

DMA Parent Guide - Default Option (iPads)

Version 2.0

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Chapter 1: Introduction

This guide is written for parents of students who have their Personal Learning Device (PLD) enrolled into the Device Management Application (DMA) programme under the Ministry of Education (MOE).

It describes the functions that you, as a parent, have access to. The following are the three options that are presented to parents:

Default Option

This is the selected option, if you do not request for either Option A or B. This option presents you with a dashboard from which you can view your child's/ward's browsing activity.

Option A

If you wish to have more flexibility with the device, you can opt for Option A. This option allows you to install applications of your choice and to customise your child's/ward's device sleep timing, while retaining the web filtering function to protect your child/ward from unsafe contents.

Option B

For parents who wish to have total control of the device after school hours, they can opt for Option B. In addition to having the ability to install applications of choice, all activities on the device are not logged.

It is important to note that by not logging activities, there is no content filtering in place to protect your child from unsafe web content. There is also no sleep hour restriction on the device, which means that the child/ward will be able to use the device at any time.

Chapter 2: Getting Started

If you are on **Default Option**, you will receive an email from Mobile Guardian, informing you to set up your account after the school has provisioned the parent account for your child/ward.

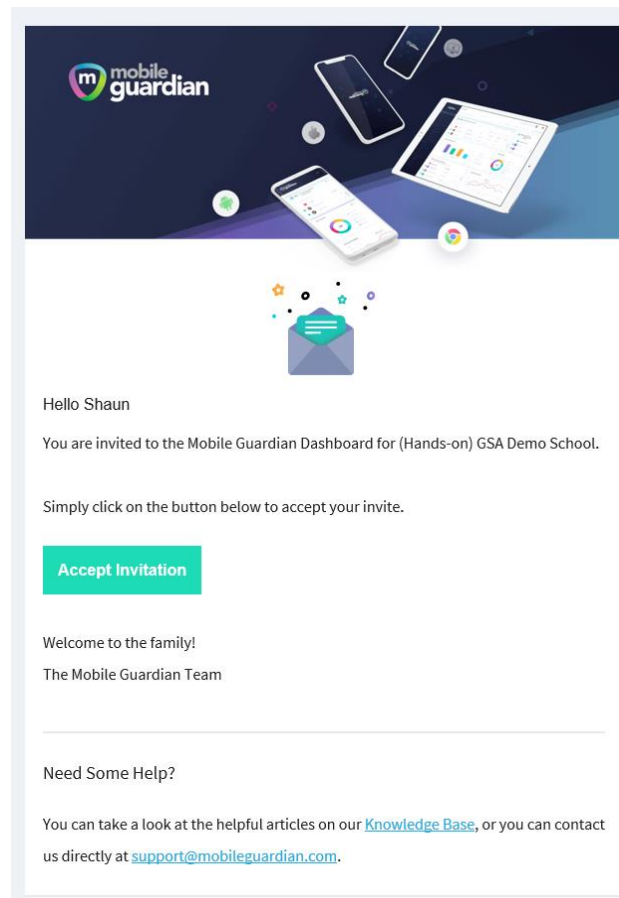


Figure 1: An example of the email that is sent to parents of child/ward in “GSA Demo School”

Please check your SPAM folder if you do not see the email in your INBOX.

Unit 2-1 - Onboarding your account

Click on the “**Accept Invitation**” button, and your web browser will launch the Mobile Guardian site to continue with the onboarding process.

You will then see the following screen where you must click on the “**Accept Invitation**” button to activate your account. (The token value is unique for each parent.)

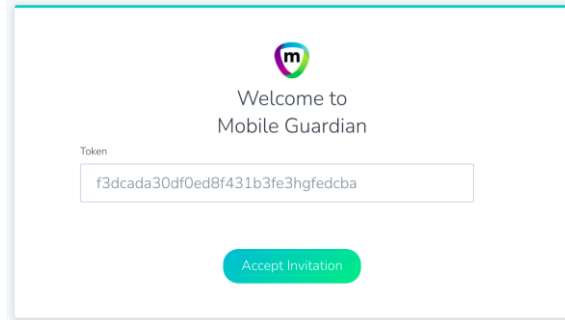


Figure 2: Account activation page

In the next screen, at the top-right corner, you will see a pop-up notice in green, with the notification “**Invitation accepted. Enter your new password**”. Key in your password and click on “**Reset password**” to complete the activation of your account.

