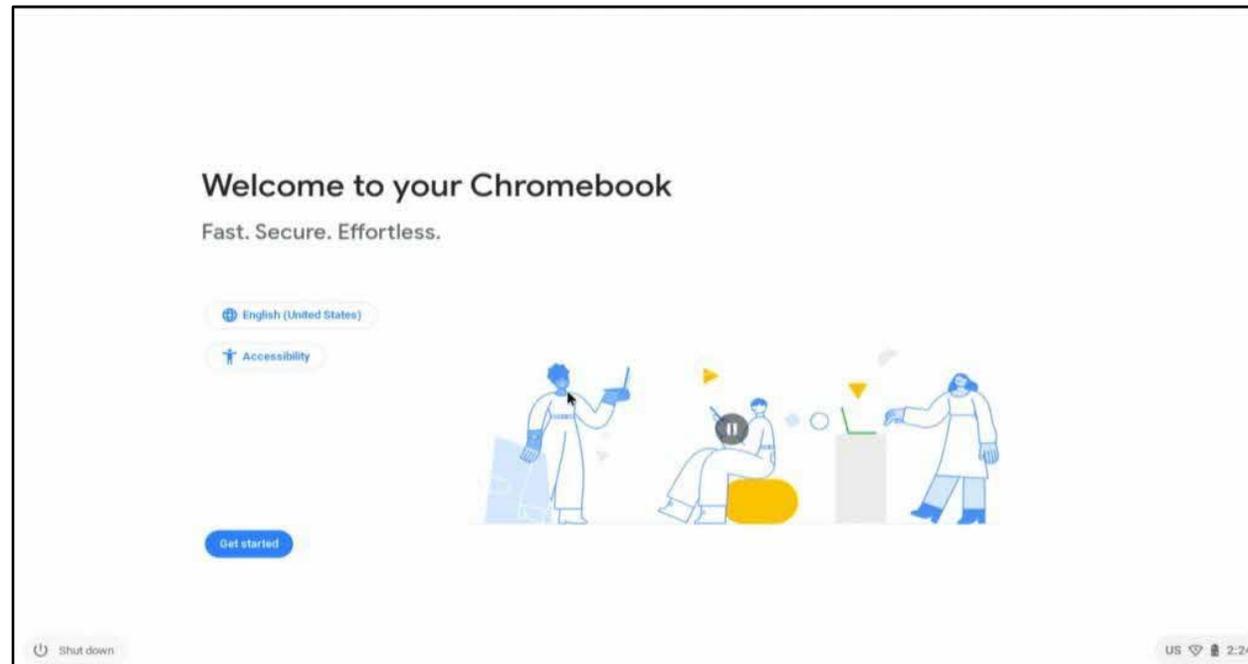


Figure 7