

DMA Parent Guide – Option A

Version history

<i>Version</i>	<i>Date</i>	<i>Change log</i>
1.0	25 February 2022	Initial Version
1.1	XX April 2023	Updates to document: <ol style="list-style-type: none">1. Additional information and updates in Unit 2-1, 2-2 & 2-42. Added Unit 2-3 for instructions on (2FA) Google Authentication

Chapter 1: Introduction	4
Chapter 2: Getting Started	5
Unit 2-1 - Onboarding your account	6
Unit 2-2 - Sign-In	8
Unit 2-3 - Reset Password	11
Unit 2-4 - 2FA Google Authentication	13
Chapter 3: Parent Portal User Interface Overview	14
Unit 3-1 - Dashboard	14
Unit 3-2 - Card Layout	15
Unit 3-3 - Device Details	17
Unit 3-4 - Webfilter Reports	20
Chapter 4: Option A Functions	22
Unit 4-1 - Managing Web Content	22
URL Tester	23
Custom Web Filter	25
YouTube Filter	32
Removing Custom Web Filter	33
Unit 4-2 - Blocking your child's device	34
Unit 4-3 - Sleep Hours	37
Unit 4-4 - Rules	38
Step 1 - Creating a Schedule	38
Step 2 - Creating a Rule	40
Step 2.1 Overwrite School Sleep Hours	42
Step 2.2 Setting Up Web Filter Rules	46
Unit 4-5 - Viewing Reports	53
Chapter 5: Application Installation	56
Unit 5-1 - Chromebooks	56
Unit 5-2 - iPads	60
Installing iPad apps	64
Uninstalling iPad apps	68
Disabling the App Store	71
Troubleshooting Guide	72

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 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 the **Option A** or **Option B** group.

If you are on **Option A** or **(opt-in) 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.

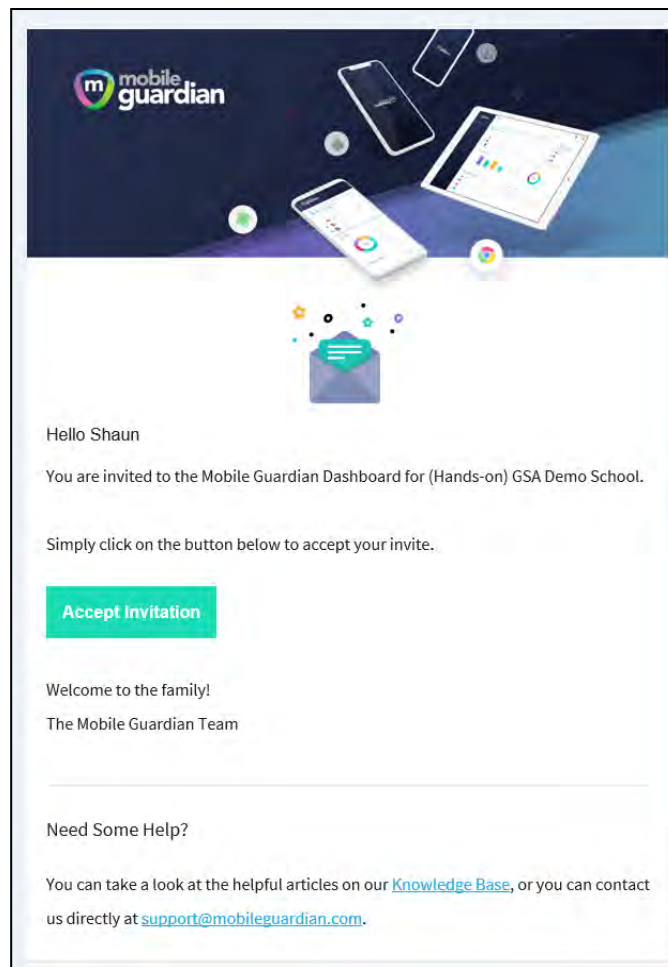


Figure 2.1 An example of the email that is sent to parents

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).

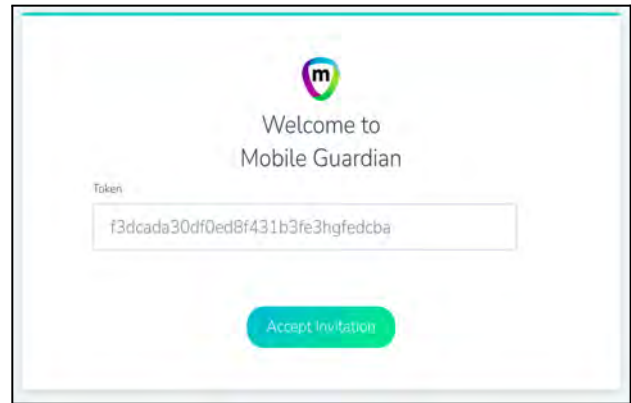


Figure 2.1.1: Account Activation Page

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://sg-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. Enter your new password**".

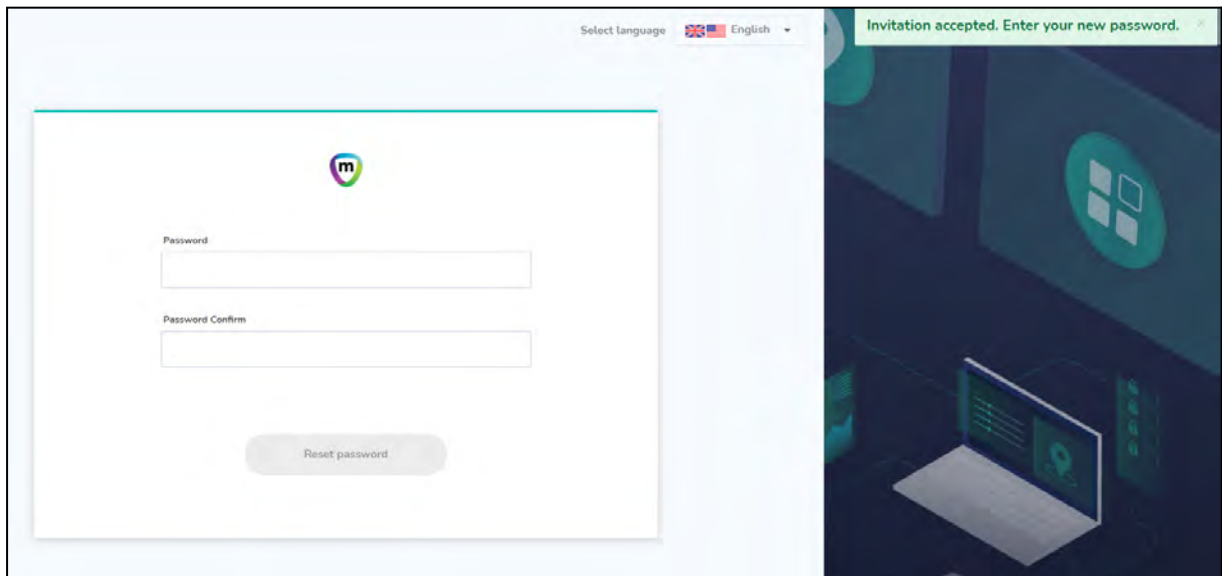
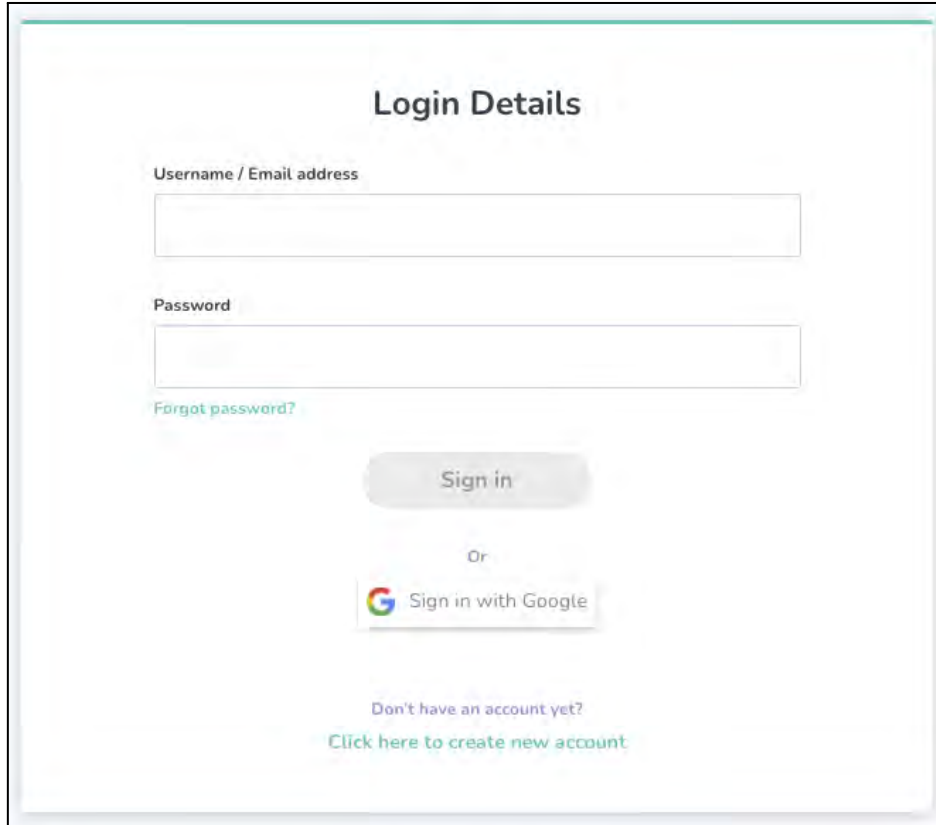


Figure 2.1.2: Reset Password page

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? 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.

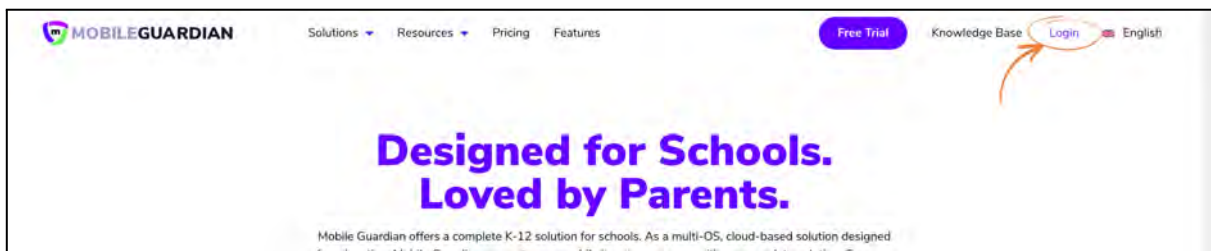


Figure 2.2.1: Link to login from www.mobileguardian.com

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

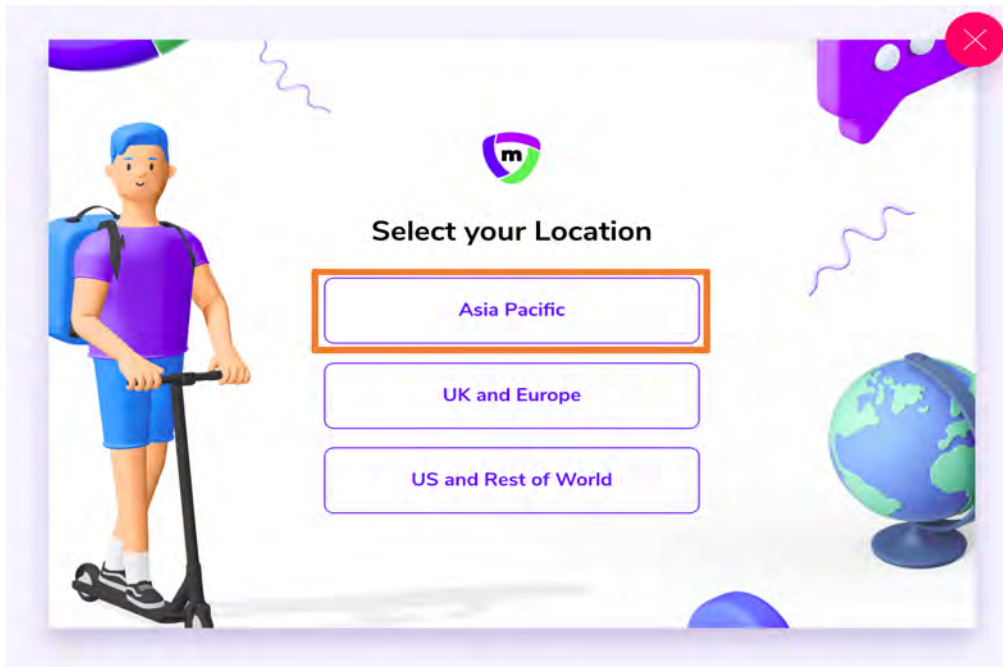
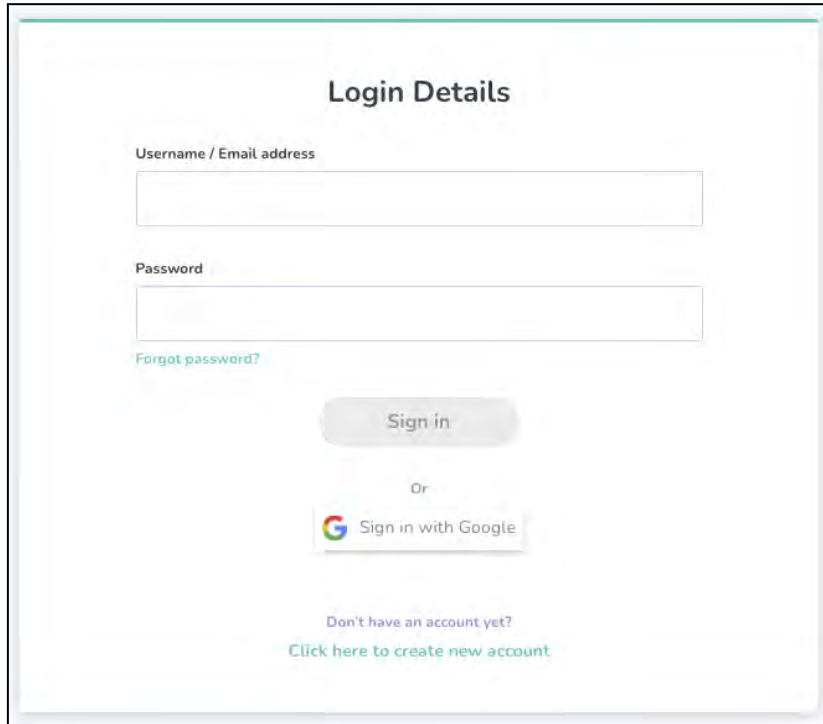


Figure 2.2.2: Selection of location on the Login Portal

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?". A "Sign in" button is positioned below the form. Below 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? 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 Reset Password page while activating your account, you may click on “Forgot password?” to reset your password.

