

DMA Parent Guide

Default Option

Version history

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1.0	12 July 2021	Initial Version
1.1	13 April 2023	Updates to document: <ol style="list-style-type: none">1. Updated images and instructions for Password reset guidelines in Unit 2-12. Added Unit 2-3 for 2FA Google Authentication guide3. Added Unit 3-4 for Web History guide

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Chapter 1: Introduction

This guide is written for parents of students who have devices 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. There are three options that are presented to parents to manage your child's device after school hours:

Default Option

As the name implies, you will be placed on this option if you did not choose from the next two options. This option basically 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 select Option A where you can choose to install applications and customize your child's/ward's sleep timing while retaining the web filtering function to protect your child/ward from unsafe content.

Option B

Parents who wish to have total control of the device after school hours can select Option B. In addition to having the ability to install applications of choice, all browsing activities on the device are not logged when under Option B.

It is important to note that by not logging browsing activities, there is no content filtering to filter unsafe contents for the child/ward. There are also no imposed sleep hours on the devices meaning that the child/ward will be able to use the device at any time after school hours.

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

Chapter 2: Getting Started

When the programme becomes available, you will, by default, be placed under the *Default Option* group unless you inform the school of your choice of either *Option A* or *Option B*.

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.

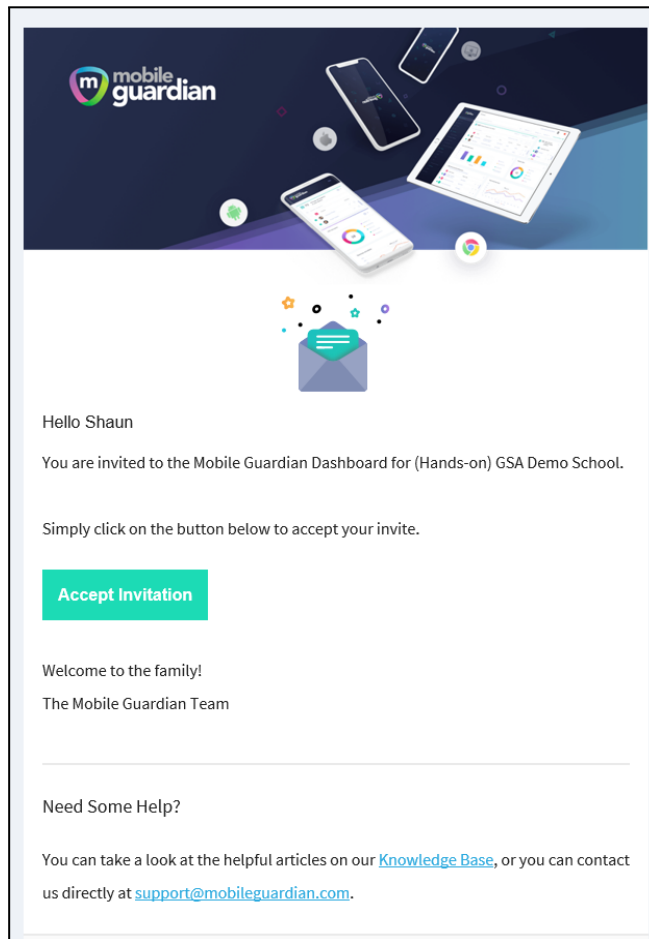


Figure 2.1 An example of the email that is sent to parents

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

If you did not receive an email invitation, you may obtain an onboarding link from your child/ward's school.

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 Account Activation Page. Click the “**Accept Invitation**” button to activate your account (The token is different for each parent).

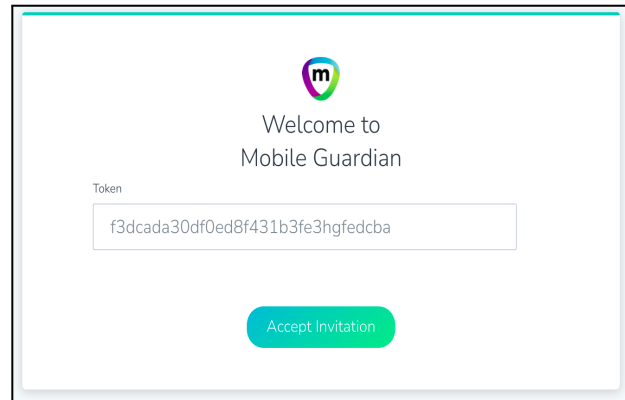


Figure 2.1.1: Account Activation Page

Note: Please inform your child/ward’s school to resend the email or send you a manual activation link if you did not receive the activation email.

Not getting the Reset Password Page after accepting the invitation?

Use the ‘Forget Password?’ link on the Login Page to reset your password.

You can also use this link: <https://sq-portal.mobileguardian.com/#/forgot-password>

In the next screen, at the top right corner, you will see a pop-up notice in green, with the notification “**Invitation accepted. Login to proceed**”.