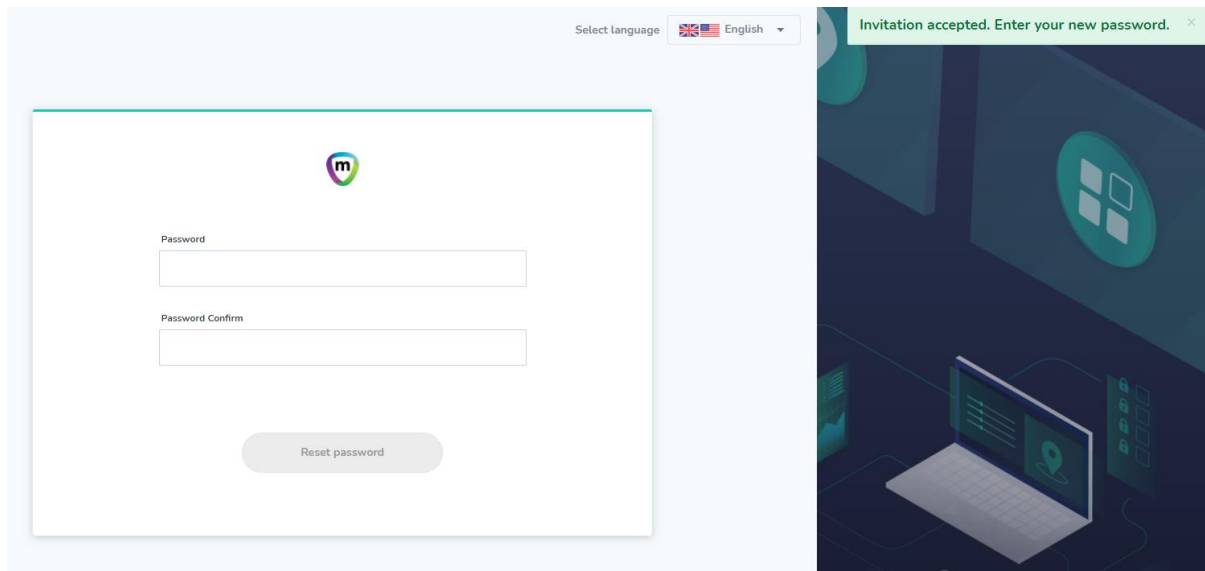
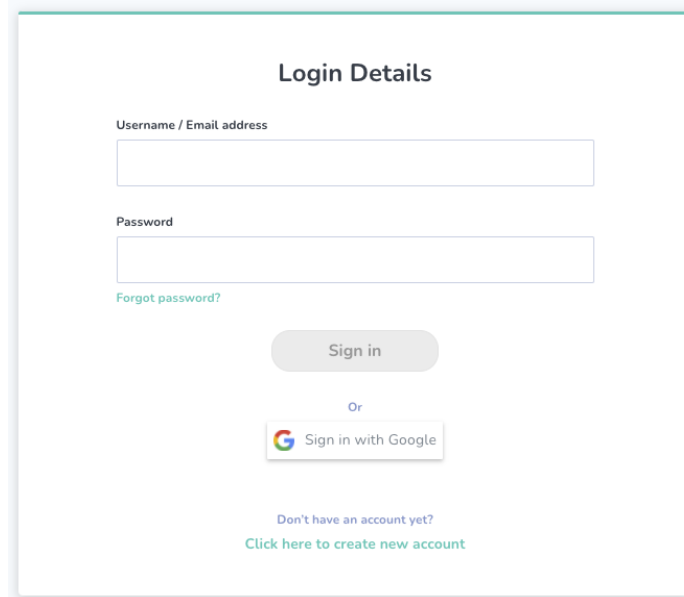


Figure 3: Login Page

When done, you will be brought back to the login screen, where you can enter your email address and your newly set password.

Sign in using the Username and Password fields.