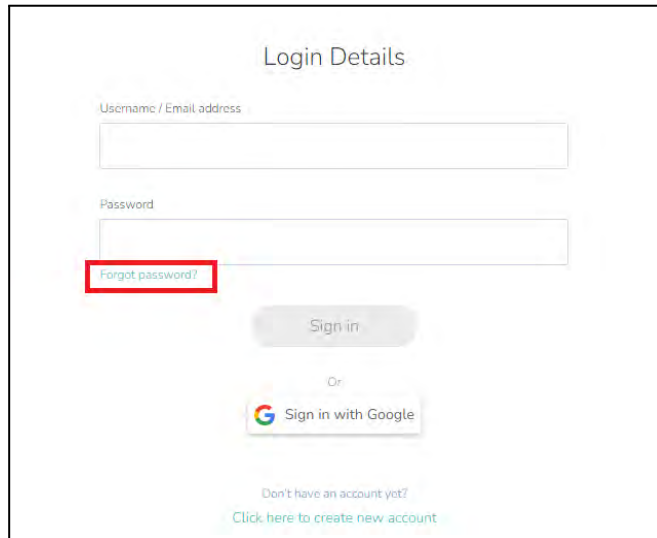


Figure 2.3.1: “Forgot password?” link in the Login Page

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

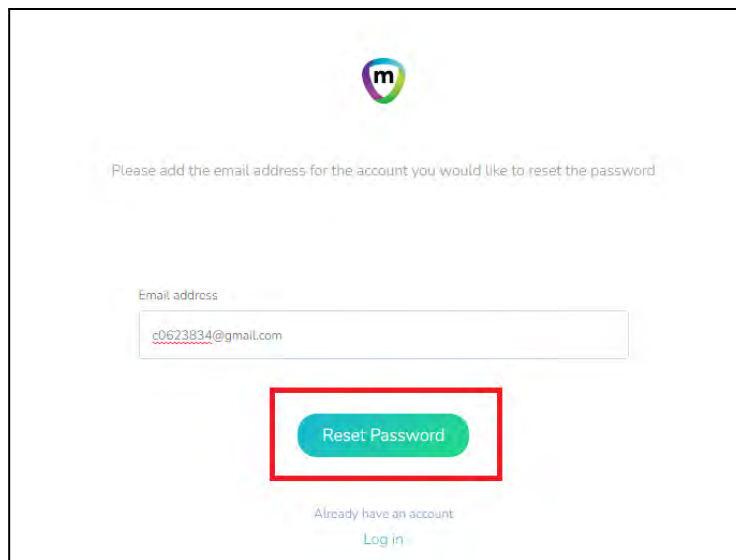


Figure 2.3.2: Prompt screen to enter email address for password reset

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

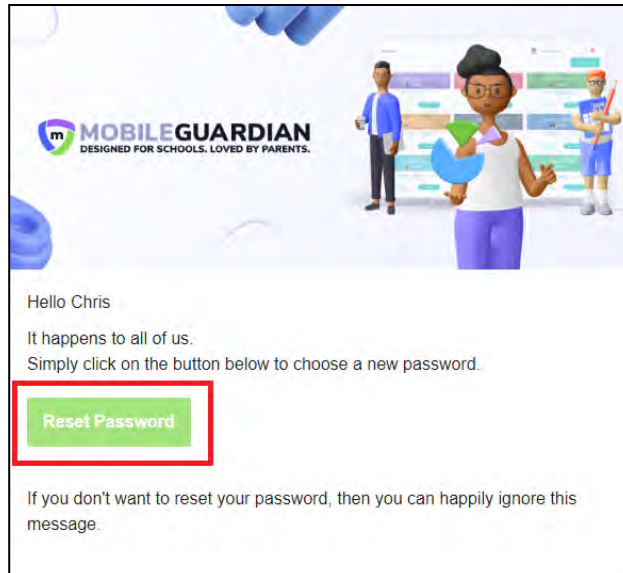


Figure 2.3.3: Reset Password Email

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

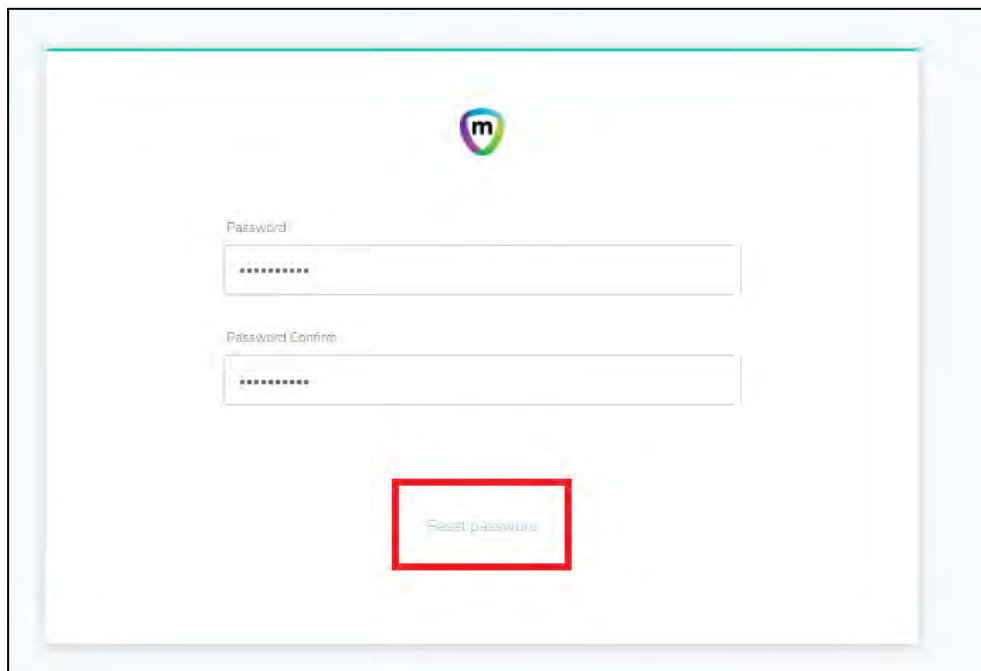


Figure 2.3.4: Reset Password Interface

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's 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.

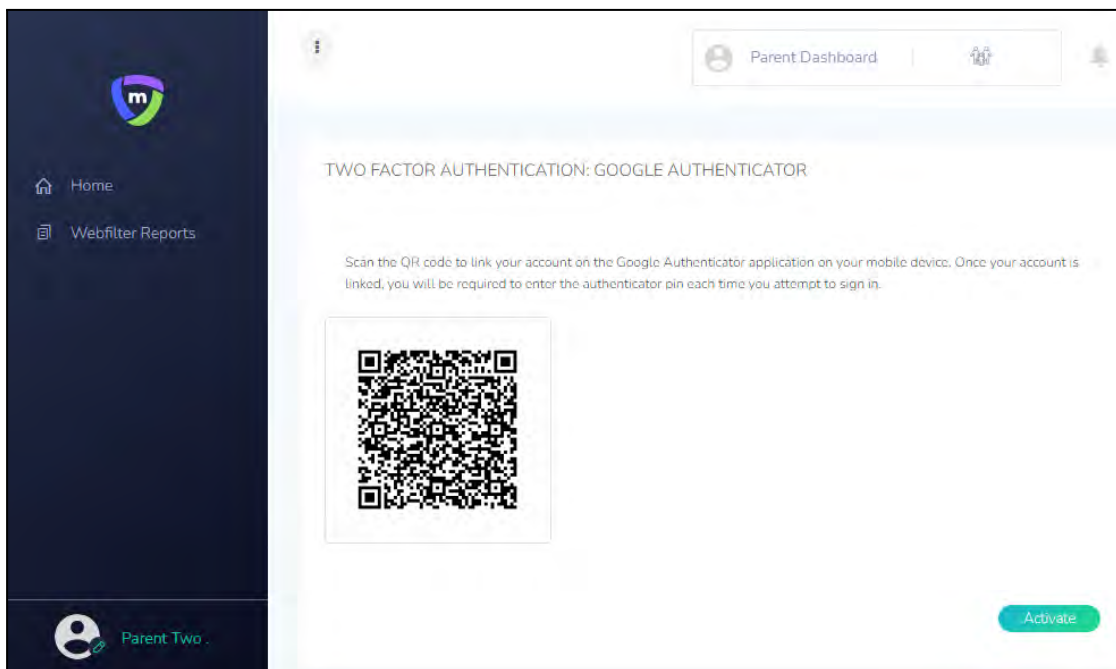


Figure 2.4.1: Google Authenticator (2FA) screen

Chapter 3: Parent Portal User Interface Overview

The functions available under the Option A 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. The parent dashboard will have the "**Schedules**" and "**Block**" functions (circled below).

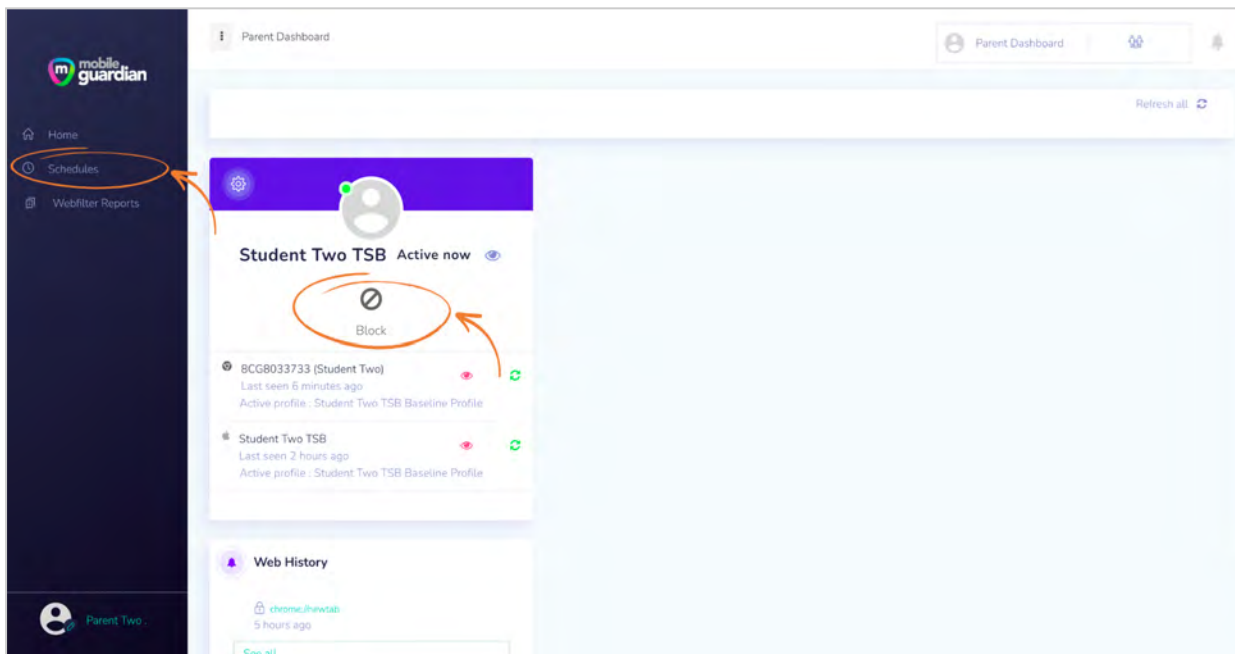


Figure 3.1.1: Option A Dashboard

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.

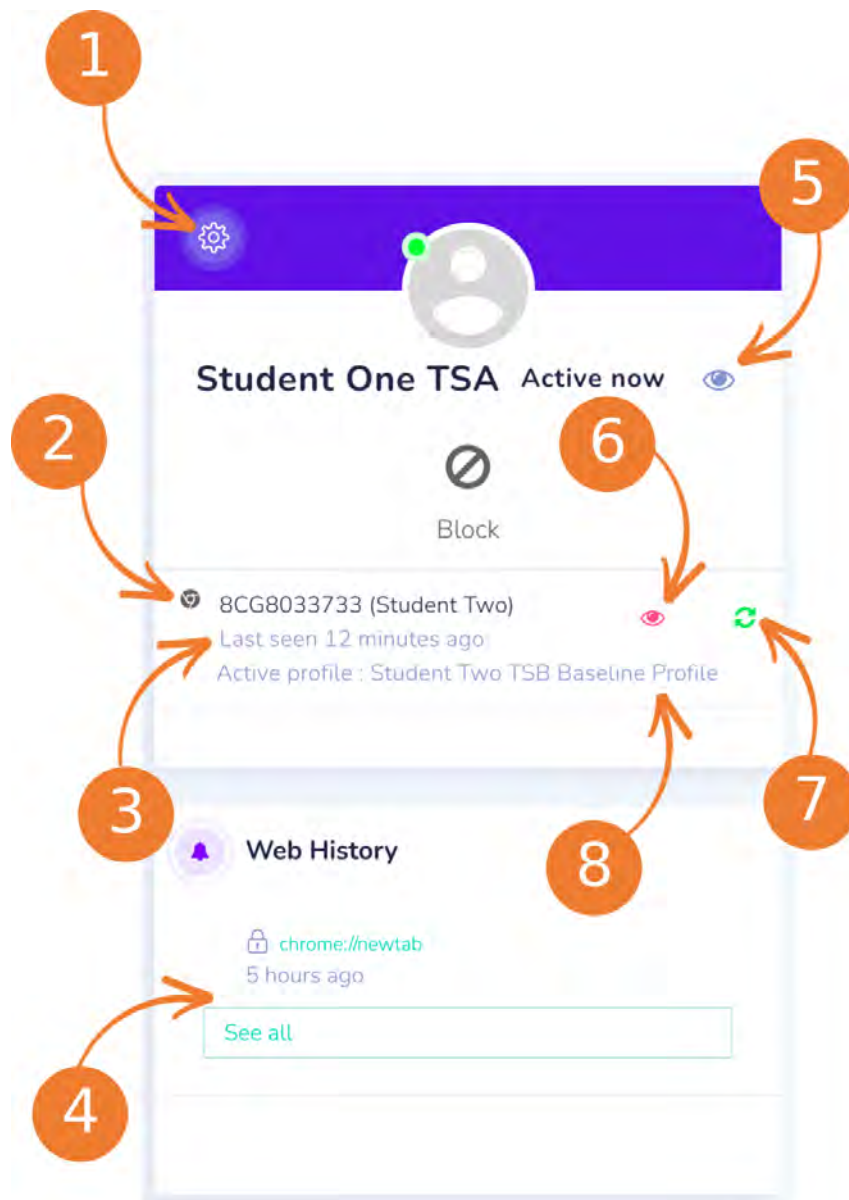


Figure 3.2.1: Card representation of a child's device

1. **Settings**

Clicking on the gear icon brings up a dropdown menu showing "**Settings**" and "**Refresh all**". The "**Refresh all**" button performs the same as item #7 since each child has only 1 device under the DMA programme.