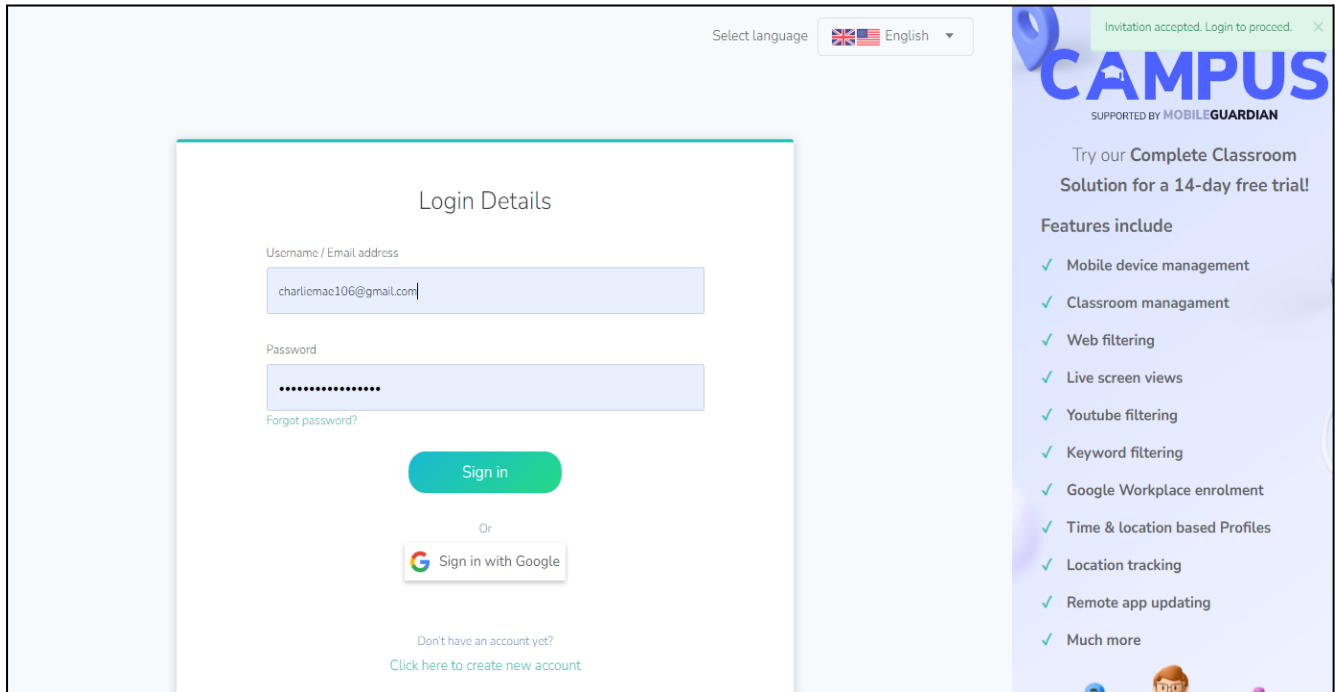
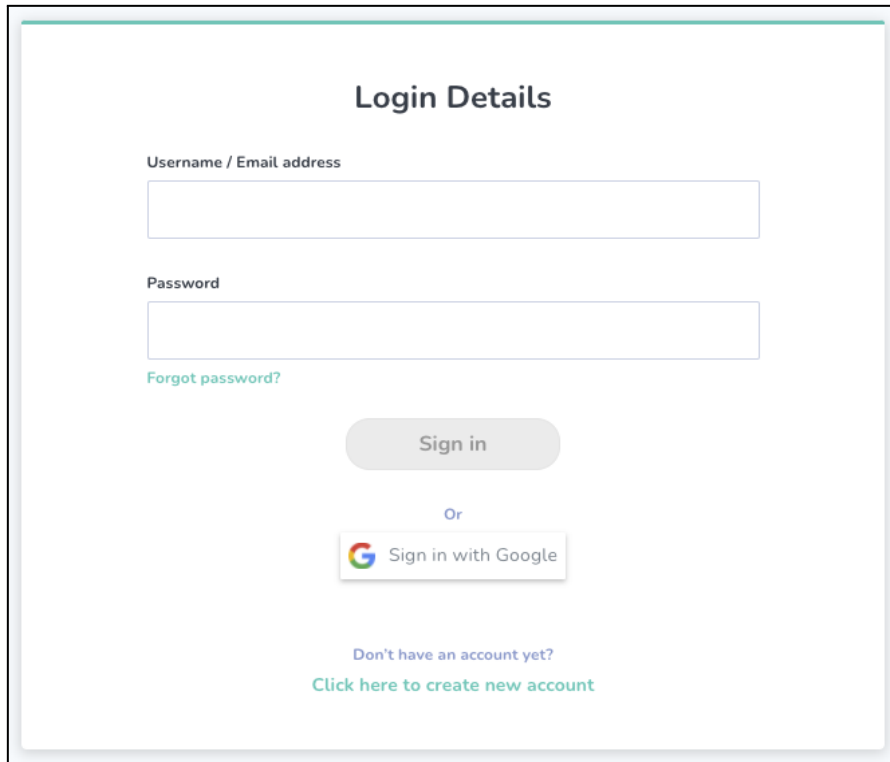


Figure 2.1.2: Login Page

Note : If you did not receive the Password Reset Page mentioned in the previous page. Please use the ‘**Forget Password ?**’ link on the sign-in page to reset your password.

When done resetting your password, 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.



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

Figure 2.1.3: Login Page

Note : Please sign in using your email and password on this page.
DO NOT use the "**Sign in with Google**" button as you might encounter unforeseen issues with your account.

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.