Note: Please do not use the Sign in with Google button otherwise you will encounter an error.



The screenshot shows a login form titled "Login Details". It contains two input fields: "Username / Email address" and "Password". Below the password field is a link for "Forgot password?". There is a "Sign in" button, followed by the word "Or", and a "Sign in with Google" button. At the bottom, there is a link for "Don't have an account yet? Click here to create new account".

Figure 4: Sign-in Page

Unit 2-2 - Sign-in

Subsequently, when you need to sign in again, you can go to this URL directly: <https://sg-portal.mobileguardian.com>

Alternatively, visit www.mobileguardian.com and click “Login” near the top-right corner.

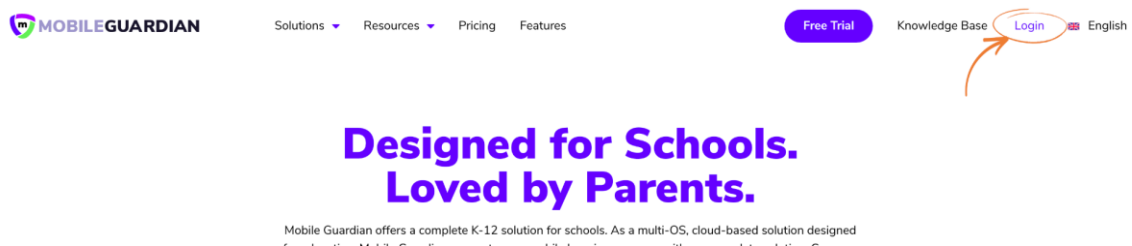


Figure 5: Link to login from www.mobileguardian.com

Then on the pop-up screen, select “Asia-Pacific” as the location to sign into, as shown below.

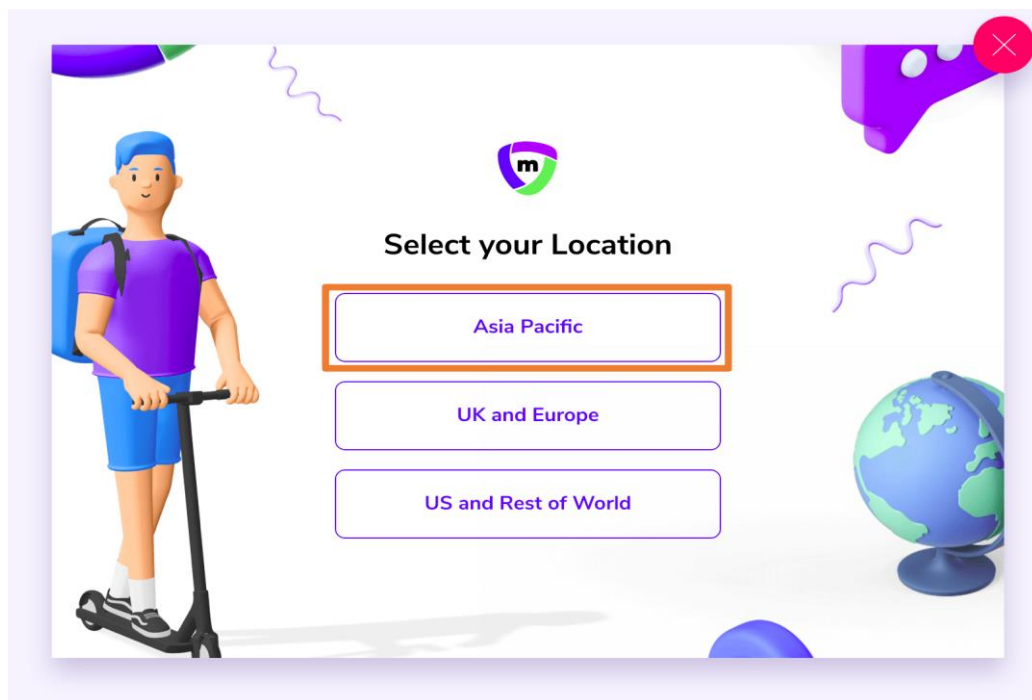
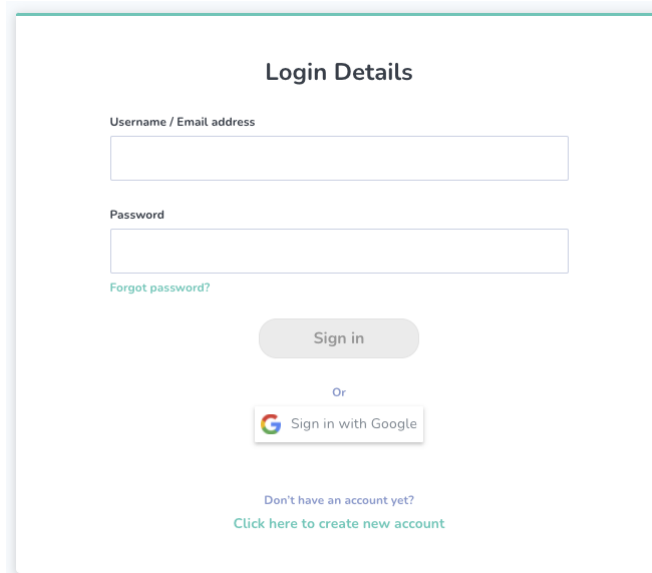


