

Learning Effectively With Your Personal Learning Device (PLD)

Students' Briefing

Purpose of PDLP in YTSS

- Personalised Digital Learning Programme (**PDLP**)
- Personal Learning Device (**PLD**), i.e., iPad for 2024
- Develop YTzens into **future-ready digital polyglots**
 - Equipped with diverse digital skills
 - Navigate the cyberspace responsibly
 - Enhance self-directed and collaborative learning



iPad 10.2-inch

- **9th** Generation (2021)
- **64GB** Capacity
- **Apple Pencil** (Gen 1)
- **3-Year Warranty**
- Screen Protector (matt)
- Logitech Rugged Combo 3
 - **Protection**
 - **Keyboard**
 - **Kickstand**

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Fast and powerful enough to meet students' **learning needs**

Sufficient capacity for all the required apps for learning

Long warranty with rugged case for **greater protection**

Keyboard and Apple Pencil for fuller functionality

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Good Habits to Maximise iPad's Affordances

Close apps and tabs (instead of letting them run in the background) to keep iPad **fast**

Use **cloud storage** (e.g., iCloud, Google Drive & OneDrive) to reduce cluttering of local device storage

Apple

- Safari
- Files
- GarageBand
- iMovie
- Camera
- Photos
- Clock
- Settings

Others

- Mobile Guardian
- CapCut
- Zoom
- Adobe Acrobat Reader
- Sketchbook
- Canva
- ACE-Learning
- SL eBook
- Arduino Science Journal
- Video Delay Instant Replay Cam
- *Web Clips, e.g., SLS, Level Folder*



Apps

Google

- Google Drive
- Google Docs
- Google Slides
- Google Sheets
- Google Classroom
- Gmail
- Google Maps
- Google Tasks
- Google Keep
- Google Calendar
- Jamboard

Microsoft

- OneDrive
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- OneNote
- Microsoft Teams
- Microsoft Lens



Mobile Guardian

- Device Management Application (DMA)
- Provides you a **safer digital environment for learning**
- Will be **uninstalled** when you graduate or leave school



Mobile Guardian

The DMA has three components.

Mobile Device Management Service (MDM)

Protects your PLD from viruses and allows the installation of relevant apps for learning

Classroom Management Service (CMS)

Helps your teacher manage devices during lessons, and to easily share relevant apps, websites and lesson materials

Usage Management Service (UMS)

Protects you from harmful online content, and sets helpful limits on the use of the PLD



Mobile Guardian

- Does **NOT** collect any of these data:
 - Login IDs and passwords entered into websites or apps
 - Actions performed (e.g., posts, online comments, items added to a shopping cart) on websites or apps
 - Documents and photos stored in the PLD
 - Location of PLD
 - Webcam videos and microphone recordings

So, what data
WILL be
collected?



Mobile Guardian

- Four types of data collected by DMA:



**Data for DMA
Administrative
Purposes**



**Data for
Application
Management**



**Data for Web
Content Filtering**



**Views of Students'
Screens when CMS
is used**



Mobile Guardian

- DMA will be applied during school hours for everyone
 - **7am – 6.30pm**
 - Web content filtering (e.g., messaging, social media, pornography, gaming, gambling, extremist)
 - Only use apps installed for teaching and learning



Mobile Guardian

- After school hours, your parents/guardians may choose to enable DMA to various extent

Default	Option A	Option B
In-school DMA settings will continue after school hours	Parents/Guardians can <u>modify</u> DMA settings after school hours	Parents/Guardians can <u>disable</u> DMA after school hours
E.g., PLD usage time 6am – 10pm , continued web content filtering, only use school-installed apps	E.g., Modified PLD usage time, modified web content filtering, may install and use additional apps	E.g., No limits to PLD usage time, no web content filtering, may install and use additional apps

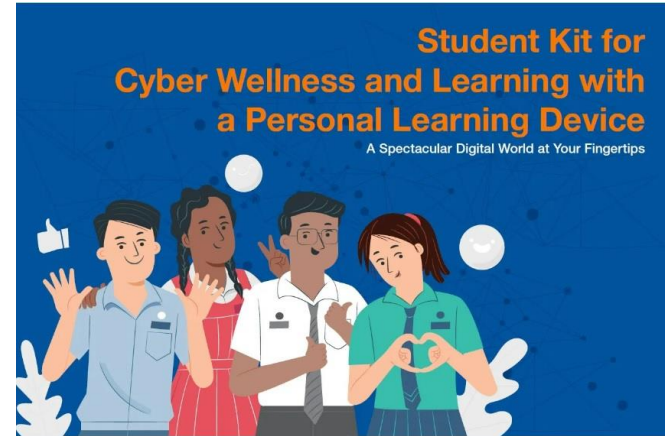


Mobile Guardian

- All students will be on **default DMA option** latest until by 12.30pm, **4 March 2024**, where Options A and B will be activated, if any
- Parents/Guardians can request to change their choice of DMA settings at any time, but changes will only take effect on the **last Wednesday of every month**