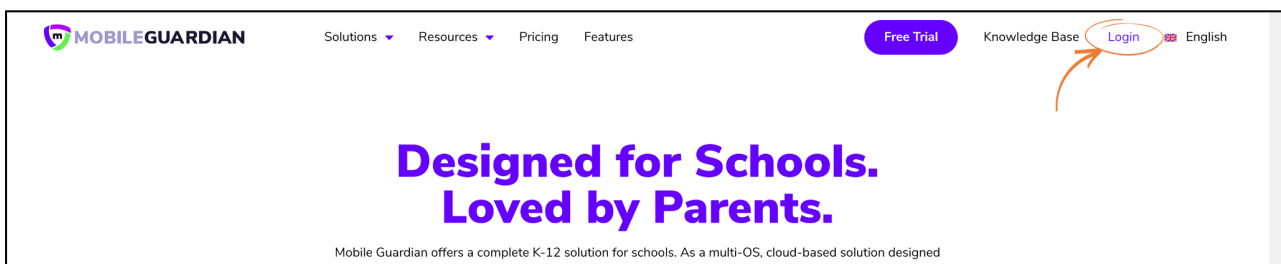


Figure 2.2.1: Link to login from www.mobileguardian.com

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

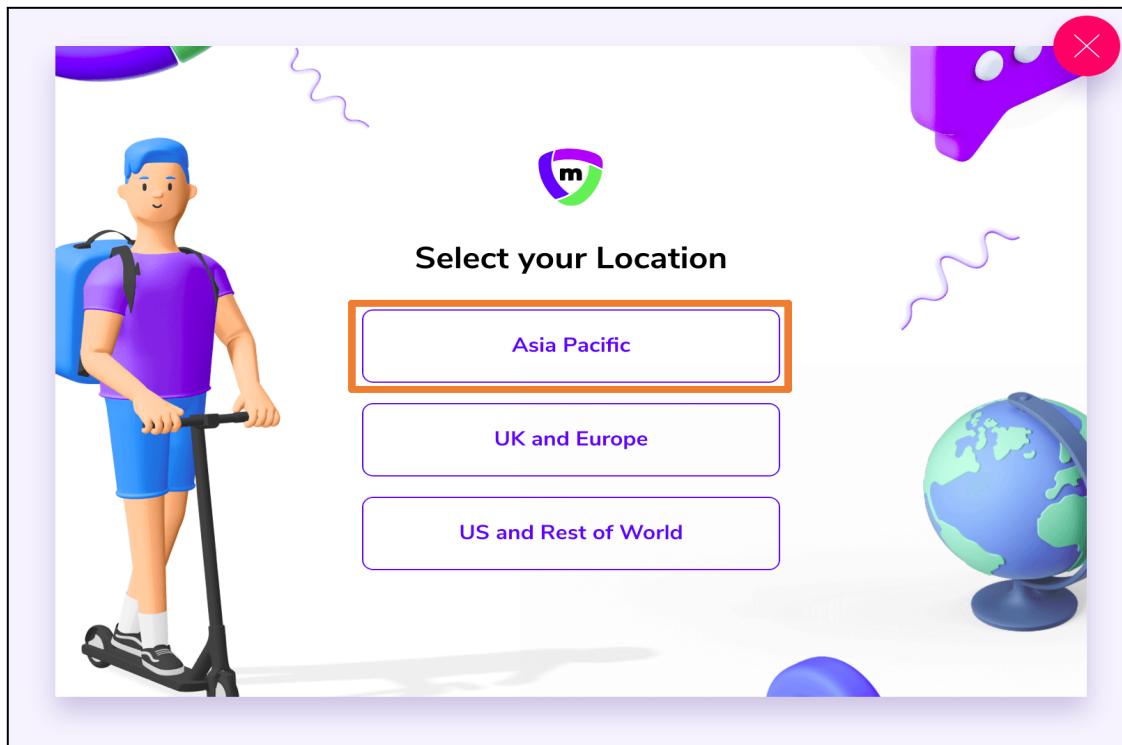
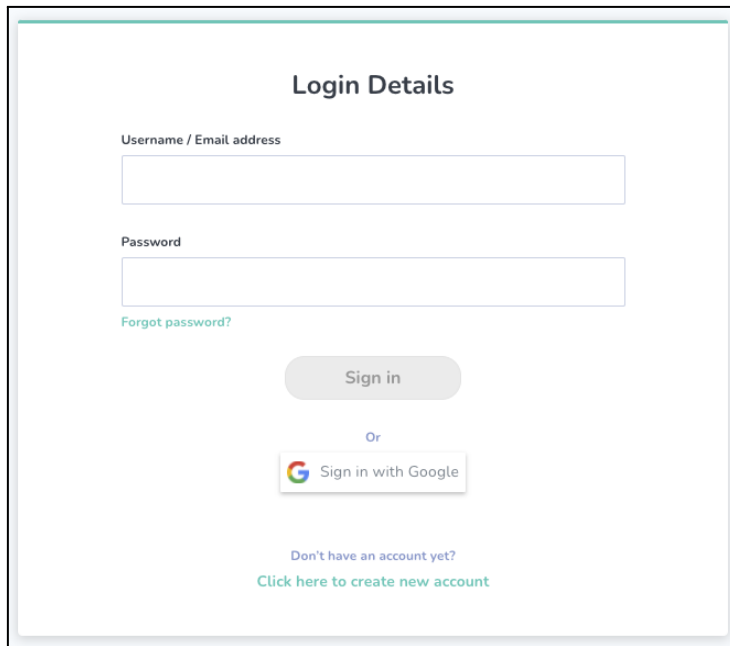


Figure 2.2.2: Selection of location on the Login Portal

Sign-in using the Username/Email address and Password fields.

Note : Please do not use the “Sign in with Google” button, otherwise you might 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 2.2.3: Login Page

Unit 2-3 - Reset Password

If you have forgotten your password or do not see the Password Reset Page while activating your account, you may click on **Forgot password** highlighted in red below to reset your password.

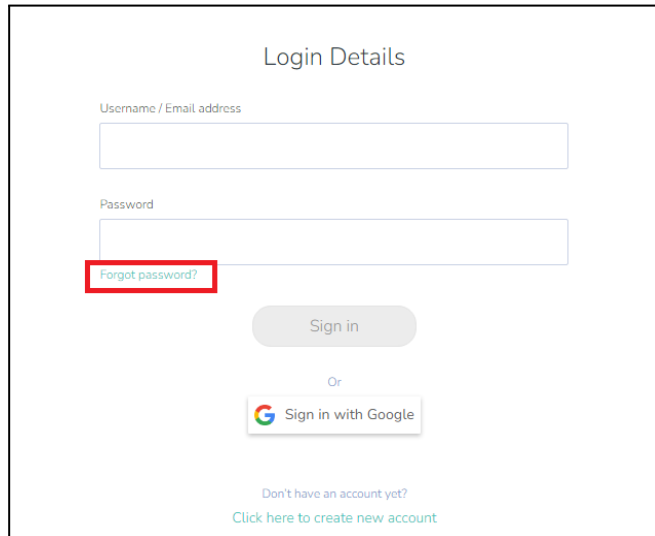


Figure 2.3.1: “Forgot password?” link in the Login Page

Enter your email address and click on the **Reset Password** button. You will receive an email alert in your designated email inbox.