Figure 6: Selection of location on the Login Portal

Sign-in using the Username and Password fields.

Note: Please do not use the Sign in with Google button otherwise you will encounter an error.



The screenshot shows a login form titled "Login Details". It contains two input fields: "Username / Email address" and "Password". Below the password field is a link for "Forgot password?". There is a "Sign in" button, followed by the word "Or", and a "Sign in with Google" button. At the bottom, there is a link for "Don't have an account yet? Click here to create new account".

Figure 7: Login Page

Chapter 3: Parent Portal User Interface Overview

There are functions on the dashboard that are available for **Default Option**. These functions are described below.

Unit 3-1 - Dashboard

Once you are signed into the dashboard, you will see the Home screen containing a *card* of your child/ward.

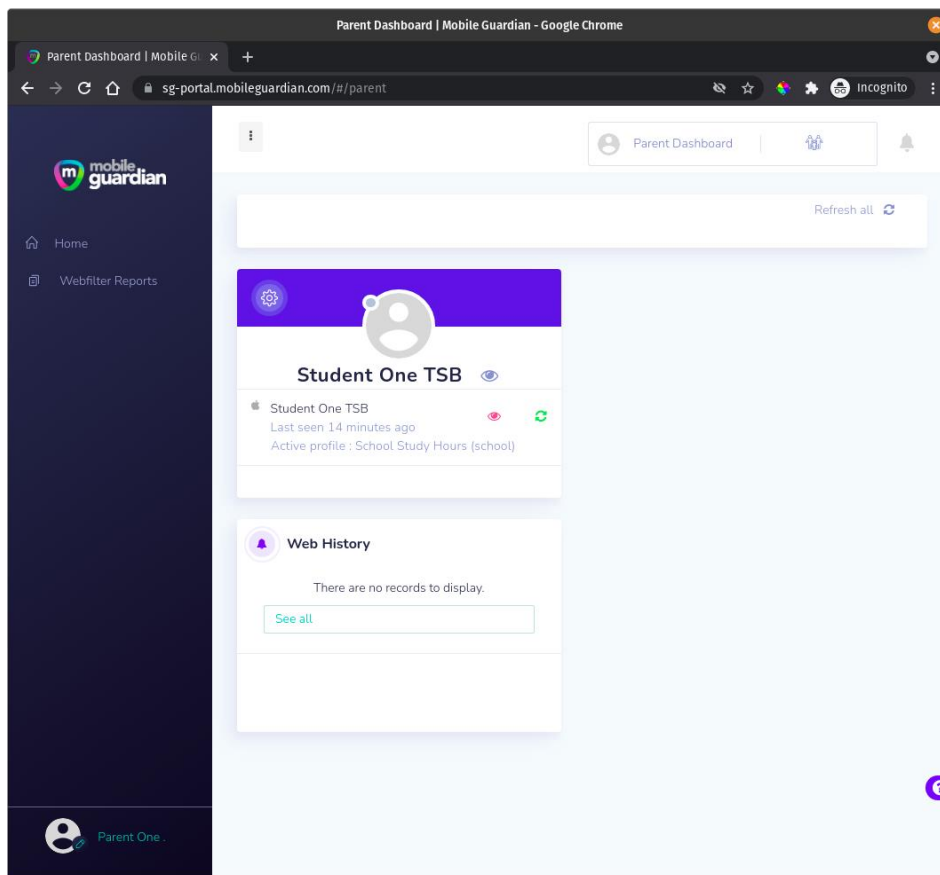


Figure 8: Default Option dashboard

Unit 3-2 - Card layout

Each child/ward is represented in the parent dashboard using a card layout. This section describes the various buttons and information contained in the card.

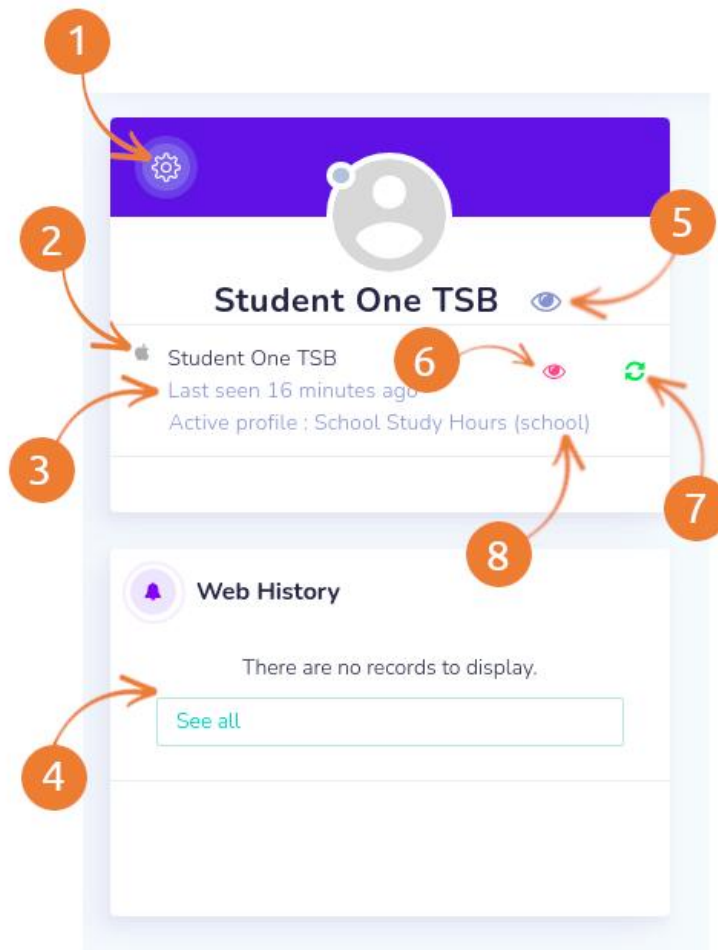


Figure 9: Card representation of a child's device

1. Settings

Clicking on the gear icon brings up a dropdown menu showing "Settings" and "Refresh all". The "Settings" button has limited functionality for Default Option. The "Refresh all" button performs the same as item #8 since each child/ward has only 1 device under the DMA programme.

2. An icon representing the device that your child/ward has

This example icon shows a Apple logo which indicates that the child/ward is using an iPad. If the child/ward is using a Chromebook, the icon will be the Chrome logo. The name after the icon will show either the serial number of the device or the name of the child/ward depending on the naming policy adopted by the school.

3. **The date/time when the device was last reported online**

This value is a snapshot of the last date/time when the device was last synced with the Mobile Guardian Server for DMA policies update.

4. **The browsing history for the child/ward**

This section shows the latest activities within the last 24 hours. To see earlier activities, click on the "See all" button.

5. **Detailed view of the child/ward**

6. **Detailed view of the device**

7. **Refresh device button**

This button sends a command to the device to update itself with DMA policies. In some cases where the device is not updating itself with the right profiles (see #9), this button can be used to bring a device up to date.

8. **Name of active profile.**

The name of the profile that is being applied by the device. This name can change throughout the day as the device switches profile (e.g. school hours, after school hours, sleep hours, parent set profile).