2. **An icon representing the device type**

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 of the child/ward**

This section shows the latest activities within the last 24 hours. To see earlier activities, click on the "**See all**" button. Please use the web-filter report on the main menu to review the activities.

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 #8), this button can be used to bring the 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).

Unit 3-3 - Device Details

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

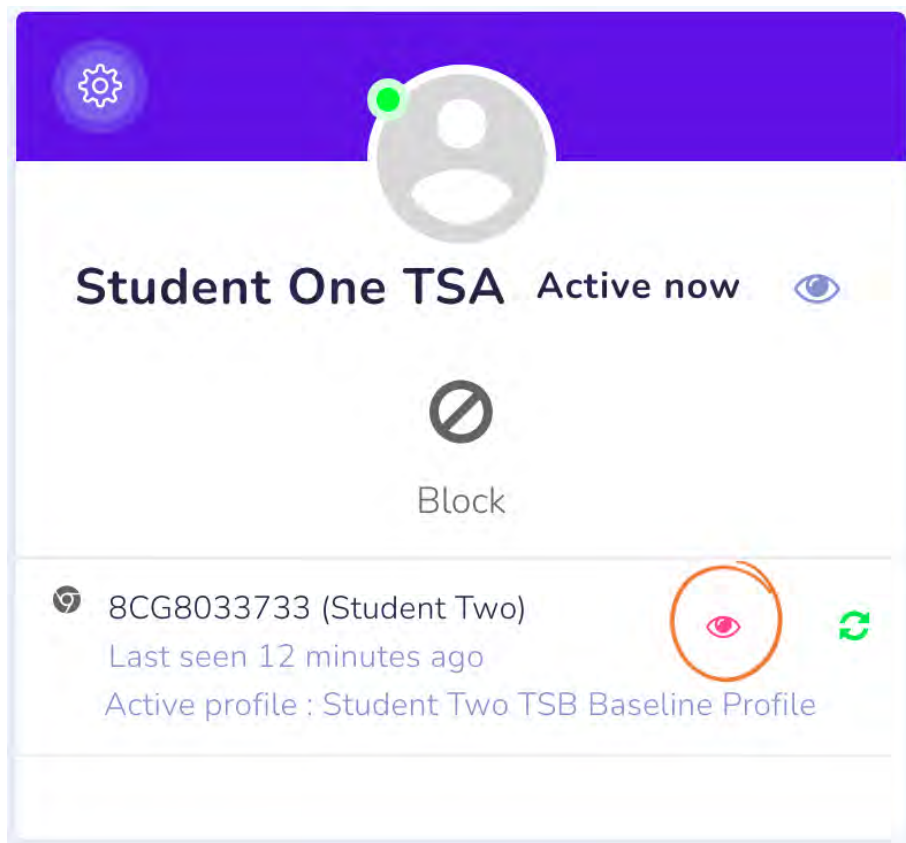


Figure 3.3.1: Button to view device details

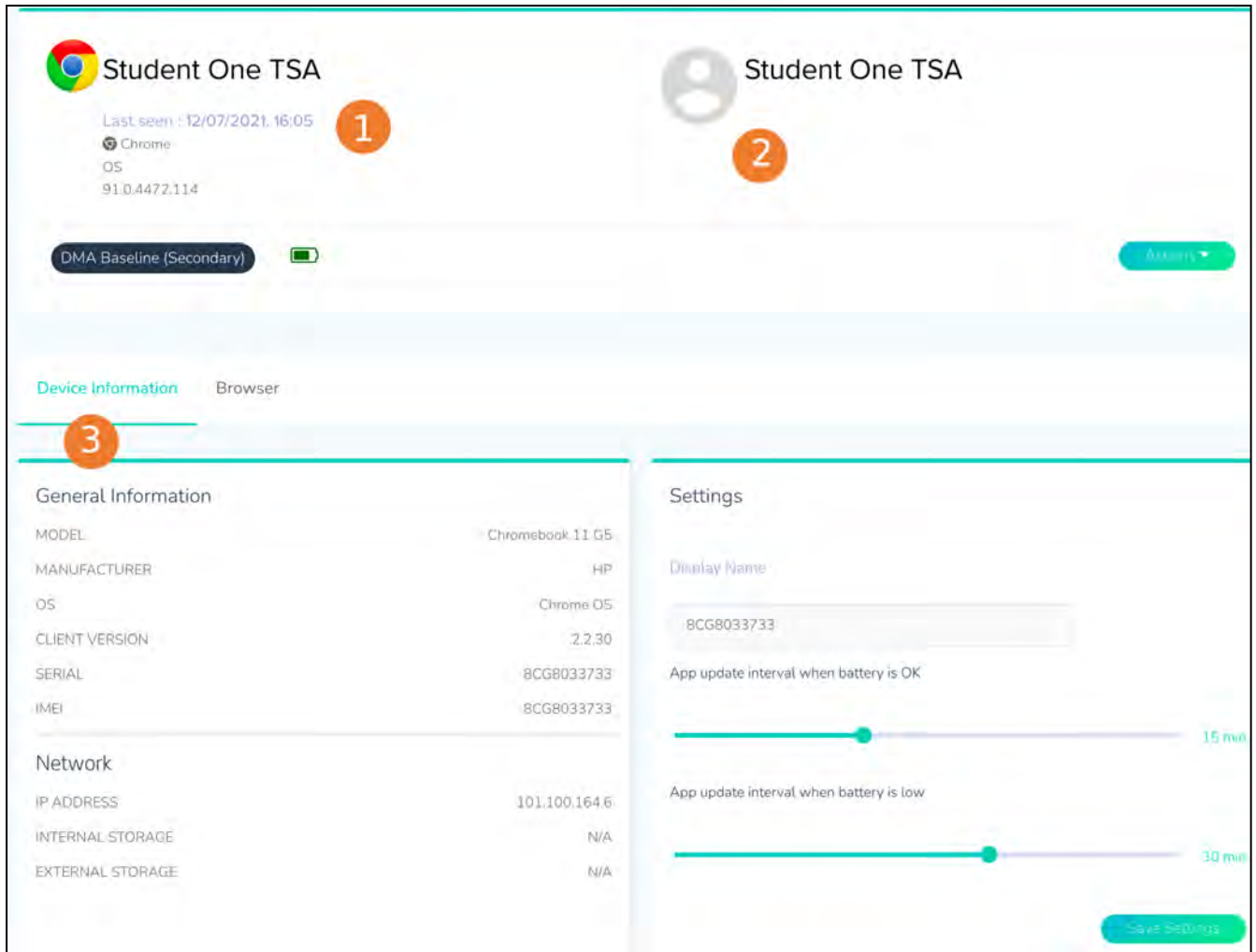


Figure 3.3.2: Device Detail page

1. This section provides more details on the device including the version of the operating system (OS) and the battery level.
2. This section shows the name of the child registered on the device.
3. There are two tabs in this row that provide more information about the device and the registered child. (See below.)
 - a. **Device information** - This tab shows more information about the device such as the make and model of the device under General Information. Under Settings, the display name of the device is displayed but not modifiable.
 - b. **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.**"

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.

Unit 3-4 - 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 lists browsing activity for the last 24 hours by default. If there is no activity, you will see an empty listing as shown below.

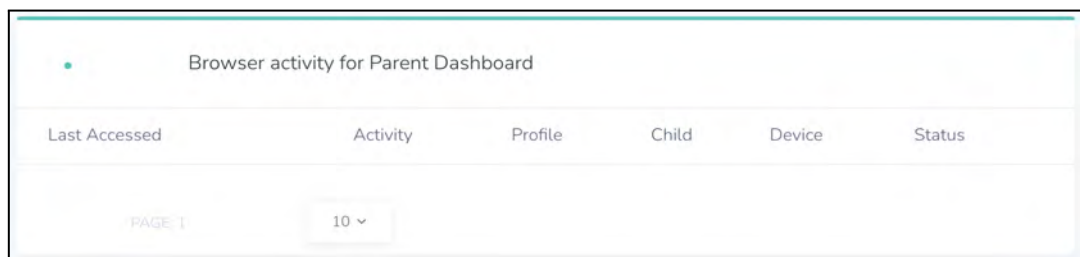


Figure 3.4.1: Empty listing page for browser activity

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

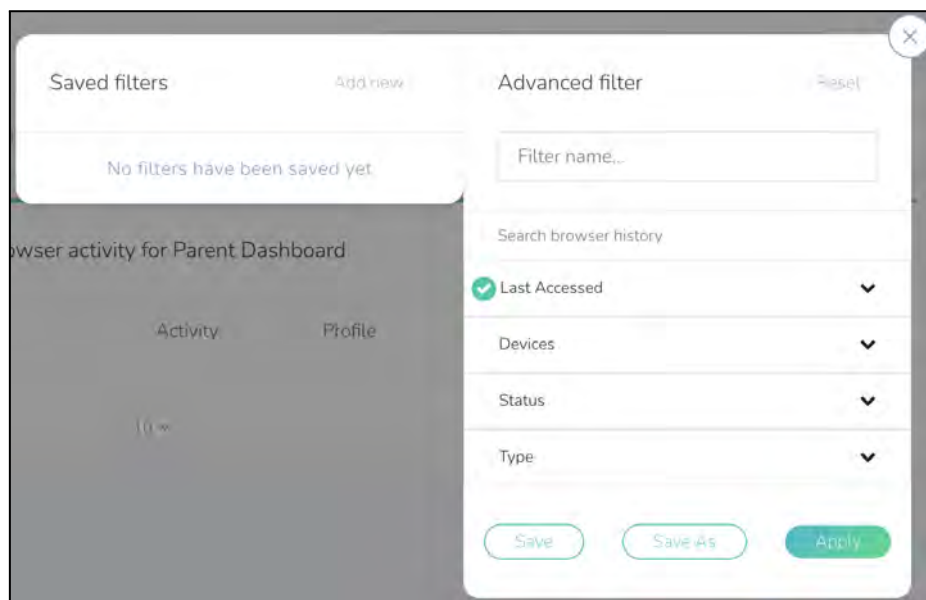


Figure 3.4.2: Dropdown menu for filter

Click on "**Last Accessed**" to reveal a list of date ranges. Select the required date range and click on "**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, which can then be downloaded.



Figure 3.4.3: Dropdown menu for format selection

Chapter 4: Option A Functions

Option A provides the following:

- Ability to modify Web content filtering
- Flexibility to change sleep hours timing

Unit 4-1 - Managing Web Content

Parents who opt for Option A have the ability to modify the content filtering protection provided by Mobile Guardian.

Note: If you do not modify any filters, the device will adopt the school's policy as though it is under the Default Option.

To modify the filter, click on the gear icon on the student card, then click on "Settings" in the dropdown menu.

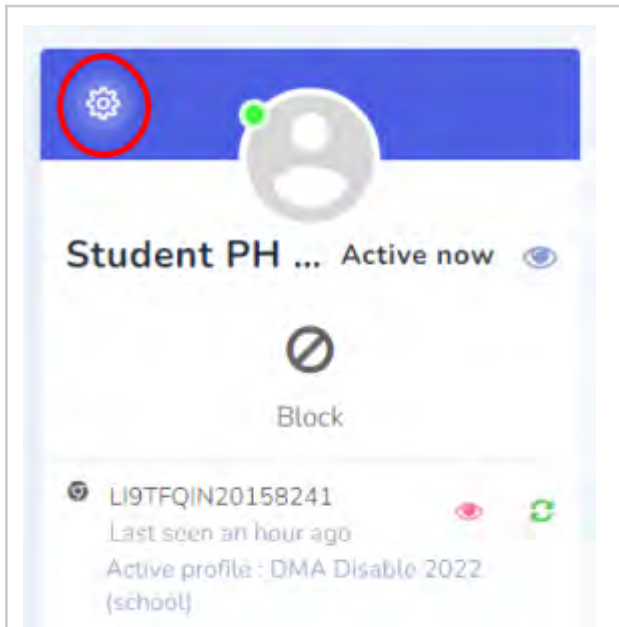


Figure 4.1.1: Gear icon on student card

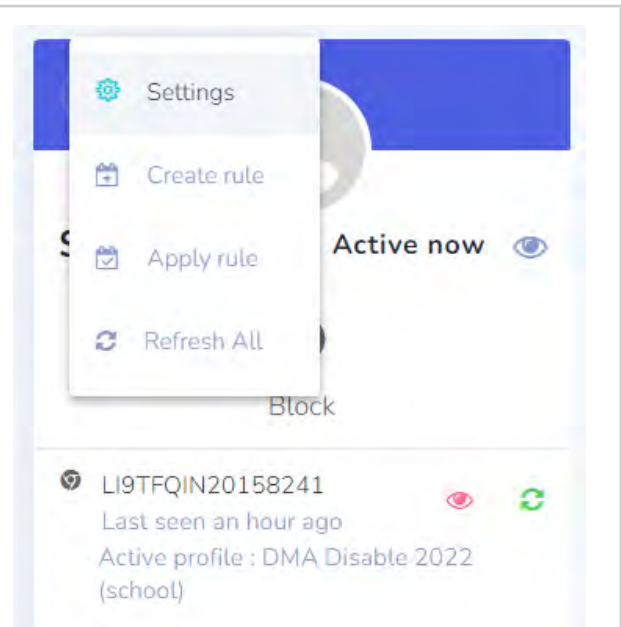


Figure 4.1.2: Dropdown menu

Then click on the "**Safe content**" panel to open the Web Filter page.