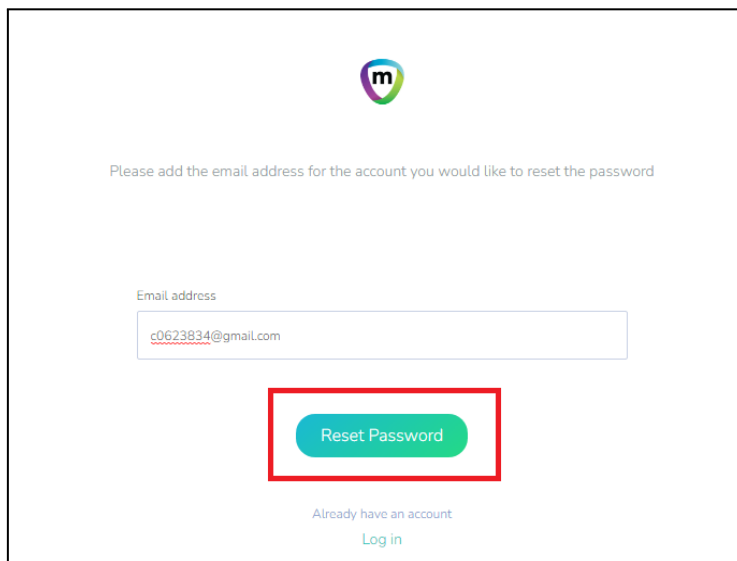


Figure 2.3.2: Prompt screen to enter email address for password reset

Click on the **Reset password** button shown in the email.

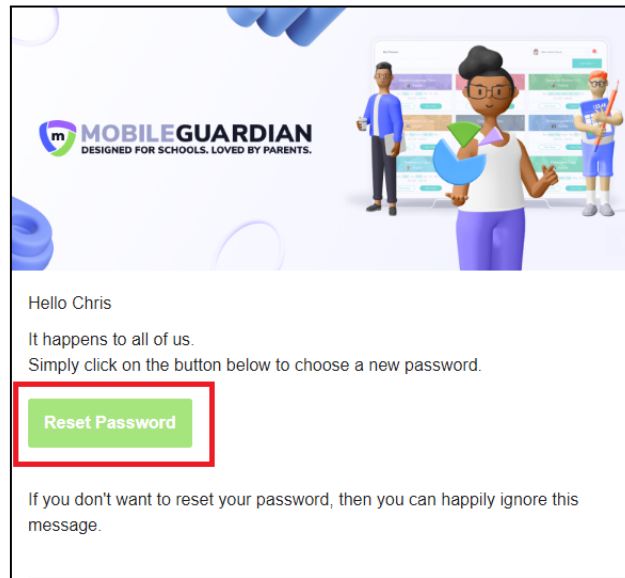


Figure 2.3.3 Reset Password Email

Enter the new password twice and click on the **Reset password**.

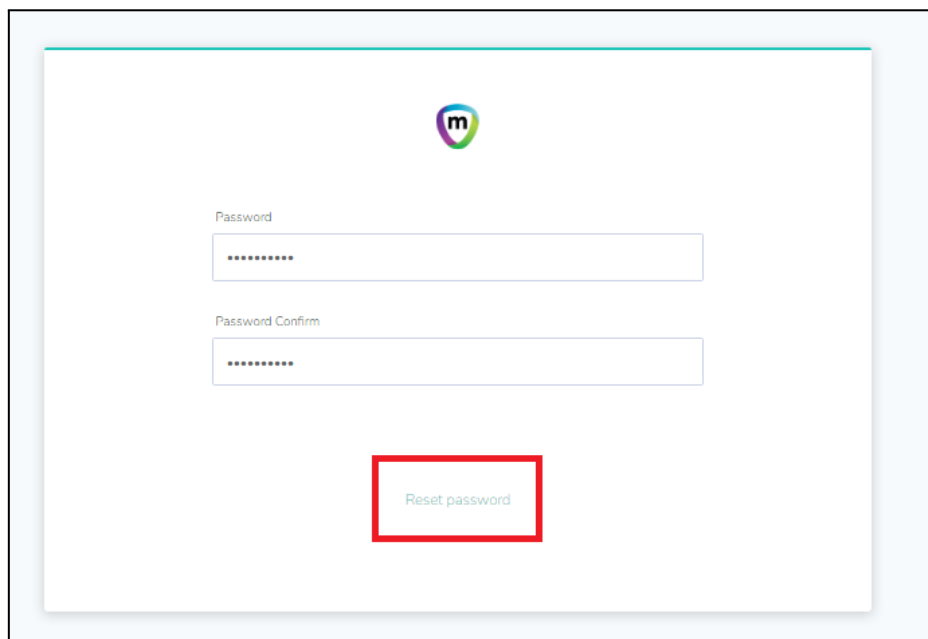


Figure 2.3.4: Reset Password Interface

Once the reset is completed, you will be brought to the login page to sign in.

Unit 2-4 - 2FA Google Authentication

Once you are signed in to the dashboard, you will see the home screen containing the parent details on the bottom left.

Note : Do not activate the Google authenticator (2FA). Once it is activated, you will be asked to enter Google Authentication code (2FA) on the login page each time you login to your parent account. You will not be able to login into your account if you do not have the Google authenticator code.