Unit 3-3 - Device details

The details of a device can be viewed by clicking on the **Detailed view button (eye icon)** on the child's/ward's card.

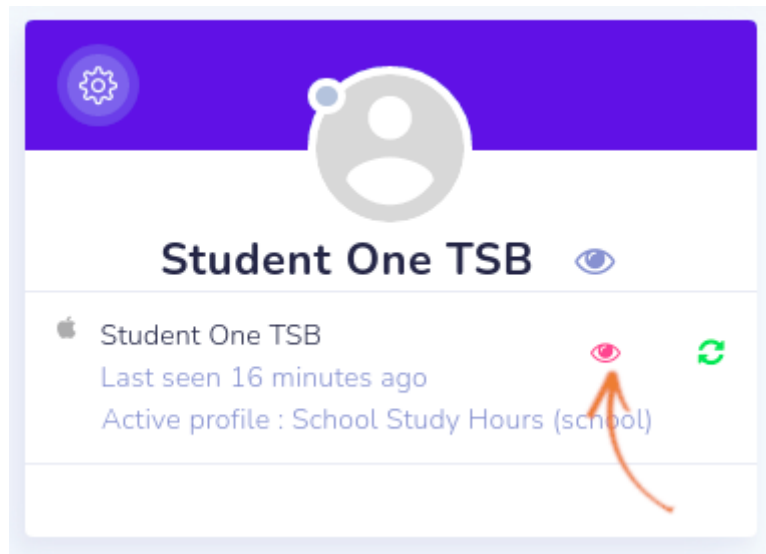


Figure 10: Button to view device details

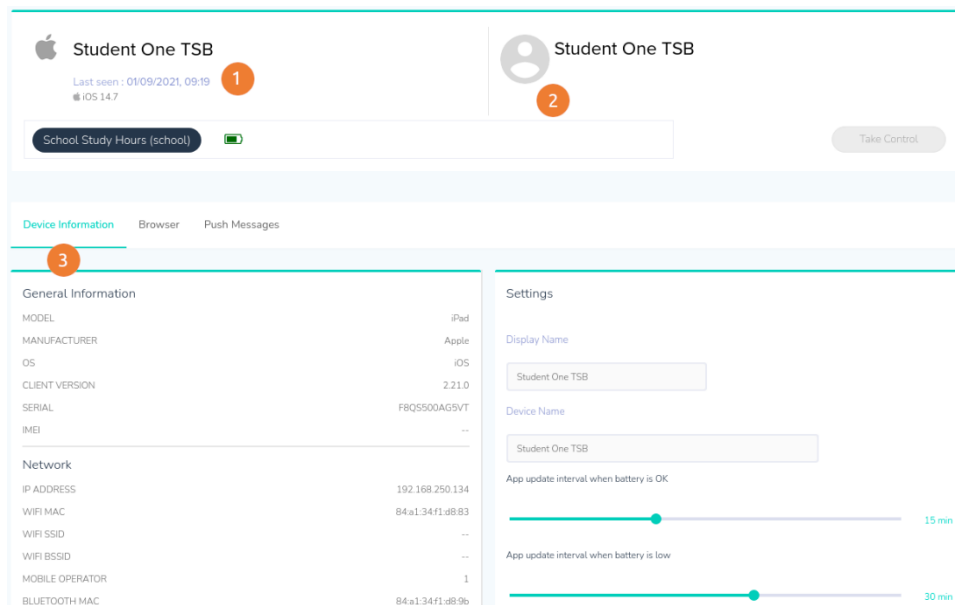


Figure 11: Device detail page

Device information

This tab shows more information about the device, such as the make and model, under General

Information. Under Settings, the display name of the device is displayed but **not modifiable**.

Note: The update interval settings should be left at the default values (15 mins and 30 mins) as changing these settings may affect the performance of the device in getting policy updates.

