



6 August 2024

Removal of Mobile Guardian (MG) Device Management Application (DMA) from iPad Personal Learning Devices (PLDs)

Dear Parents/Guardians,

MOE was informed of a global cybersecurity incident involving unauthorised access to Mobile Guardian's (MG) platform that affected their customers globally, including those in Singapore. As a precautionary measure, MOE will remove the MG Device Management Application (DMA) from all iPad PLDs. Please refer to [MOE's press release](#).

We understand that this matter may cause your child/ward to feel concerned and anxious. The school is committed to providing the necessary support for your child/ward during this period and we are working with MOE to safely restore the devices to normal usage. We also appreciate your support in providing reassurance to your child/ward. You may refer to the Cyber Wellness Guide and other useful MOE resources available in the Parent Kit: [Raising a Digitally Smart Child](#), on how you can guide your child/ward.

For the time being, we encourage you to use the existing [parental control settings](#) found in iPad to ensure your child/ward is using the device safely and responsibly. MOE will explore alternative DMA solutions. The school would also ensure that the device is used safely and responsibly during school hours.

Should you require further clarification or assistance, please write to ts@apsn.org.sg.

Thank you for your partnership and understanding along this journey.

Yours sincerely

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