Cyber Wellness

- Besides using DMA, a safe digital environment also depends on **your own digital use and habits**
- Refer to the [Student Kit for CW and Learning with a PLD](#) for tips on how to develop good digital habits



Cyber Wellness

Name	Contact	Remarks
Help123	1800-612-3123 https://www.help123.sg	For support with any Cyber Wellness related issues.
Touch Cyber Wellness	1800 377 2252 Email: cyberwellness@touch.org.sg	For support with any Cyber Wellness related issues.
eCounsellingCentre	www.ec2.sg	An eCounselling service by Fei Yue Community Services for youths aged 13 to 25.
Samaritans of Singapore (SOS)	1800-221-4444	24-hour hotline to provide support for mental health issues, especially with regard to suicide.

Device Contractor's Information



Contact Information



Help Desk Number:
6270 8281



Help Desk Operating Hours:
Mon – Thu: 0830 – 1730
Fri: 0830 – 1700
Closed on Sat, Sun & Public Holidays



Help Desk Email:
pdlpapple@asiapac.com.sg



Website (for buying of accessories):
<https://www.asiapac.com.sg/pld-apple>

Device Collection Centre



Device Collection Centre Location	Collection Centre Number	Collection Centre Operating Hours
219 Henderson Road Henderson Industrial Park #05-01 Singapore 159556	6272 0088	Mon – Thurs: 0830 – 1730 Fri: 0830 – 1700

Service Centres

No.	Service Centre Location	Service Centre Number	Service Centre Email	Service Centre Operating Hours
1.	QCD Technology @ Westgate (450m from Jurong East MRT)	6515 2010	support_westgate@qcd-tech.com	Mon – Fri: 1000 – 1800
2.	Apple Retail Store @ Jewel Changi Airport (220m from Changi Airport MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1000 – 2200
3.	Apple Retail Store @ Orchard Road (400m from Orchard MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1000 – 2200
4.	Apple Retail Store @ Marina Bay Sands (220m from Bayfront MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1000 – 2200

Insurance & Warranty (iPad)

Insurance <i>(Only applicable to situations of damages and loss where the student has taken precautions to safeguard the device)</i>	Warranty
<p>The device insurance coverage includes damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:</p> <ul style="list-style-type: none">a) Fireb) Lightningc) Power Surgesd) Accidental (e.g., water spillage, drop)e) Theft due to forcible entryf) Robbery	<p>The device warranty warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.</p>

Enhanced Device Bundle

- ✓ 3-year insurance + 3-year warranty
- ✓ Allows for 2 repairs or 1 replacement*

**Once insurance is claimed for a replacement device, the insurance coverage will cease and the replacement device will not be covered by insurance.*

Warranty (Logitech Case)

Warranty

The device warranty warrants that each Logitech Case is free from defects in materials and workmanship under normal use during the warranty period.

Enhanced Device Bundle

- ✓ 3-year limited warranty
- ✓ Allows for 1 replacement*

**Once warranty is claimed for a replacement Logitech Case, the warranty coverage will cease and the replacement Logitech Case will not be covered by warranty.*

Issues and Actions

	Issues	Actions
1	Ad Hoc Purchase of Device (iPad)	✓ Inform School ICT Team
2	1-to-1 Exchange Within 7 days from Unboxing	✓ Email to AsiaPac Helpdesk ^A
3	Lost Device (iPad)	✓ Inform School ICT Team ✓ In consultation with School ICT Team, make a police report ✓ Email Insurer ^B and cc pdlp.support@asiapac.com.sg with police report and proof of purchase
4	Logitech Case Repair	✓ Email to AsiaPac Helpdesk ^A

^A**AsiaPac Helpdesk**

Email: pdlp.support@asiapac.com.sg

Please write to the email above with:

Subject header: MOE PLD

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

*Please note that 1-to-1 Exchange will be at Device Collection Centre

(Address: 219 Henderson Road, Henderson Industrial Park, #05-01, Singapore 159556)

^B**Insurer Contact**

Number: 8932 7718

Email: laptop@ins-solutions.com.sg

Operating Hours:

Mon – Fri: 0900 – 1800

Closed on Sat, Sun & Public Holidays

Issues and Actions

	Issues	Actions
5	Device Repair (iPad)	<p>iPad Hardware issue</p> <ul style="list-style-type: none">✓ Make an appointment through https://getsupport.apple.com^C <p>OR Log a case to School ICT Team for fortnight collection service in school</p> <p>iPad Software issue/Unsure</p> <ul style="list-style-type: none">✓ Inform School ICT Team
6	Insurance Claim (iPad)	<ul style="list-style-type: none">✓ Contact Insurer^B for insurance form and cc pdlpapple@asiapac.com.sg
7	Replacement/Change of Device (iPad)	<ul style="list-style-type: none">✓ Inform School ICT Team (to install and enrol DMA into school)

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^CPlease refer to the guide attached to make an appointment through <https://getsupport.apple.com> for repair at Apple Service Centre directly.
(Please include “MOE PLD” in “Add a comment” in the online form.)