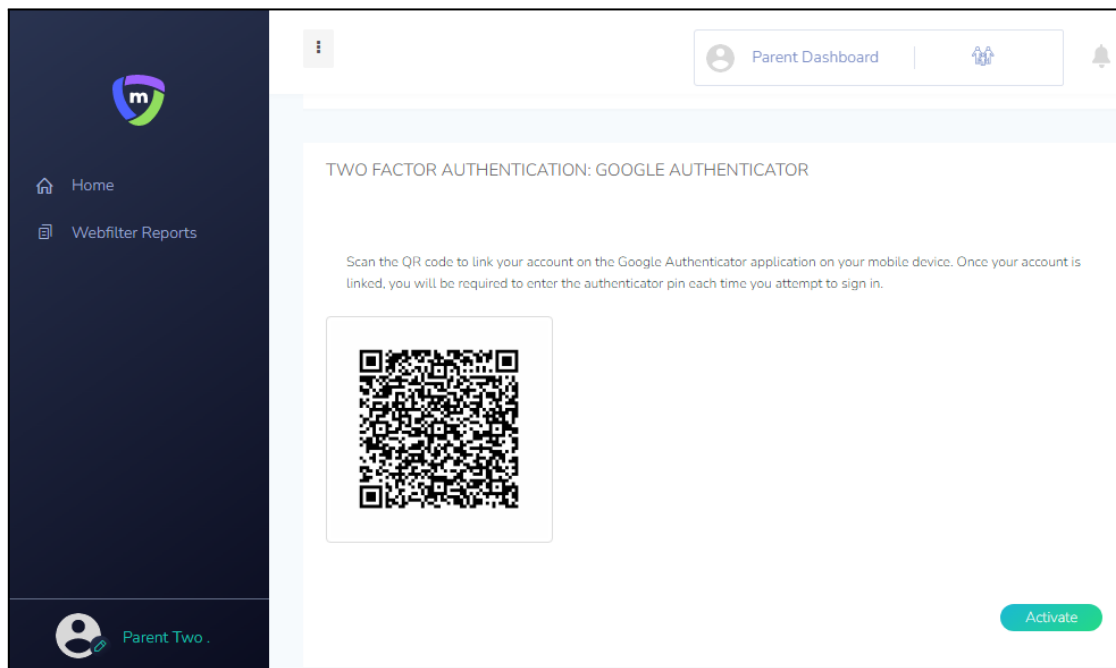


Figure 2.4.1: Google Authenticator (2FA) Screen

Chapter 3 : Parent Portal User Interface Overview

The functions available under the **Default Option** dashboard are described below.

Unit 3-1 - Dashboard

Once you are signed in to the dashboard, you will see the Home Screen containing a card of your child/ward.

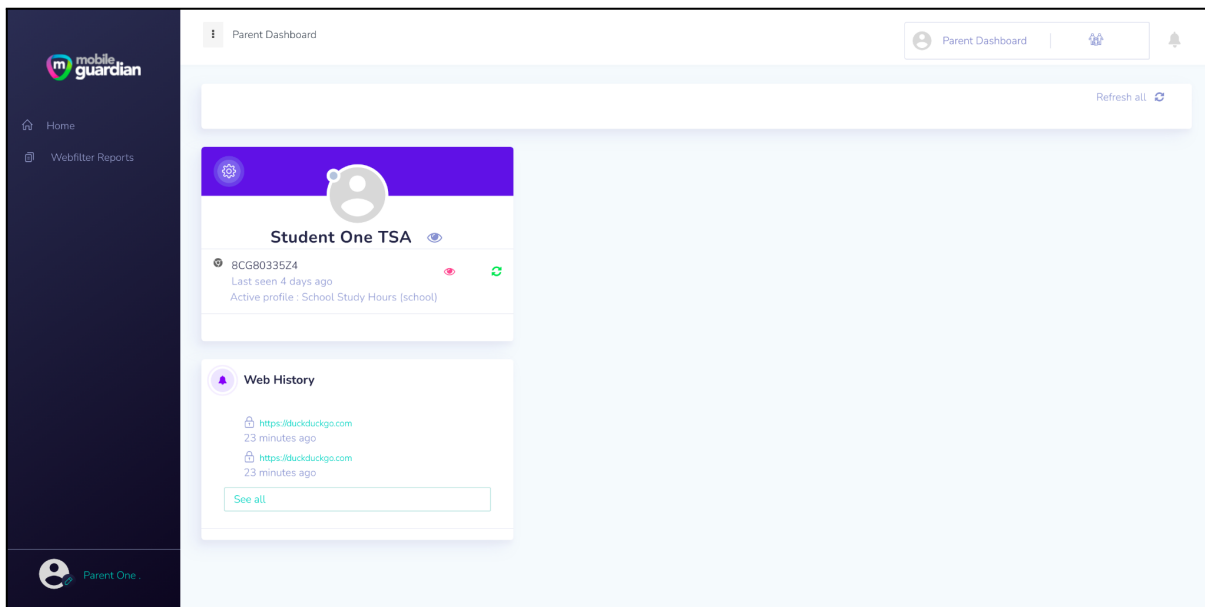


Figure 3.1.1 Default Option Dashboard

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.

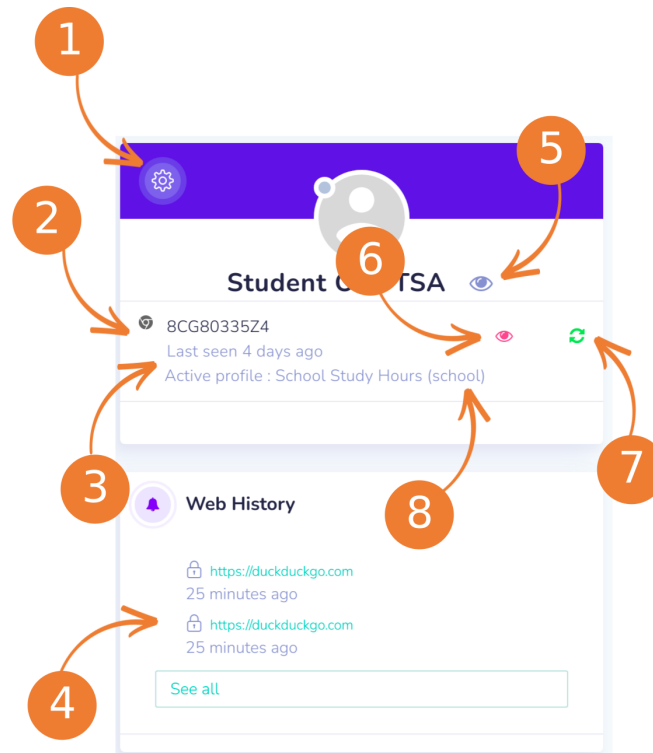


Figure 3.2.1 Card representation of a child's device

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 has.

In this example, the icon shows a Chrome logo which indicates that the child/ward is using a Chromebook. If the child/ward is using an iPad, the icon will be the Apple 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 to get the DMA policies.

4. **The browsing history on the device.** 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 profile (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 profile).