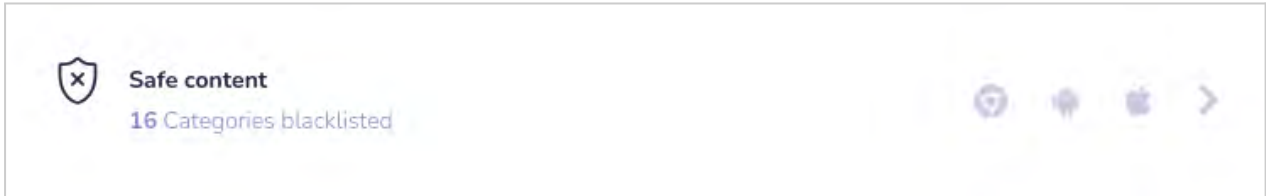


Figure 4.1.3: "Safe content" section

By default, when you visit the Web Filter page, the option is turned off, as shown below:

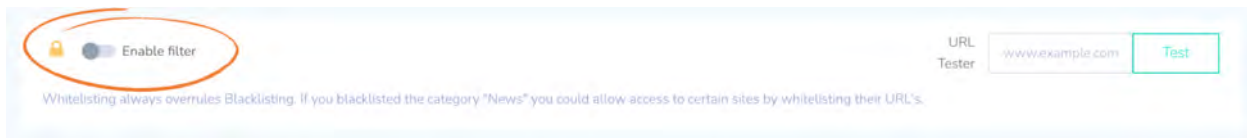


Figure 4.1.4: Web filter toggle switch.

As mentioned earlier, even if this option is not enabled, the Web filter created by the school is still in effect. This can be confirmed by using the **URL Tester**.

URL Tester

To check whether an URL is filtered, enter the URL into the **URL Tester** and click on "**Test**".



Figure 4.1.5: URL Tester

The two figures below show the results of a blocked URL and one that is not.

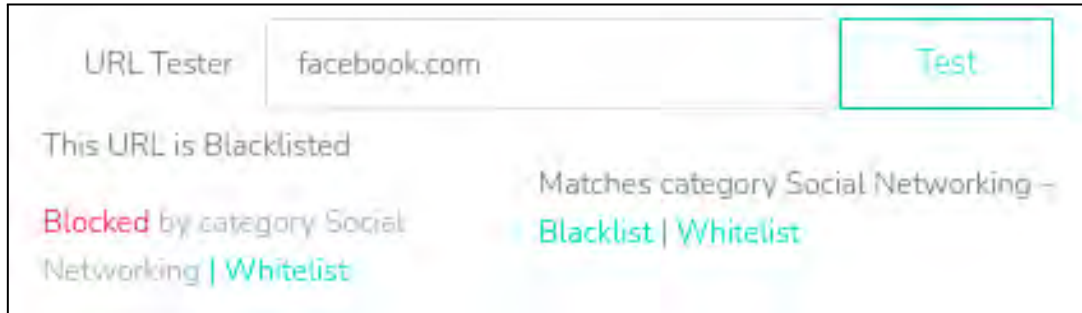


Figure 4.1.6: Example of a URL that is blocked

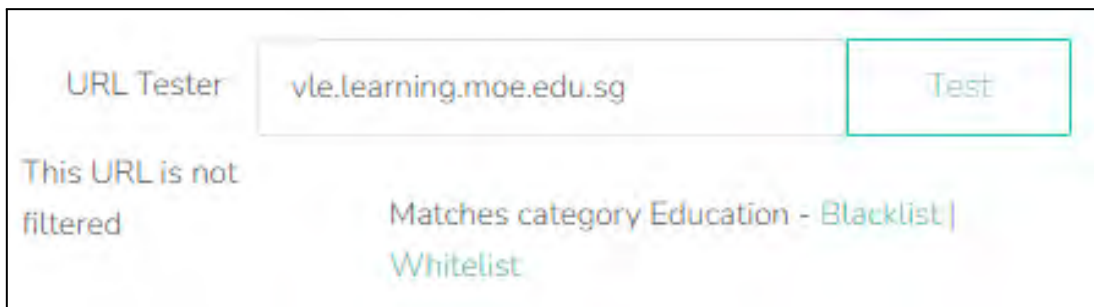


Figure 4.1.7: Example of a URL that is not blocked

Custom Web Filter

To create your own custom Web Filter, turn on the **“Enable filter”** option.



Figure 4.1.8: Turning on the Web Filter

This brings up other options in the page as shown below.

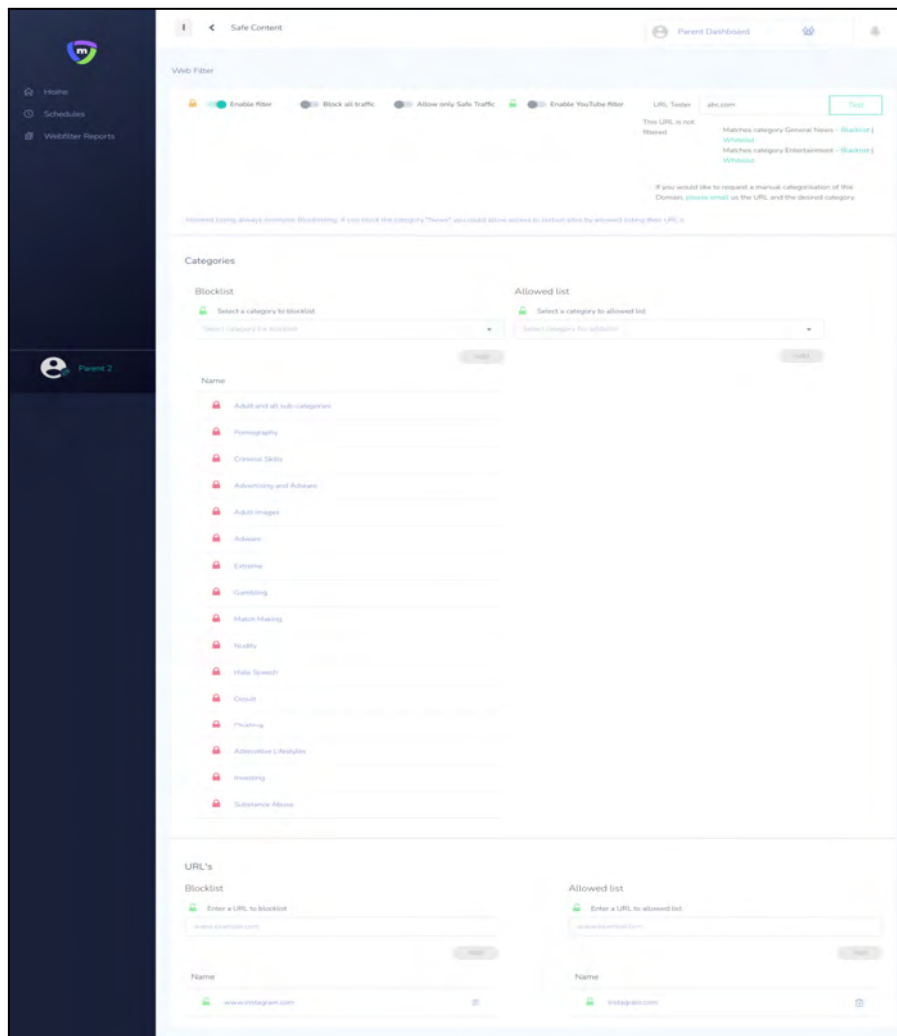


Figure 4.1.9: Options that are enabled after Web Filter is turned

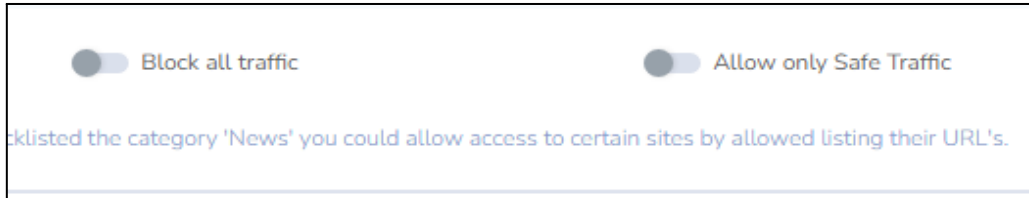


Figure 4.1.10: Options that are available after Web Filter is turned

When **Block all traffic** is turned on, the child will not be able to access any website **at all**

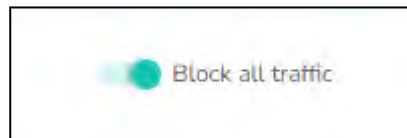


Figure 4.1.11: Block all traffic is enabled

When **Allow only Safe Traffic** is turned on, the child will only be able to access sites based on explicitly whitelisted category URLs under the categories allowed list

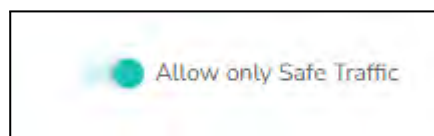


Figure 4.1.12: allow only safe Traffic is enabled

The categories section shown below provides functionality for blocking/allowing website categories.

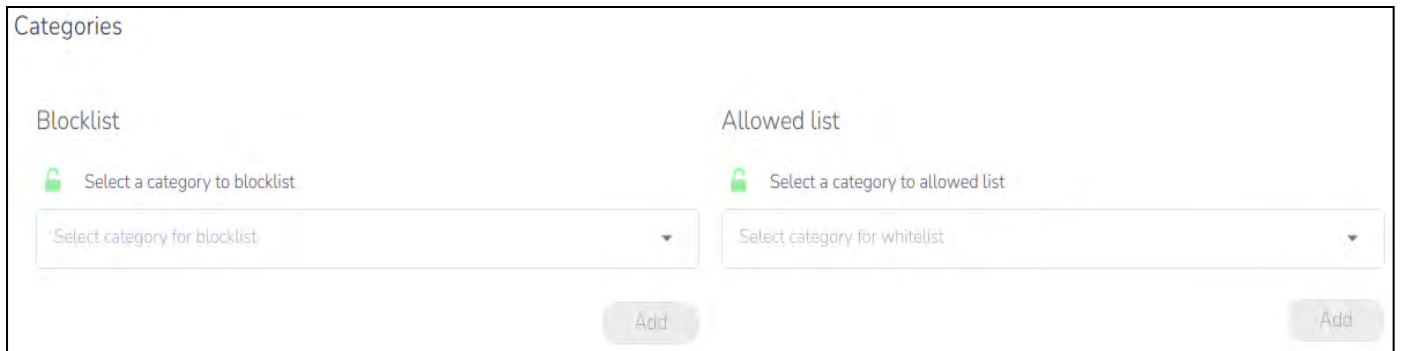


Figure 4.1.12: Web Filter Categories

Click on the dropdown arrow to reveal the list of categories for selection to add to the blacklist. Websites that fall into any of the blacklisted categories are blocked from access by the child.

There are some websites that fall under multiple categories. If one of the categories is placed in the Whitelist, the website becomes accessible. This is best explained with an example. The website expressvpn.com is categorized under both Security and Web Proxy. If the Web Proxy category is placed in the Blacklist, this website is not accessible. To make it accessible, the Security category can then be placed under the Whitelist.

Note: Blacklisting is to block browsing for a particular category while whitelisting is to allow browsing.

Note that when you turn on the Web filter, there is a list of categories already added to the blacklist. The **Red padlocks** next to the categories indicate that they are not removable.

These are from the baseline policy set forth by the Ministry of Education (MOE). They represent categories that are strictly out of bounds, and are not exempted under any circumstance.

There are other categories that have been blacklisted but not set with a red padlock. Such blacklisted categories are not propagated here.

















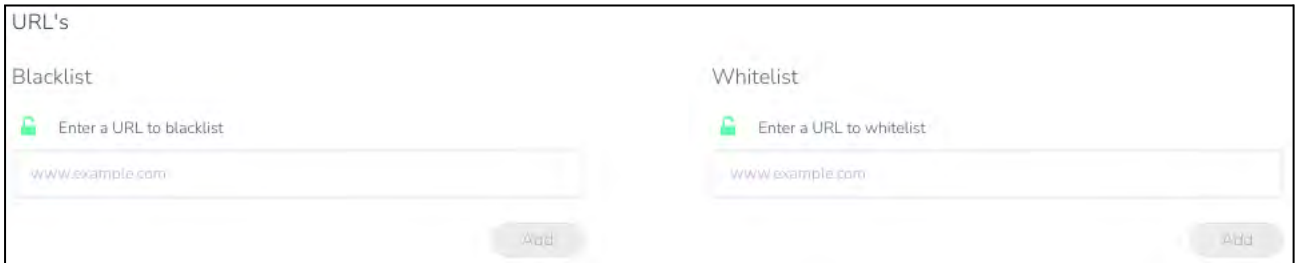
Name
 Criminal Skills
 Nudity
 Alternative Lifestyles
 Pornography
 Substance Abuse
 Gambling
 Match Making
 Adult images
 Adult and all sub-categories
 Occult
 Adware
 Phishing
 Extreme
 Hate Speech
 Investing
 Advertising and Adware

Figure 4.1.3: Preset blacklisted categories

Further down the page is the section on URLs.