1. This section gives a more detailed version of the device's information, including the version of the operating system (OS) that the device is running on and the battery level reported by the device.
2. This section shows the name of the child/ward holding onto the device.
3. There are two tabs "Device Information" and "Browser" that provide more information about the device and the child using it. (See below)

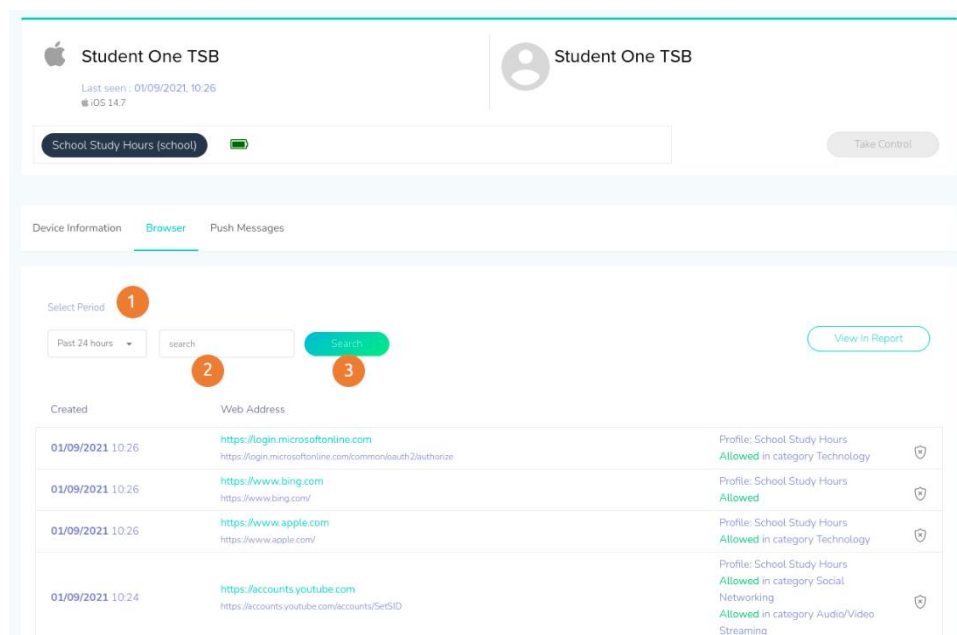


Figure 12: Browser history page

Browser

1. This dropdown menu presents a list of time ranges.
2. Use this field to enter a keyword to search from the browsing history. This field can be left empty.
3. Press this "Search" button to initiate a search.

Unit 3-4 – Web Filter Reports

The Web Filter Reports option in the side menu presents a consolidated view of the browsing history of the child/ward on the device.

This page presents a list of browsing activities for the last 24 hours by default. If there is no activity, you will see an empty listing as shown in Figure 13 below.

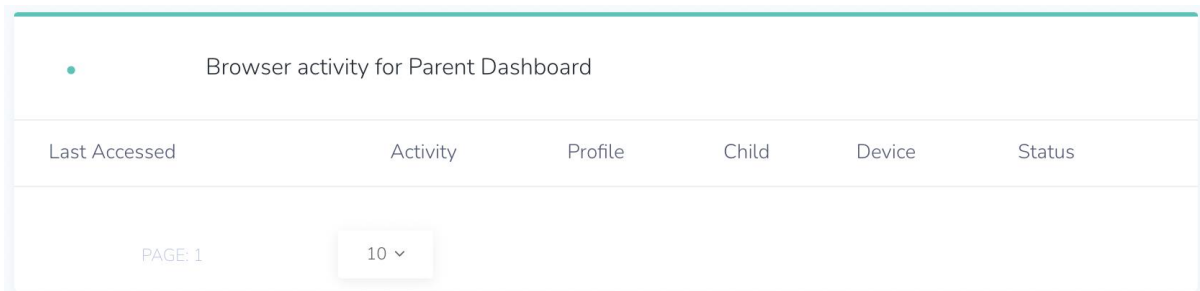


Figure 13: Empty listing page for browser activity

Click on the "Filter" button at the top-right of the page to reveal a dropdown menu as shown in Figure 14.