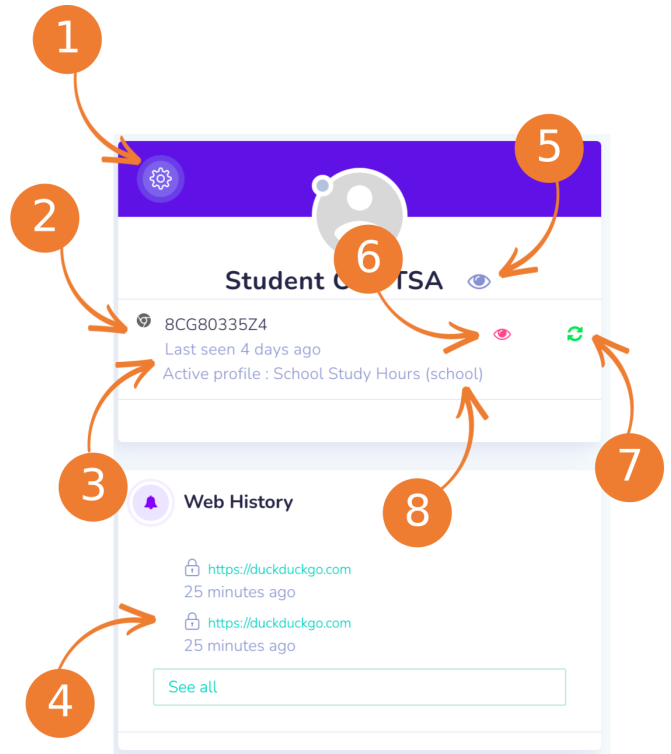


Figure 3.2.1

Unit 3-3 - Device Details

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

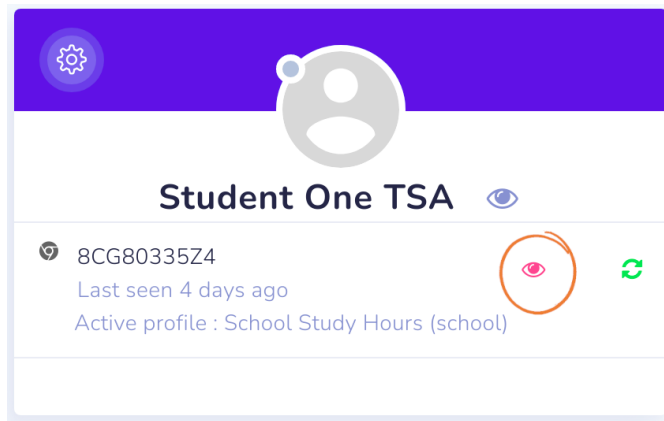


Figure 3.3.1: Icon to view device details

Unit 3-4 - Web History

You may view the device web history by clicking on Web History located on your child/ward's card as shown below.