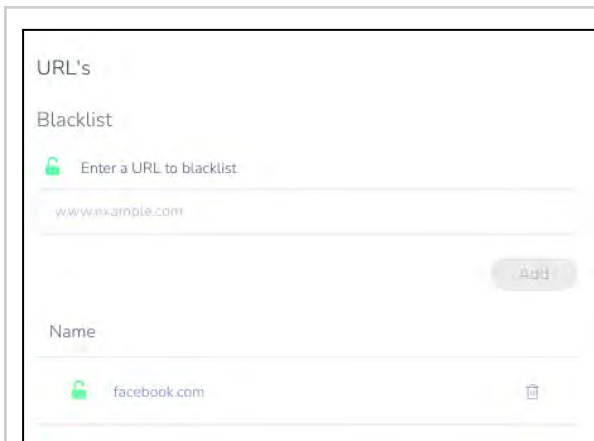
The screenshot shows two side-by-side input fields. The left field is titled 'Blacklist' and contains the text 'Enter a URL to blacklist' above a text box with 'www.example.com' and an 'Add' button. The right field is titled 'Whitelist' and contains the text 'Enter a URL to whitelist' above a text box with 'www.example.com' and an 'Add' button.

Figure 4.1.4: URL blacklist/whitelist entry fields

These fields let you enter specific URLs to blacklist/whitelist.

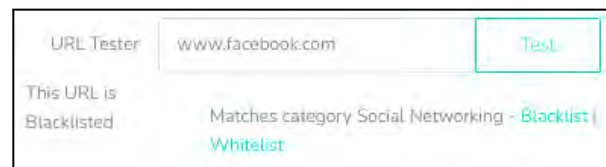
Example Scenario

To block facebook.com but allow other social networking websites to be accessible by your child, you can key in www.facebook.com and add the web address into the URL blacklist. You can confirm the action of blacklisting by using the URL Tester.



The screenshot shows the 'URL's' section with a 'Blacklist' sub-section. It features an input field with 'www.example.com' and an 'Add' button. Below this, a list shows 'facebook.com' with a lock icon and a trash icon.

Figure 4.1.5: Blacklisting facebook.com

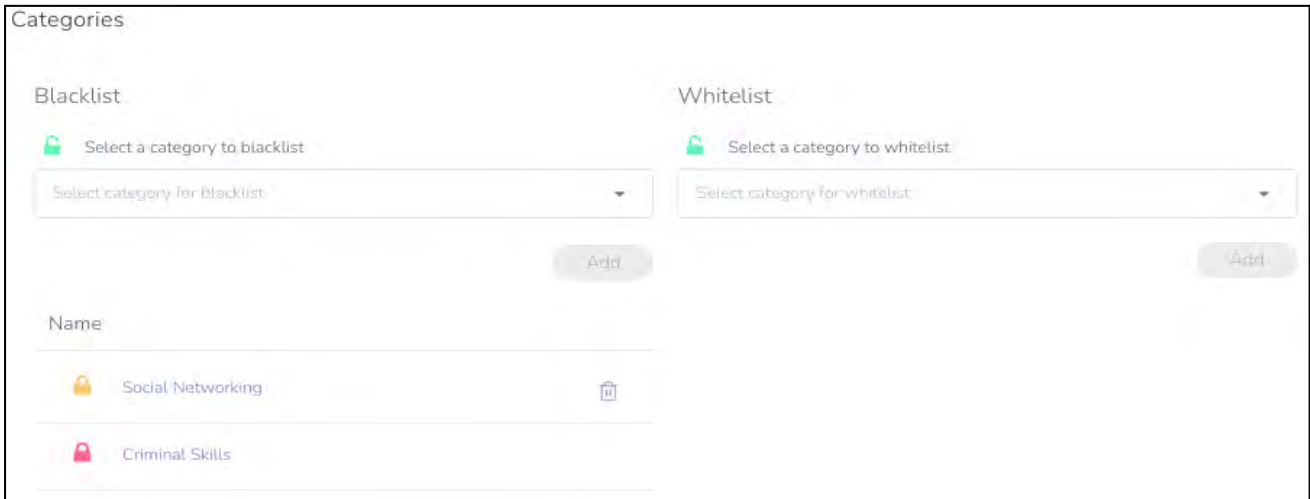


The screenshot shows the 'URL Tester' section. It has an input field with 'www.facebook.com' and a 'Test' button. Below the input, it displays 'This URL is Blacklisted' and 'Matches category Social Networking - Blacklist | Whitelist'.

Figure 4.1.6: Testing the blacklist

Should you decide to block all the social networking websites, you can simply add **"Social Networking"** to the **category blacklist** instead. Once that is done, you can remove facebook.com from the **URL blacklist**.

While "**Social Networking**" is blacklisted by **category blacklist**, you may still whitelist specific social media sites via the **URL whitelist**.



Categories

Blacklist

Select a category to blacklist

Select category for blacklist

Add

Whitelist

Select a category to whitelist

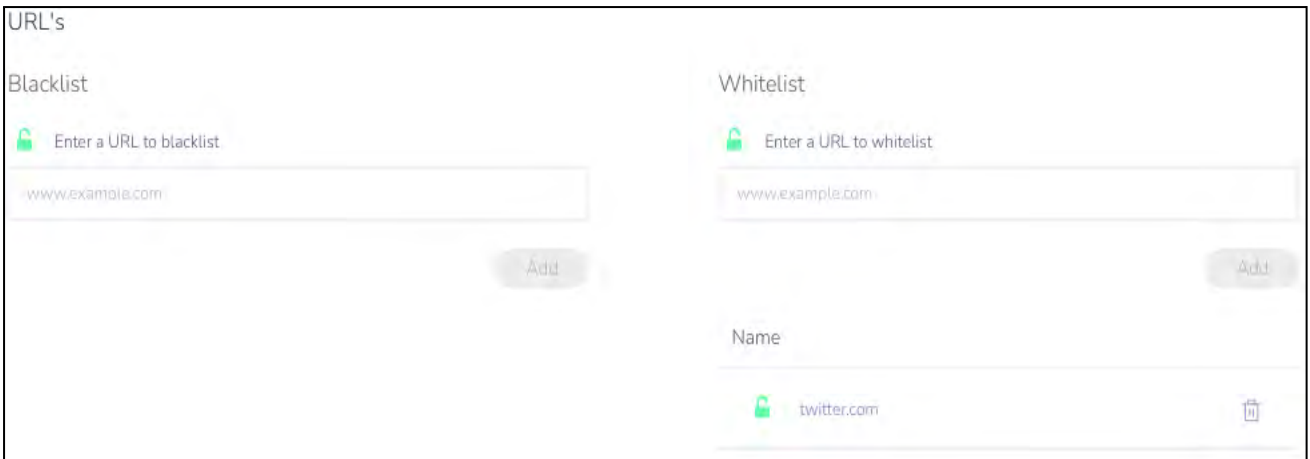
Select category for whitelist

Add

Name

- Social Networking
- Criminal Skills

Figure 4.1.7: Blacklisting of "Social Networking" category



URL's

Blacklist

Enter a URL to blacklist

www.example.com

Add

Whitelist

Enter a URL to whitelist

www.example.com

Add

Name

- twitter.com

Figure 4.1.8: Whitelisting of twitter.com

You can confirm the action of whitelisting by using the URL Tester.

Note About Baseline Profile

As described in the section "[Unit 4-1 - Managing Web Content](#)", if the custom Web filter is not turned on, the device takes on the school's policy, similar to devices under the Default Option.

If the school does not create its own after school hours profile, the default profile that is applied is the *baseline profile*. The baseline profile contains settings determined by MOE. The key thing to note about the baseline profile is that it enforces a set of categories of websites that are not accessible by students. This list of categories is indicated with red padlocks (shown in Figure 13n: Preset blacklisted categories). These categories are enforced no matter what profile the device takes on.

In addition to these categories with the red padlocks, the baseline profile also blacklists the following categories with an amber padlock:



Figure 4.1.9: Web categories blacklisted with amber padlock

Websites in these three categories are blocked from access when the baseline policy is applied. To allow access to websites in these categories, the custom filter in the parent dashboard needs to be turned on.

Take for example facebook.com - this website is blocked in the baseline profile. The personal learning device takes on the baseline profile by default after school hours. This means that the child is unable to access this website. To allow the child to access this website, you need to turn on the custom Web filter (see section "[Custom Web Filter](#)").

By turning on the custom Web filter, the baseline profile no longer applies and the three categories with the amber padlock are no longer blacklisted, and thus the child is able to access facebook.com

Note: Any of these three categories, and other categories as well, can be added to the blacklist in the parent dashboard at any time.

YouTube Filter

The YouTube filter toggle switch is only accessible if Web Filter is turned on.

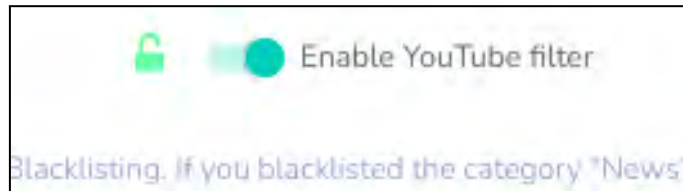


Figure 4.1.10: Turning on YouTube filter

Turning on the YouTube filter switch brings up the YouTube Filter panel at the bottom of the page.

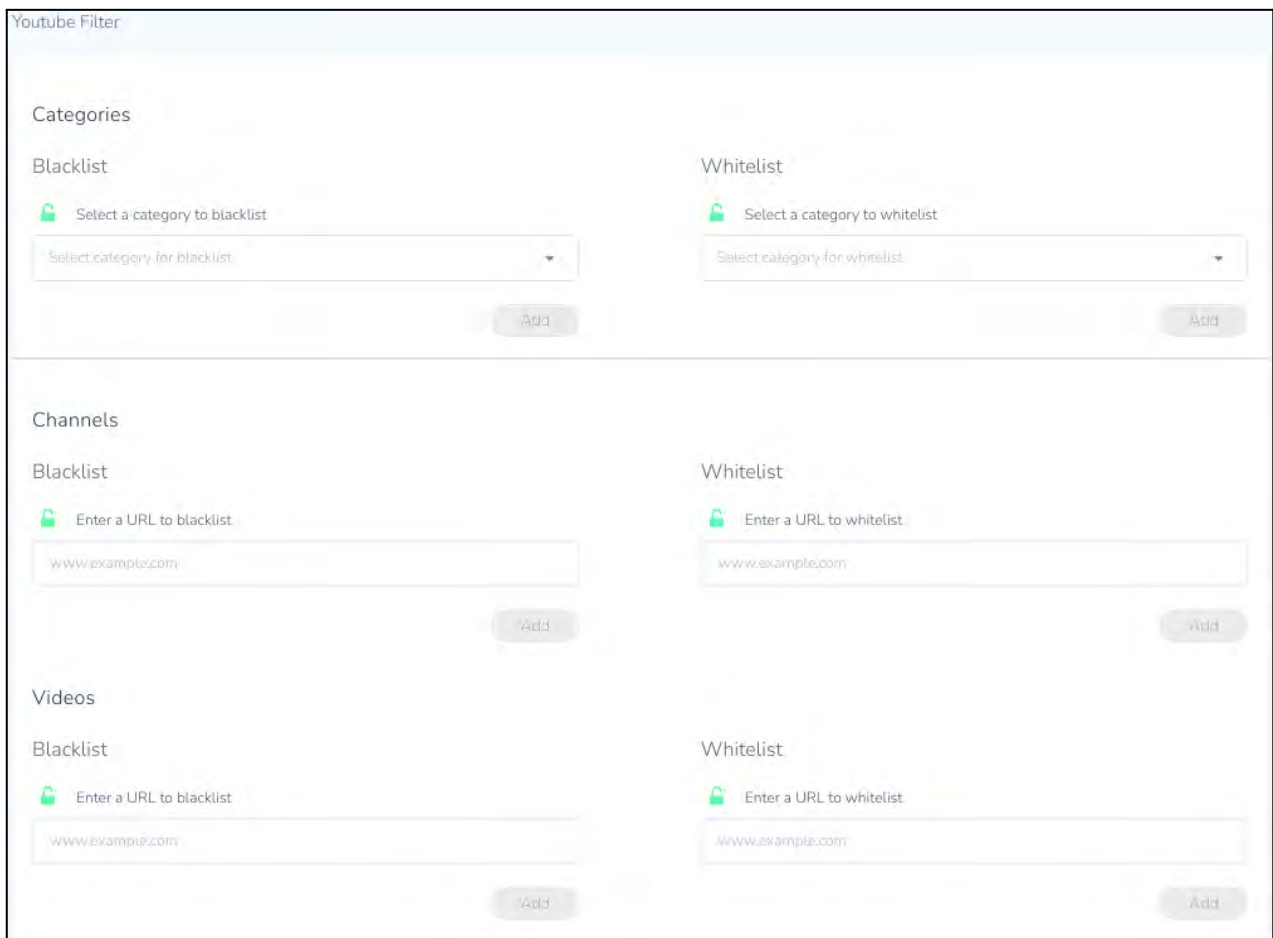
A screenshot of the "Youtube Filter" panel. The panel is divided into three sections: "Categories", "Channels", and "Videos". Each section has a "Blacklist" and a "Whitelist" column. In the "Categories" section, there are dropdown menus for selecting a category to blacklist or whitelist, each with an "Add" button below it. In the "Channels" and "Videos" sections, there are text input fields for entering a URL to blacklist or whitelist, each with an "Add" button below it. The "Add" buttons are disabled (greyed out).

Figure 4.1.11: Filter options for YouTube

There are three options for filtering YouTube - by category, by channel and by URL.

There is a dropdown menu for you to select the categories to filter the YouTube videos by category.