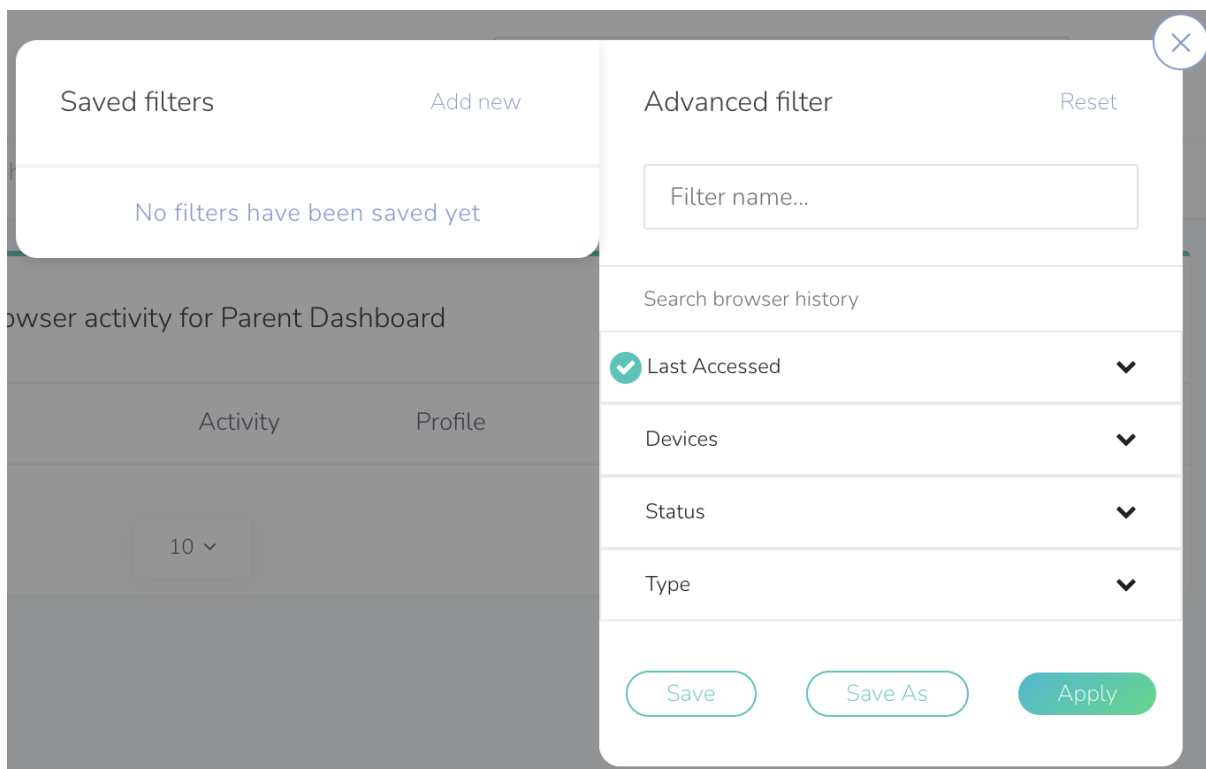


Figure 14: Dropdown menu for filter

Click on "**Last Accessed**" to reveal a list of date range. Select the required date range and click "**Apply**" to update the listing.

Downloading the Web Filter Reports

The listing of browser activities on the page can be downloaded by clicking on "**Export as**" at the top of the page. This presents a dropdown menu for selecting the format of the report to output.

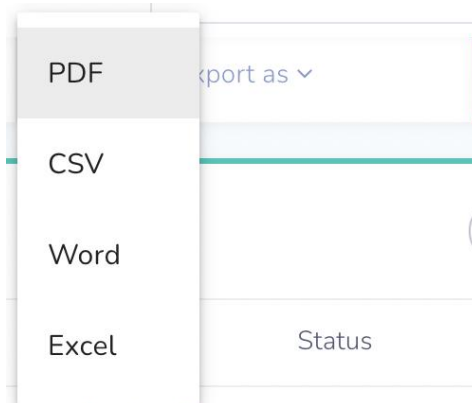


Figure 15: Dropdown menu for format selection

Unit 3-5 - Sleep Hours

Schools will determine the **Sleep Hours** set for the students' devices. When the **Sleep Hours** profile is in-force, the device shows a block screen that prevents the usage of the device during the night, to facilitate rest time.

If you have any questions, please contact your respective school's DMA Administrator.