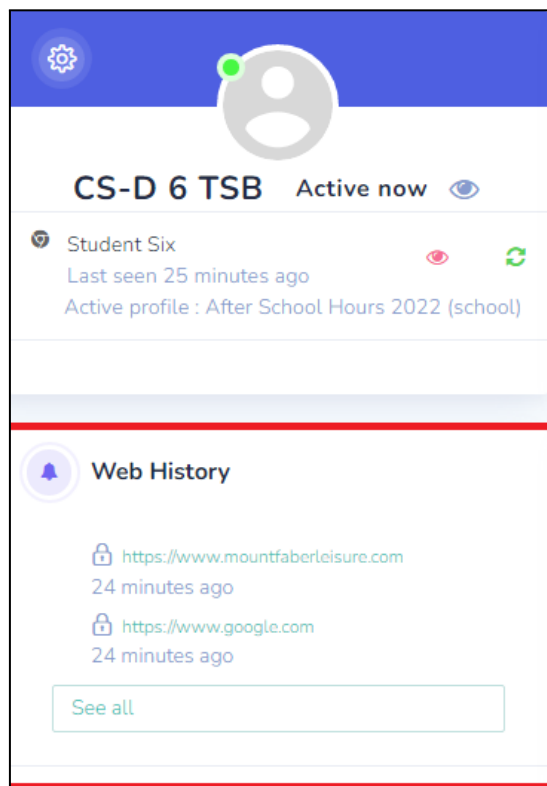


Figure 3.4.1 Web History in Student Card

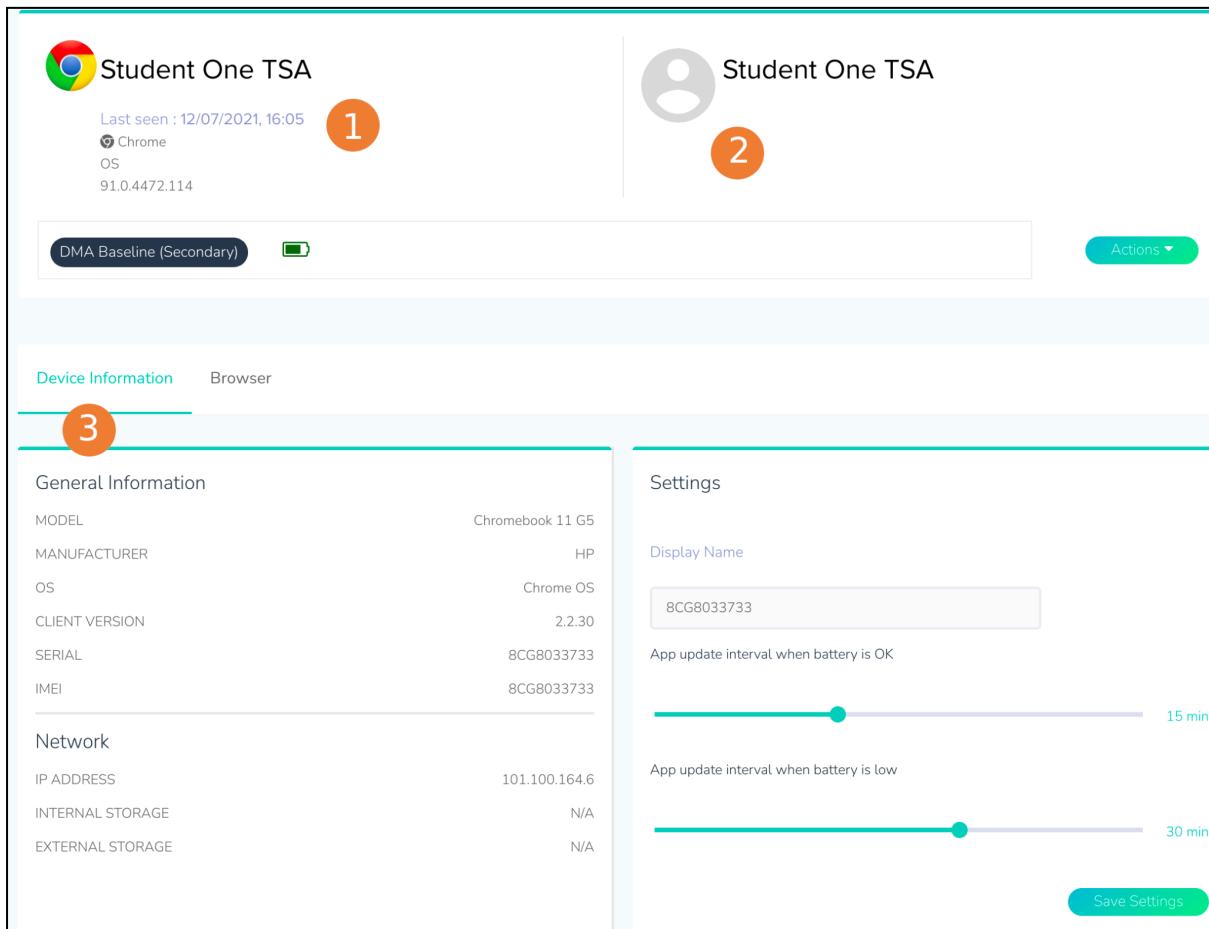
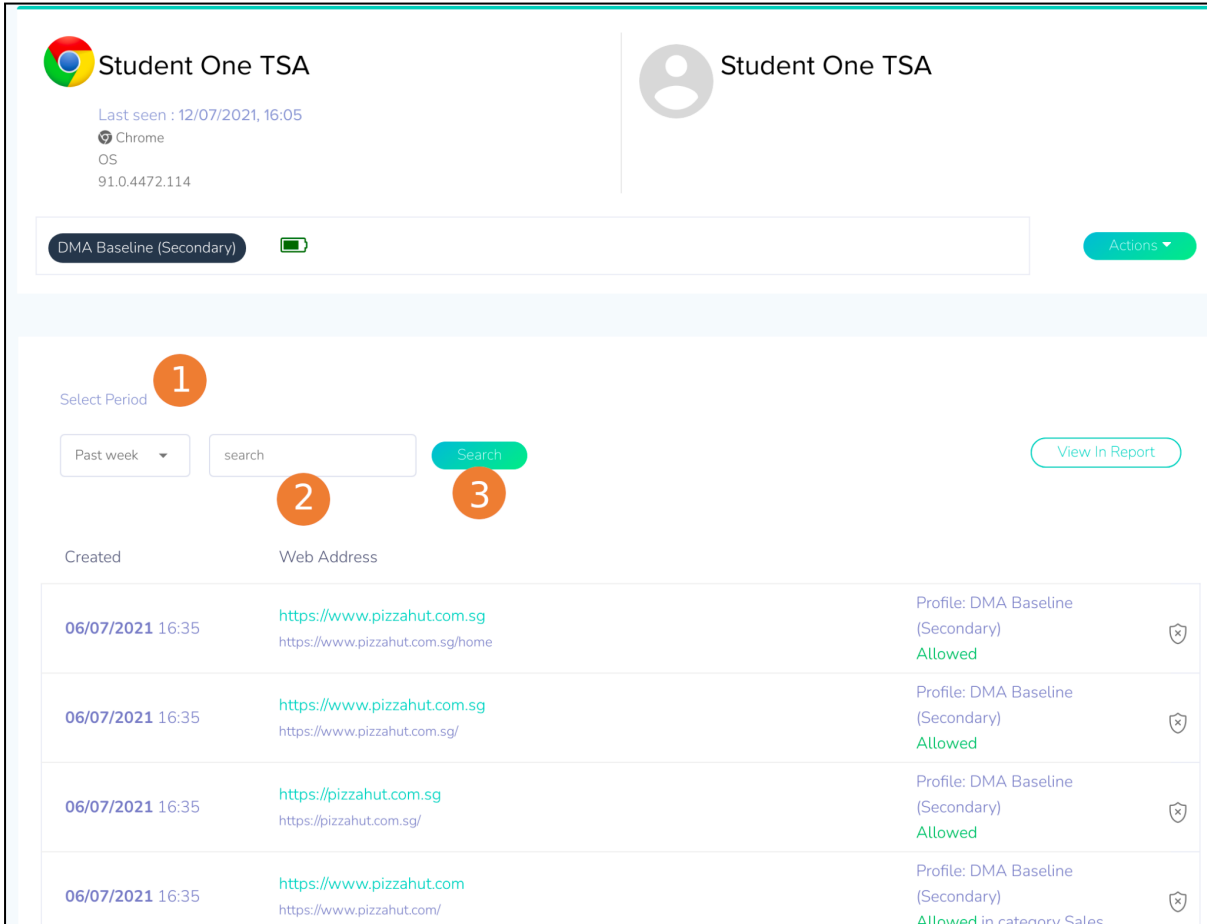


Figure 3.4.2: Device detail page

1. This section gives a more detailed version of the device's information, including the version of the operating system (OS) and the battery level.
2. This section shows the name of the child holding onto the device.
3. There are two other tabs in this row that provide more information about the device and the child using it. (See below)

If you would like to view the web history in detail, you can click **see all** to view past 24hrs, past week or last month of web history.