To filter YouTube channels, you can specify URLs that begin with "**https://www.youtube.com/channel/**"

To filter specific YouTube videos, you can specify URLs that begin with "**https://www.youtube.com/watch?v=**"

Removing Custom Web Filter



Figure 4.1.12: Disabling web filter

Any custom Web filter that was added can be easily removed by turning the Web filter toggle switch off. This is a quick and easy way to revert to the school's baseline policy without having to undo each and every setting.

When you turn the Web filter back on, your settings will be restored.

Unit 4-2 - Blocking your child's device

You can block your child's device by using the block button in the card layout .

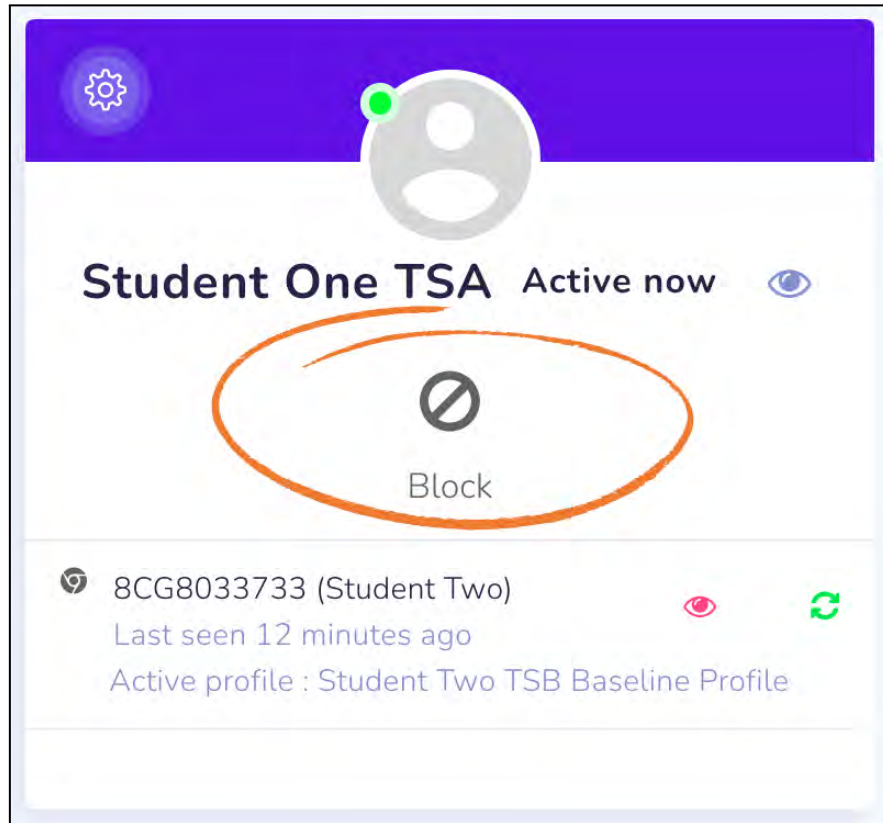


Figure 4.2.1: Block option on the card layout

Clicking on the button brings up a dialogue box:

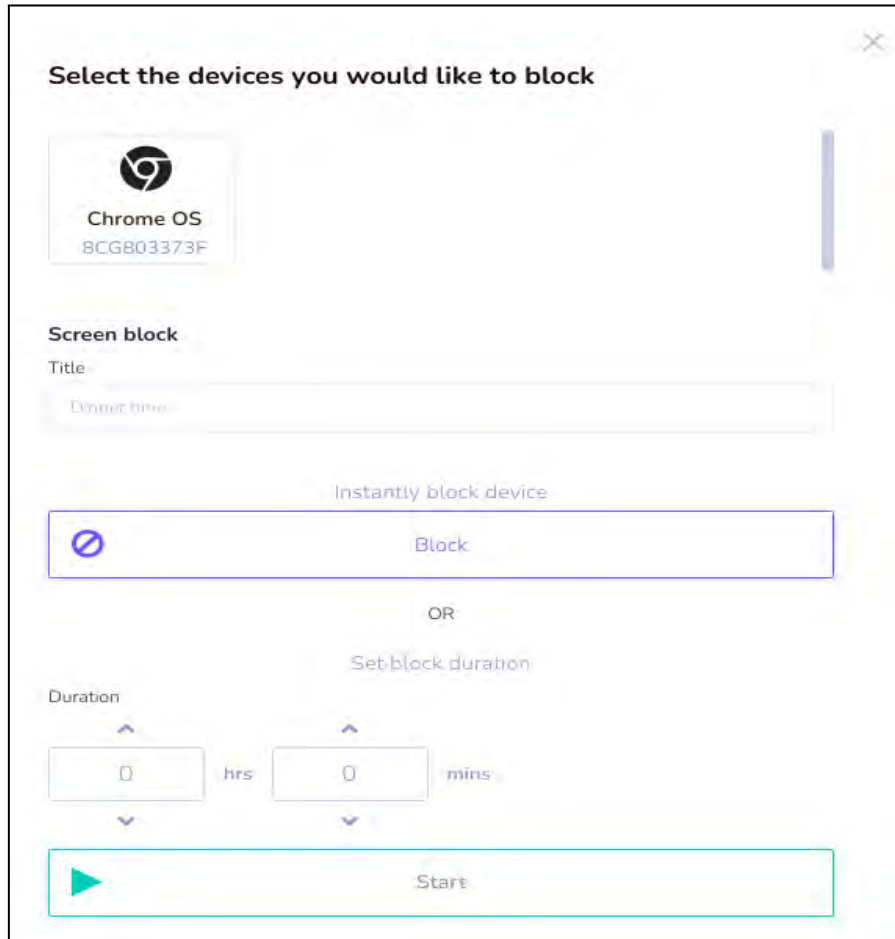


Figure 4.2.2: Dialogue box for blocking of device

Select the device that you wish to block (for the DMA programme, there will only be one device per child), then enter a title for the block screen.

You can choose to block the device instantly by selecting the **Block** option. Note that this option **does not have an expiry or time limit**. This means that if you wish to unblock the device, it has to be done by you from the dashboard as well.

Alternatively, you can choose a duration for which the device will be blocked, and then click on **Start**. The device will be blocked after you click start and will remain so for the duration that has been set.

Blocked Screens on Chromebooks & iPads

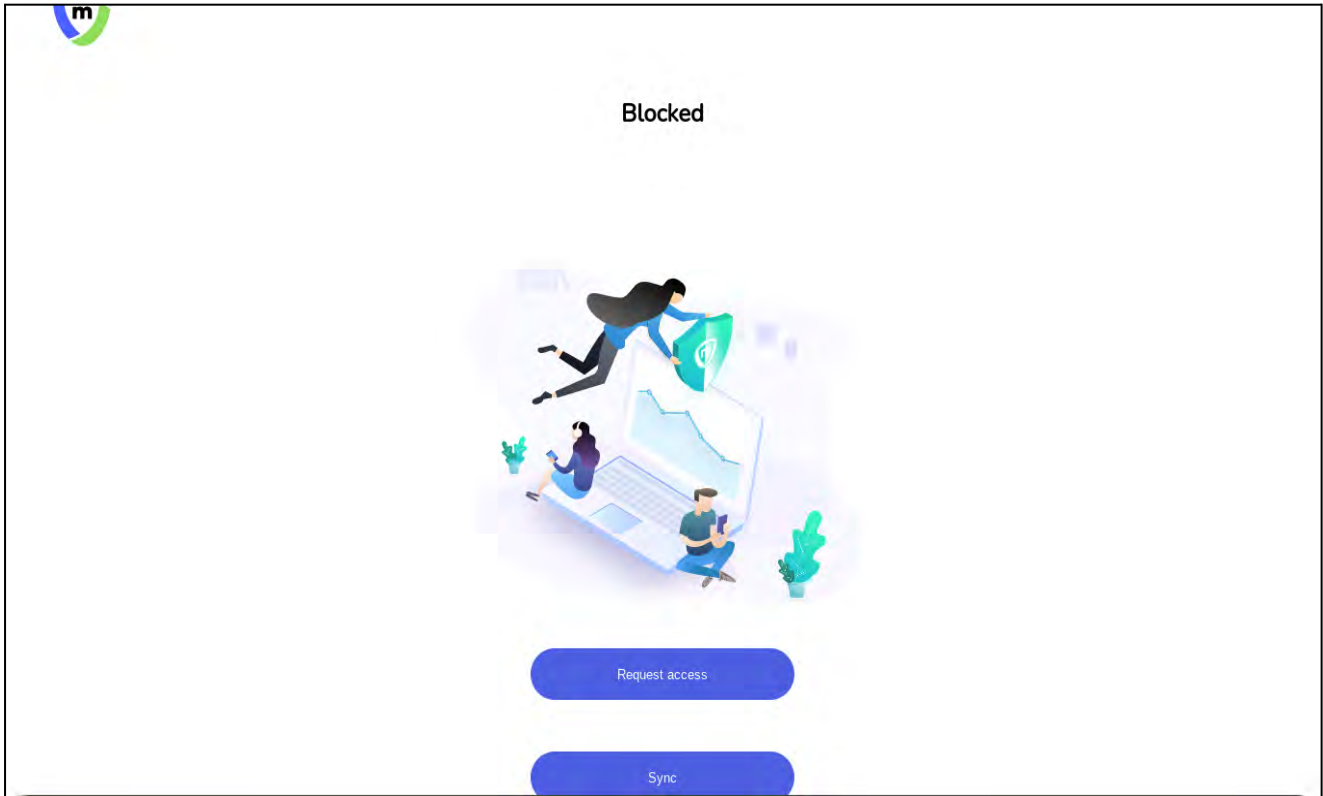


Figure 4.2.3: The Blocked screen shown on a device

The block screens for the devices may have additional information (such as the message entered in the dialogue box). The request access and sync button are also shown..

Unit 4-3 - 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, at their discretion, can decide on whether to create a **Sleep Hours** profile at all, and, if so, at what time it should be enforced.

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.

You have the choice of setting sleep hours for your child that is different from the school's profile. To do so, you first create a schedule, described in the next section..

Unit 4-4 - Rules

Rules are like presets that can be reused over and over again. A rule can contain:

- Web Filter
- YouTube Filter
- Device Restrictions

Note: Please ensure that the timezone is Singapore (GMT+8)

Step 1 - Creating a Schedule

First, go to Schedules on the menu dashboard and click on the "Add New +" button.

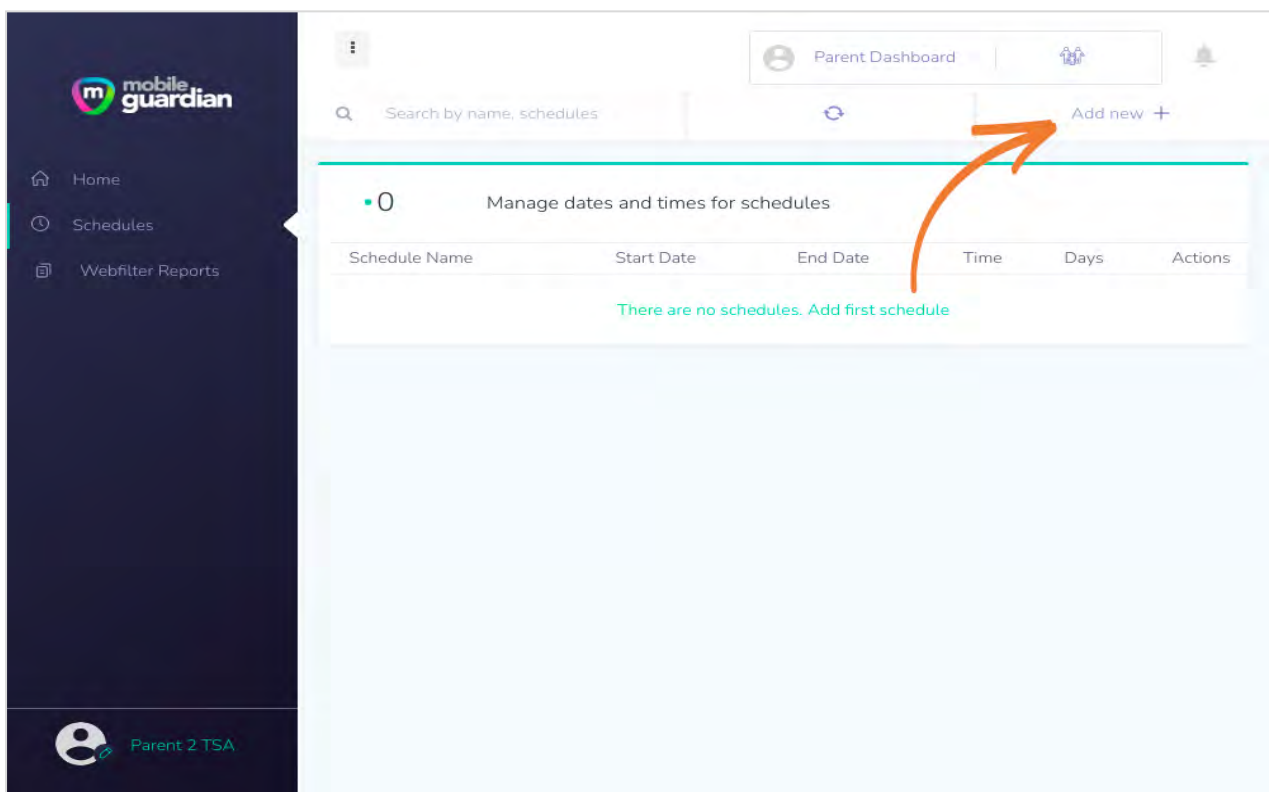
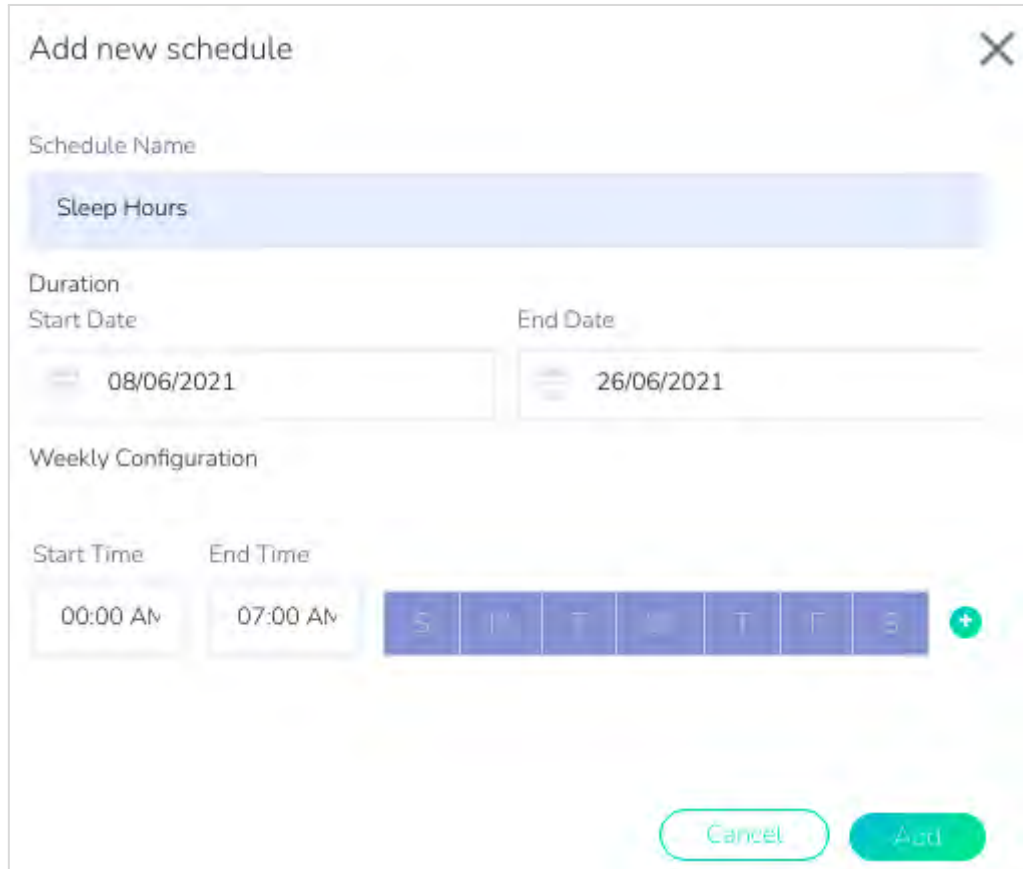


