



Students PLD and DMA

Chromebook Login Password

- The **Chromebook login password is a local password stored in the Chromebook** when students first login on the day they received the PLD. This password will not change unless the account was removed.
- In the event the Student ICON account was removed from the PLD, students will have to **re-login using their MIMS / Student iCON email address and password.**
- Students who encounter issues logging into PLD should approach the In-House service desk at Computer Lab 2.

Device Management Application (DMA)

- All PLDs are installed with a DMA to provide a **safer digital environment for learning**.
- DMA settings restrict the use of PLDs to only teaching and learning during **school hours (6 am to 6 pm)**.
- Students are **not allowed to uninstall or remove the DMA**.
- DMA will be uninstalled from the PLDs once students graduate or leave the school.
- Parents can contact the class form teacher to request for change of the **After-School DMA option - Default Option / Option A / Option B**.

DMA Holiday Profile

- The Mobile Guardian will switch to Holiday Profile during the school holidays.
- Parents' after-school DMA Option will apply for the whole day during the school holidays.

After-school DMA option selected by parents	DMA settings in PLD during school holidays
Default Option	In-school DMA settings will continue
Option A	Follow DMA settings set by parents via Mobile Guardian Parent Portal
Option B	DMA disabled by parents

In-House Service Desk for PLD

- Opening hours during school term time:

Every Wednesday	Every Friday
225 pm to 325 pm	1240 pm to 140 pm
Computer Lab 2	Computer Lab 2
Mr Zul	Mr Raj

- Students can bring their faulty PLDs for checking every Wednesday and Friday.

In-House Service Desk for PLD



- During the **school holidays**, if PLDs are faulty, students can submit **online fault reporting form for PLD**.
 - Link available on school website under 'For Students'
 - <https://go.gov.sg/faultypld>

The image shows a section titled 'FOR STUDENTS' containing a list of resources. The 'Fault Reporting for PLD' link is highlighted with a red box and a red arrow pointing to it from the left.

Student Learning Space (View Instructions and FAQs)	https://learning.moe.edu.sg
Student iCON	https://workspace.google.com
Ace-Learning Math e-learning portal	http://www.ace-learning.com
MySkillsFuture Student Portal	https://www.myskillsfuture.go
Fault Reporting for PLD	https://go.gov.sg/faultypld

In-House Service Desk for PLD

- During **school holidays**, the ICT manager, Mdm Barbara Lee will contact students via phone call to confirm appointment date and time.
 - Bring the faulty PLD and/or charger on the appointment date and time to Computer Lab 2 for servicing.
- School will liase with the contractor to repair the faulty PLD.
- Temporary PLD (pending availability) will be loaned to students during the period of repair.
- Once PLD is repaired and returned by contractor, the ICT manager will contact students via SMS to arrange for collection.

Service Centre for PLD

- Alternatively, parents/students can go directly to the service centre to repair the PLD.

Acer Service Centre	Lenovo Service Centre
PLD for Sec 1 students and new Sec 2 & 3 students posted in 2022	PLD for Sec 2 to 4 students

- Take note of the device repair process for different contractors.

Acer Service Centre

Location:

- 29 International Business Park Singapore 609923
- (1.1km from Jurong East MRT)

Service Centre Number: 6895 6278

Service Centre Email: acercare.sg@acer.com

Opening hours:

- Mon, Tue, Thu, Fri: 0845 – 1715
- Wed: 0845 – 1945
- Sat: 0900 – 1200
- Sun and Public Holiday: Closed

For any service case, please first write to the email above with:

Subject header: MOE PLD <Student Name> <School> <Serial Number>

Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number.

Lenovo Service Centre

Location:

- Lenovo Service Centre @ Tai Seng Centre, SmartCares Solutions
- 3 Irving Road, #01-17, Singapore 369522
- (Beside Tai Seng MRT station, Exit A)

Service Centre Number: 6871 4838

Service Centre Email: lenovo@smartcares.com

Opening hours:

- Mon – Sat: 1100 – 1900
- Sun and Public Holidays: Closed

Users are encouraged to pre-register their device via the link
<https://smartcares.com/lenovo/> before proceeding to the Service Centre.



**Briefing slides will be
uploaded to the
school website
under Latest Update**