Adobe Acrobat
Document

School ICT Team

- **Online form support:** <https://for.edu.sg/kmoev3>
- **In-person support:** Near wooden door, L3 staff room
- **WhatsApp support:** 9235 8409
- **Operating Days & Time:** Monday – Friday (except public holidays and school holidays*), 7am – 4pm

**For any urgent ICT matters during school holidays, please contact General Office: 6758 7219*

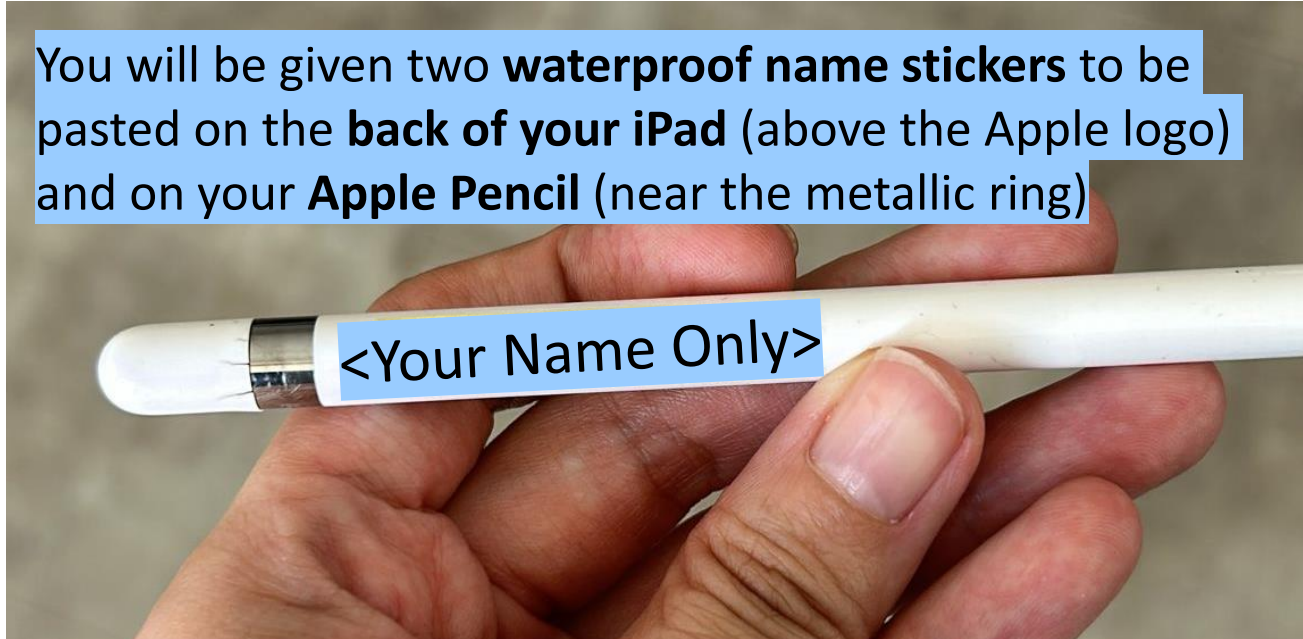
What's Next?

Date	Activity
<p>20 February, Tue <i>(21 February for absentees @ Computer Lab 3)</i></p>	<p>PLD Rollout (2.30-4.30pm)</p> <ul style="list-style-type: none">• Bring: Student pass & pen• Know: MIMS login ID, password & seating plan• Location: Respective Sec 1 form classes*• Bags to be placed at the front of the class
<p>By 4 March, Mon</p>	<p>Activation of DMA Options A & B (12.30pm)</p>
<p>4-5 March, Mon-Tue</p>	<p>Installation of iPad Screen Protector (by Vendor)</p> <ul style="list-style-type: none">• Only for students who purchased PLD through school

For students **using your own iPads, your rollout location is **R4.1** (spare classroom next to 1A)*

What's Next?

You will be given two **waterproof name stickers** to be pasted on the **back of your iPad** (above the Apple logo) and on your **Apple Pencil** (near the metallic ring)



What's Next?



Think of a **6-number password** for your PLD before the rollout later.

Thank you!

You have come to the end of the Students' Briefing

For further enquiries, please contact:

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Contact 2: Mr Koh Yi Fan, SH/ICT (Acting)
koh_yi_fan@schools.gov.sg

Contact 3: Mr Khairil, ICT Manager
khairil_bahtiar_khairuddin@schools.gov.sg

Access this deck of slides: <https://www.yishuntownsec.moe.edu.sg/>