Figure 4.4.1: Creation of a new schedule



The screenshot shows a modal window titled "Add new schedule" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Schedule Name:** A text input field containing "Sleep Hours".
- Duration:** Two date pickers. The "Start Date" is set to "08/06/2021" and the "End Date" is set to "26/06/2021".
- Weekly Configuration:** Two time pickers for "Start Time" (00:00 AM) and "End Time" (07:00 AM). To the right is a row of seven day selection buttons labeled S, M, T, W, T, F, S. The "S" button is highlighted in blue. A green plus sign (+) is located to the right of the day selection row.
- Buttons:** "Cancel" and "Add" buttons are located at the bottom right of the form.

Figure 4.4.2: Entry fields for creating a schedule

You will need to specify the following:

- Schedule Name
- Start Date and End Date for the duration
- Start Time and End Time to be applied for the day
- The days for which the schedule is to be applied

After creating the schedule, proceed to create the *rule*.

Step 2 - Creating a Rule

Click on the gear icon in the card layout (see [Figure 3.2.1: Gear icon on student card](#) for the location) and then select "Create rule".

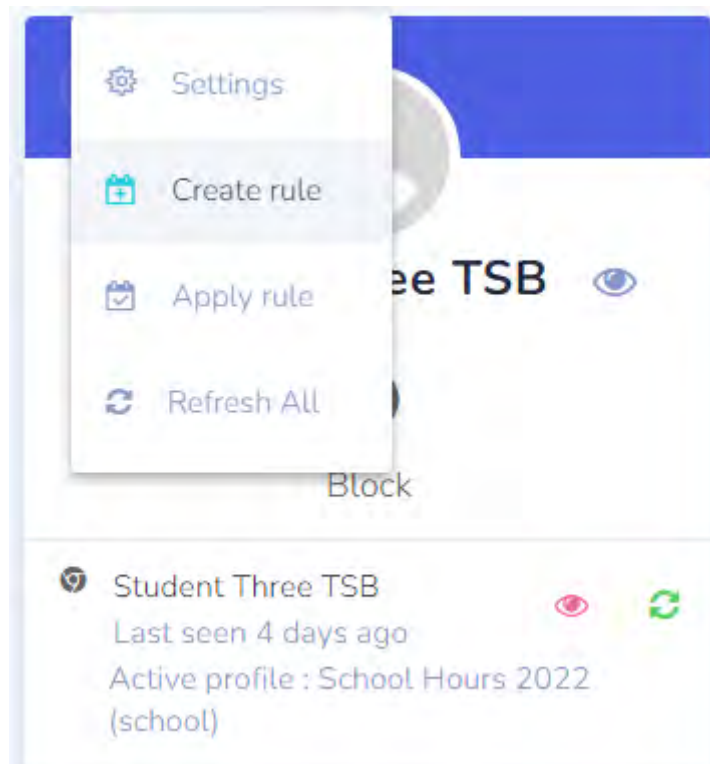


Figure 4.4.3: Dropdown menu to create a rule for custom sleep hours

1. Give the rule a name that you can easily identify.
2. The name of your child will be displayed here. You **must** click on the name to select it before the "Create" button at the bottom becomes enabled.
3. This message will appear on the block screen.
4. Select "**When activated at a specific time**" to set your custom sleep hours.
5. Click on the arrow next to Anytime - this will bring up a dropdown menu showing the available schedule.
6. Click "**Create**" when done.

Set up your rules below

Give your rule an easily recognizable name

1 → Sleep Time

Who should this rule apply to?

2 → Student Two

Apply device block to limit screen time

Block screen message

3 → Bedtime

Where and when should this rule be applied?

When activated manually

4 → When activated at a specific time

When should this rule be applied?

5 → Anytime ▾

Add New Schedule +

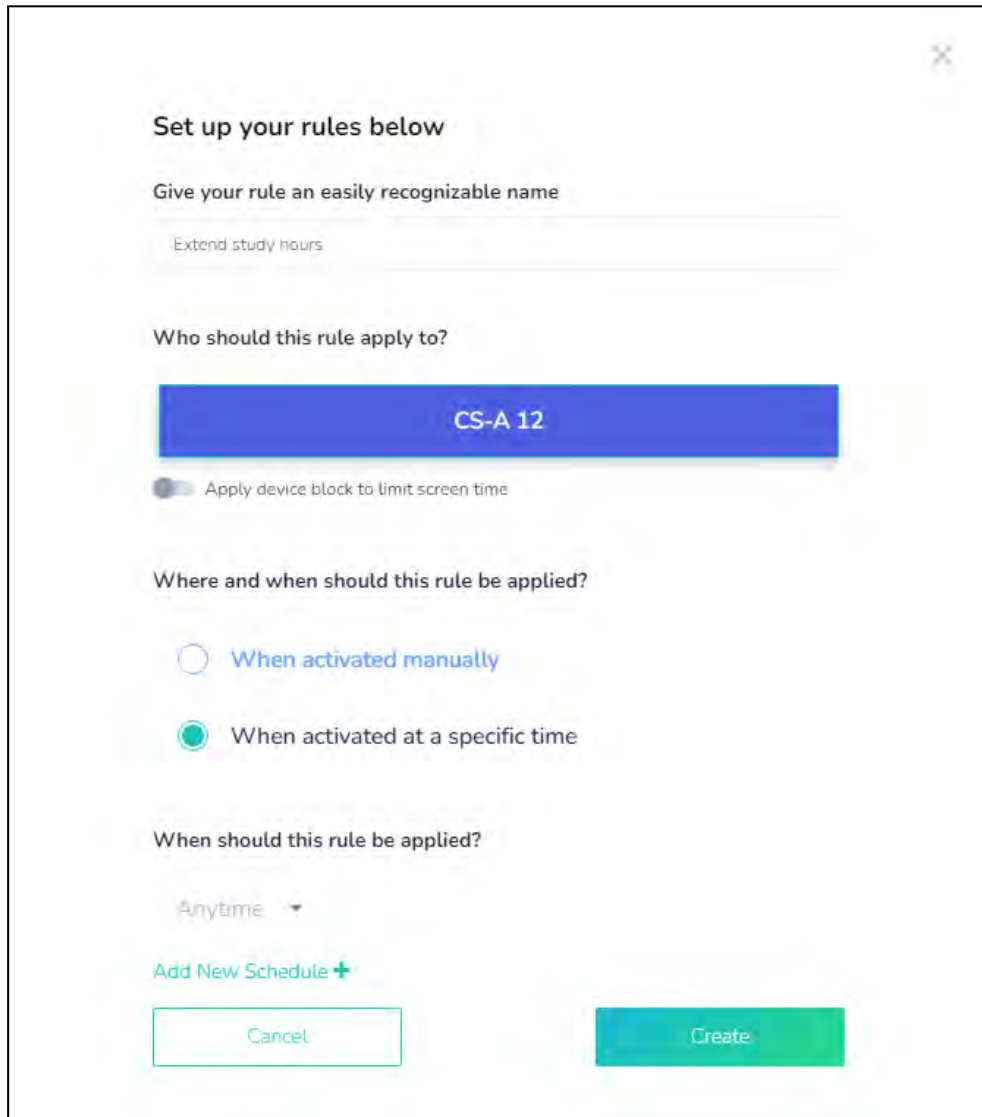
Cancel Create

Figure 4.4.4: Dialogue box for creating a rule

Step 2.1 Overwrite School Sleep Hours

To extend the device usage for your child past sleep hours' timing, you will need to create a rule and schedule and apply it to the device in order to overwrite the school default sleep hours.

Set up the rule as shown below:



Set up your rules below

Give your rule an easily recognizable name

Extend study hours

Who should this rule apply to?

CS-A 12

Apply device block to limit screen time

Where and when should this rule be applied?

When activated manually

When activated at a specific time

When should this rule be applied?

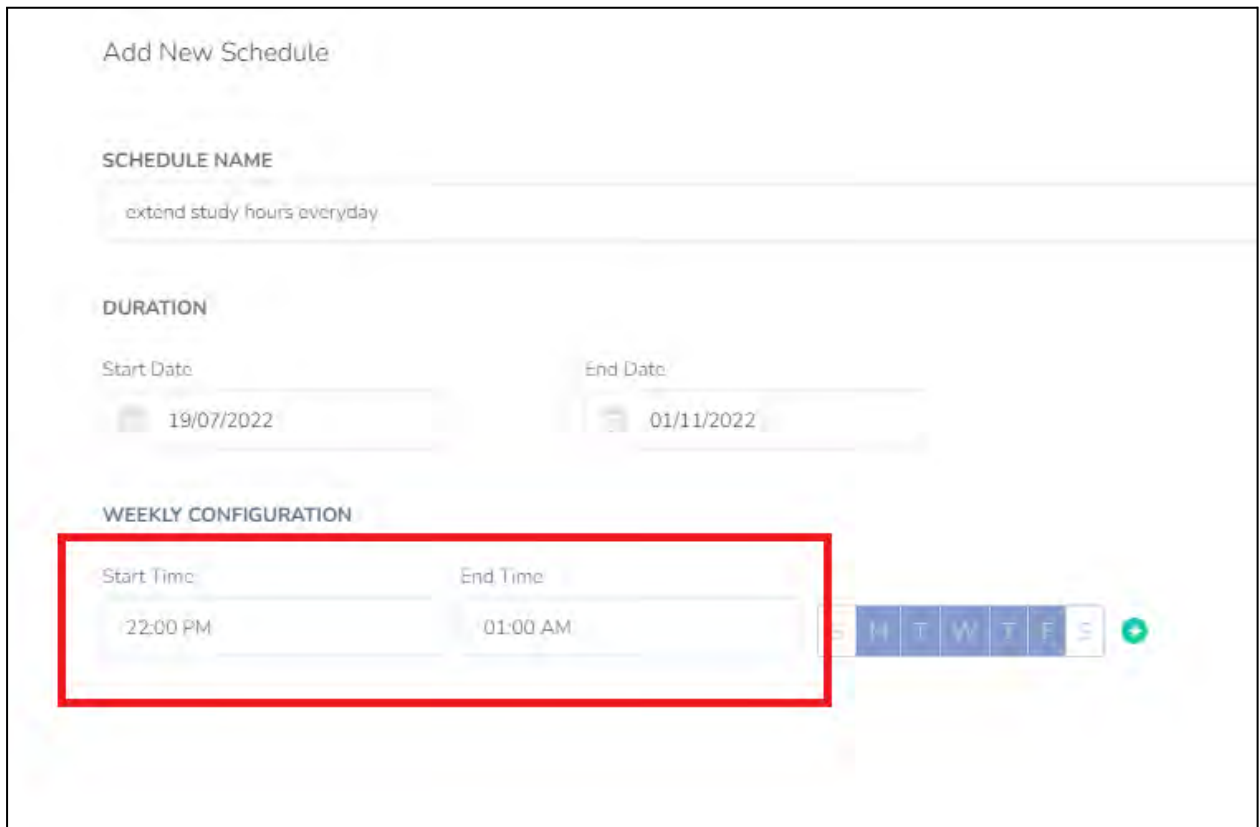
Anytime

Add New Schedule +

Cancel Create

Figure 4.4.5: Rules Set Up

If the school sleep hours are from 11:00 pm to 6:00 am, and you would like to extend from 11:00 pm to 1:00 am, you will need to set the start time to be at least an hour earlier (**for example 10:00 pm**). This will override the school default sleep hours and allow the child to use the device until 1:00 am.



Add New Schedule

SCHEDULE NAME
extend study hours everyday

DURATION
Start Date: 19/07/2022
End Date: 01/11/2022

WEEKLY CONFIGURATION

Start Time: 22:00 PM
End Time: 01:00 AM

S M T W T F S

Figure 4.4.6: Add New Schedule

Click on **Create** after the schedule is added to activate the rule.