Student One TSA

Last seen : 12/07/2021, 16:05
Chrome
OS
91.0.4472.114

DMA Baseline (Secondary) Actions

Select Period **1**

Past week search **2** Search **3** View In Report

Created	Web Address	Profile
06/07/2021 16:35	https://www.pizzahut.com.sg https://www.pizzahut.com.sg/home	Profile: DMA Baseline (Secondary) Allowed
06/07/2021 16:35	https://www.pizzahut.com.sg https://www.pizzahut.com.sg/	Profile: DMA Baseline (Secondary) Allowed
06/07/2021 16:35	https://pizzahut.com.sg https://pizzahut.com.sg/	Profile: DMA Baseline (Secondary) Allowed
06/07/2021 16:35	https://www.pizzahut.com https://www.pizzahut.com/	Profile: DMA Baseline (Secondary) Allowed in category Sales

Figure 3.4.3: Browser history page

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 the **Search** button to initiate a search.

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 those settings may affect the performance of the device in getting policy updates.*

Browser

This tab shows the browsing history of the child/ward on the device. Select the period to extract browsing history. If there is no browsing history logged, you will see the message "**No browser activity for selected range.**"

Unit 3-5 - Webfilter Reports

The Webfilter 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 below.

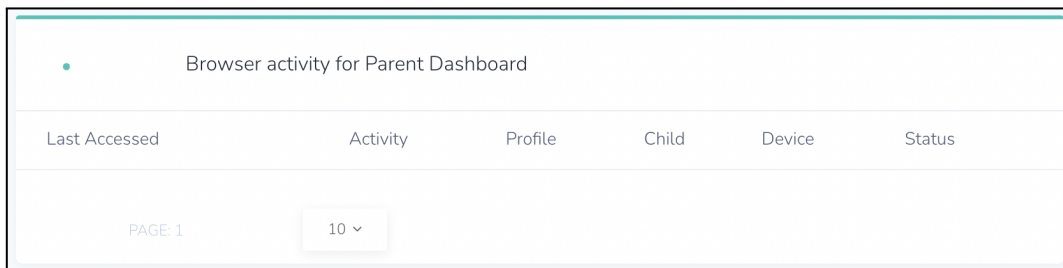


Figure 3.5.1 Empty listing page for browser activity

Click on the **Filter** button at the top-right of the page to reveal a dropdown menu as shown below.

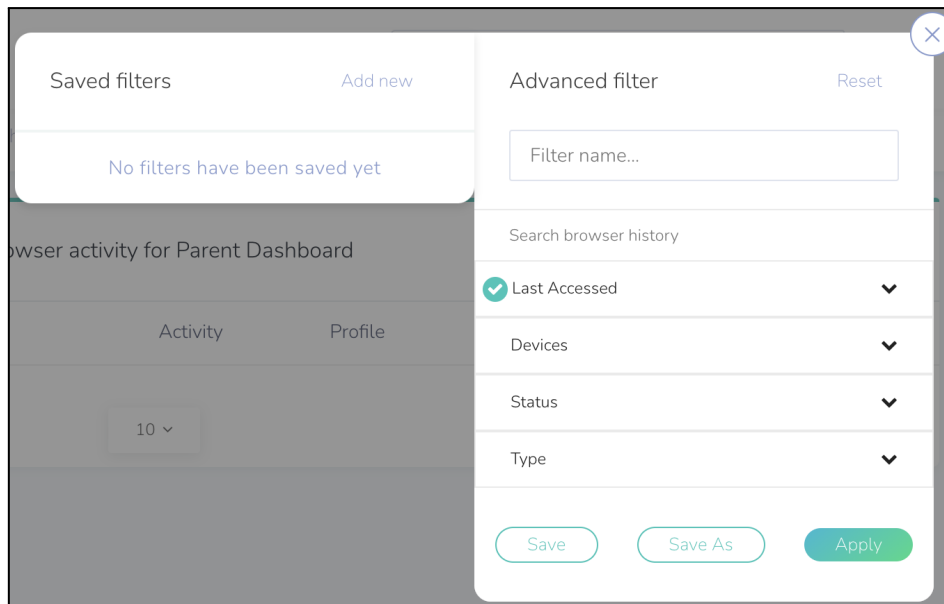


Figure 3.5.2: Dropdown menu for filter

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

Downloading the reports

The list 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, which can then be downloaded.

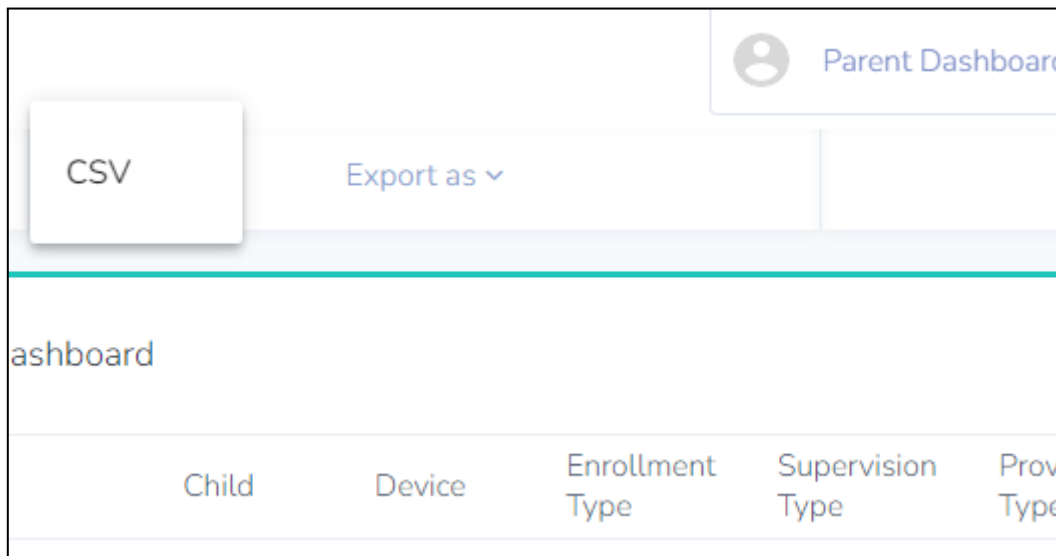


Figure 3.5.3: Dropdown menu for format selection

Unit 3-6 - Sleep Hours

The guidelines on proper device usage recommends the sleep hours to be set from 11 pm to 6 am the next day. However, schools have the discretion to vary the timing or remove the **Sleep Hours** profile.

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.