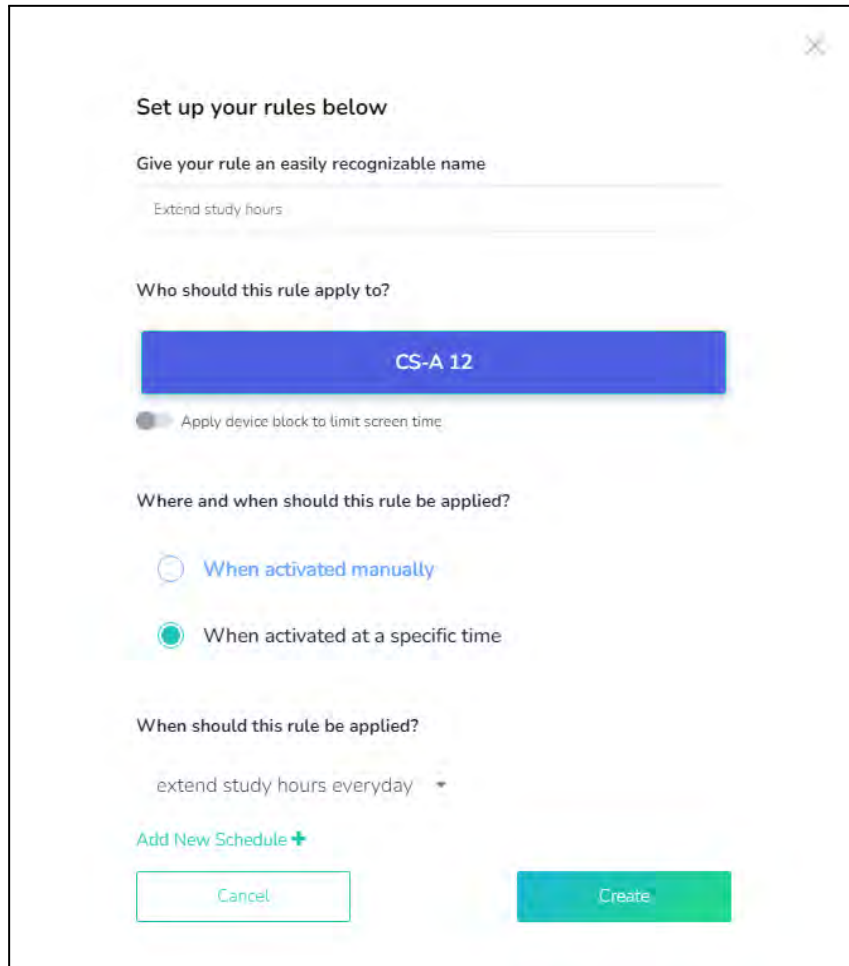


Figure 4.4.7: Create New Schedule

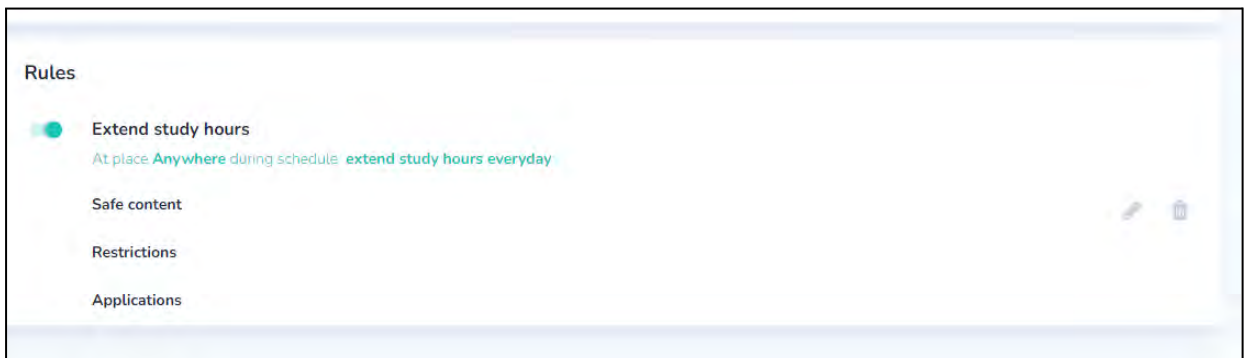


Figure 4.4.8: New Schedule Added

Things to note when setting sleep hours for your child/ward

1. This will override the sleep hours timing imposed by the school (if any).
2. If the sleep hours are set past the school's starting time, your child/ward's device will still switch to school hours.

Example:

Sleep hours timing set by you: 10.00pm - 9.00am

School hours: 8.00am - 3.00pm

Device will still **switch back to school hours at 8am.**

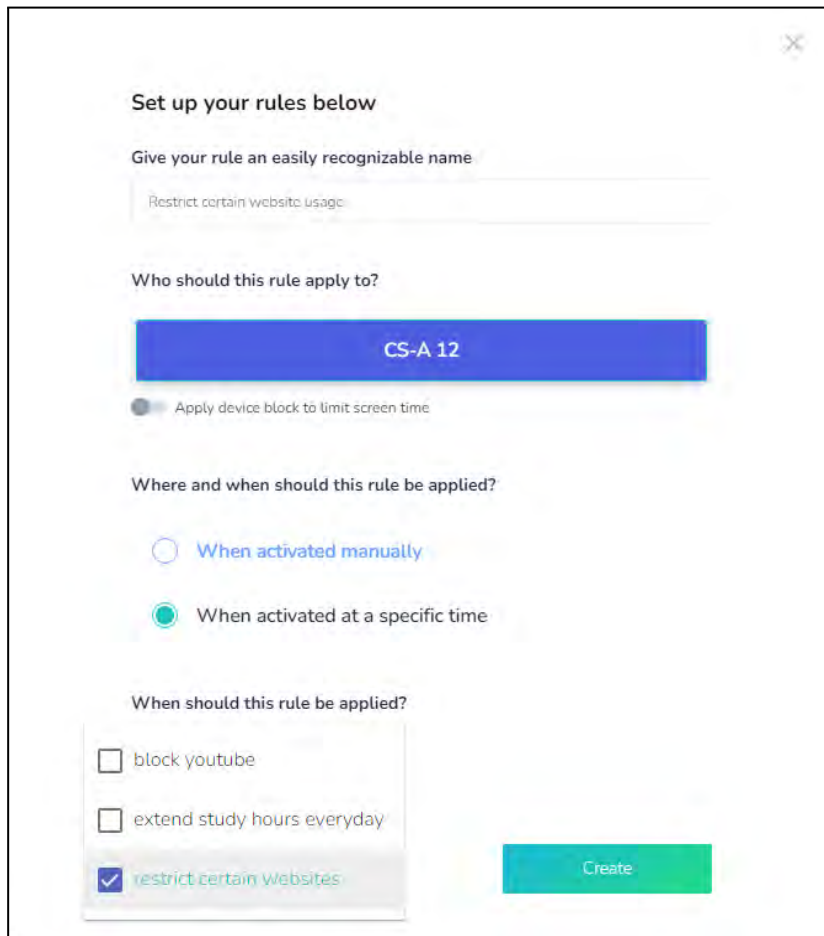
Step 3 - Make the necessary settings

- Web Filter (refer to [Custom Web Filter](#))
- YouTube Filter (refer to [YouTube Filter](#))

Step 2.2 Setting Up Web Filter Rules

To restrict your child's access to certain websites, you can create rules and schedules and apply them to the device at a specific time.

Set up a rule as shown below



Set up your rules below

Give your rule an easily recognizable name

Restrict certain website usage

Who should this rule apply to?

CS-A 12

Apply device block to limit screen time

Where and when should this rule be applied?

When activated manually

When activated at a specific time

When should this rule be applied?

block youtube

extend study hours everyday

restrict certain Websites

Create

Figure 4.4.9: Rules Setup - Restrict Certain Websites

Once the **rule** is created, click on the pen highlighted in red below to access the rules setting



Figure 4.4.10: Editing Restrict Certain Website Usage

Click on **safe content** to view or add sites to the URL blacklist or allowed sites

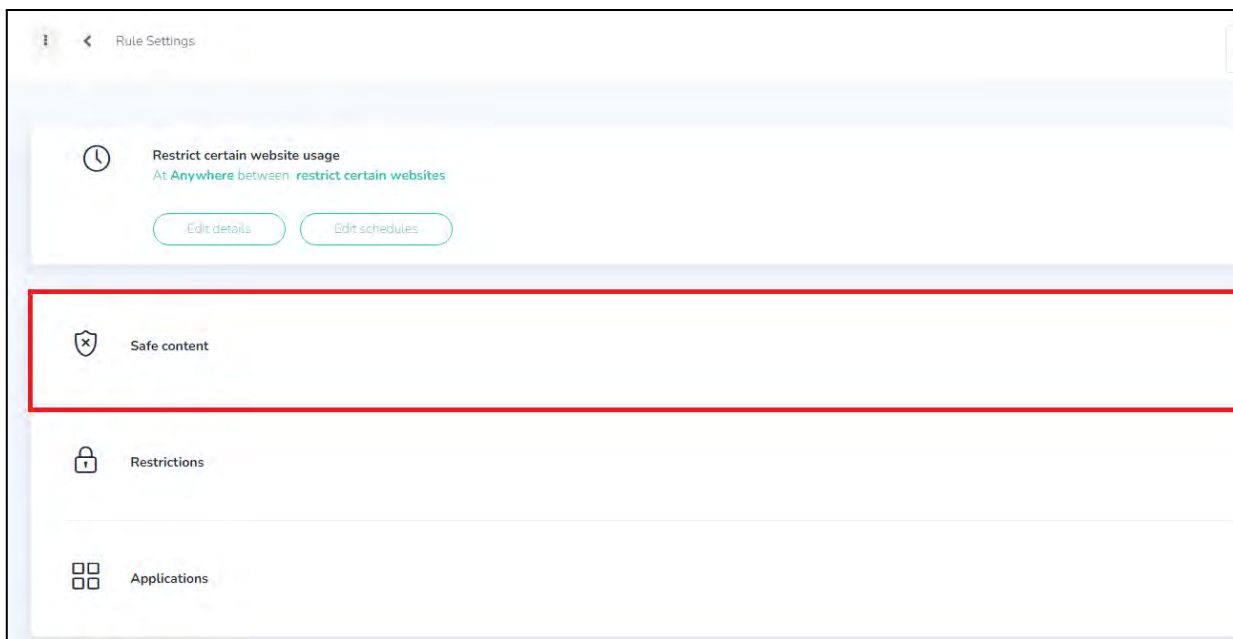


Figure 4.4.11: Restrict Certain Website Usage - Safe Content

Turn on **Enable filter**.

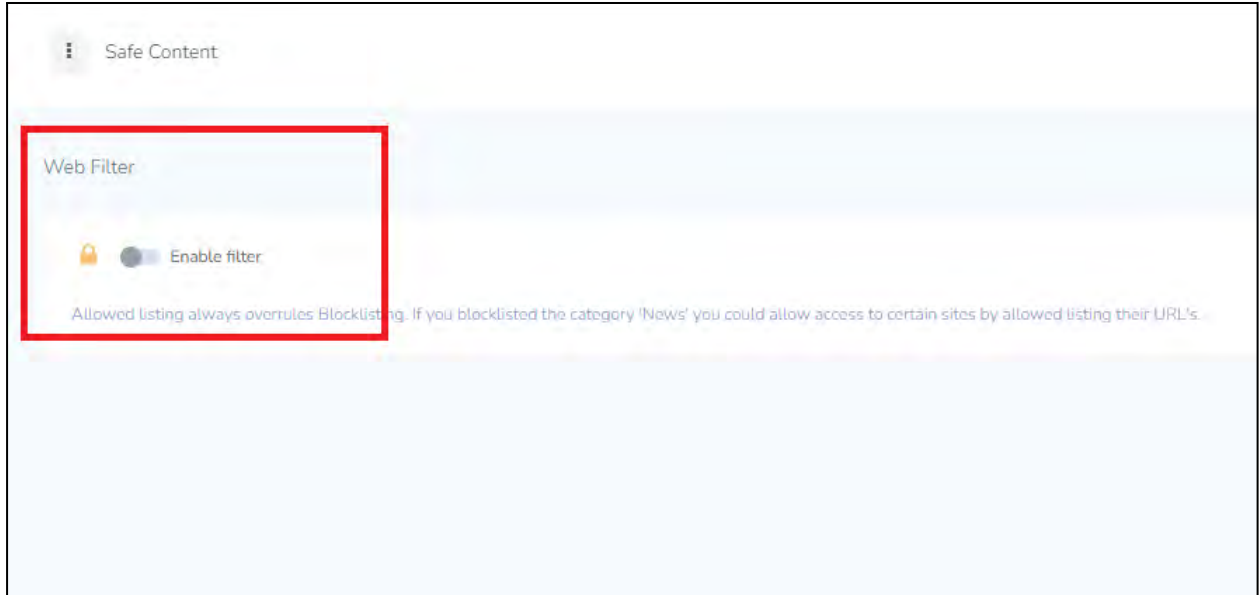


Figure 4.4.12: Safe Content - Enable Filter

You can turn on **either block all traffic** or **allow only safe traffic** for further restrictions on web browsing.

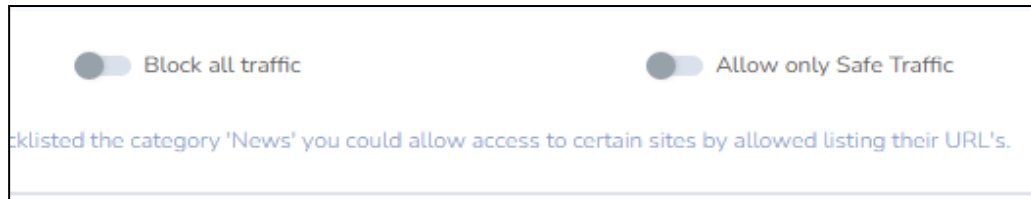


Figure 4.4.13: Restrict Certain Website Usage - Safe Content

There are four **pre-configured categories**, most restricted sites are already included within these categories.

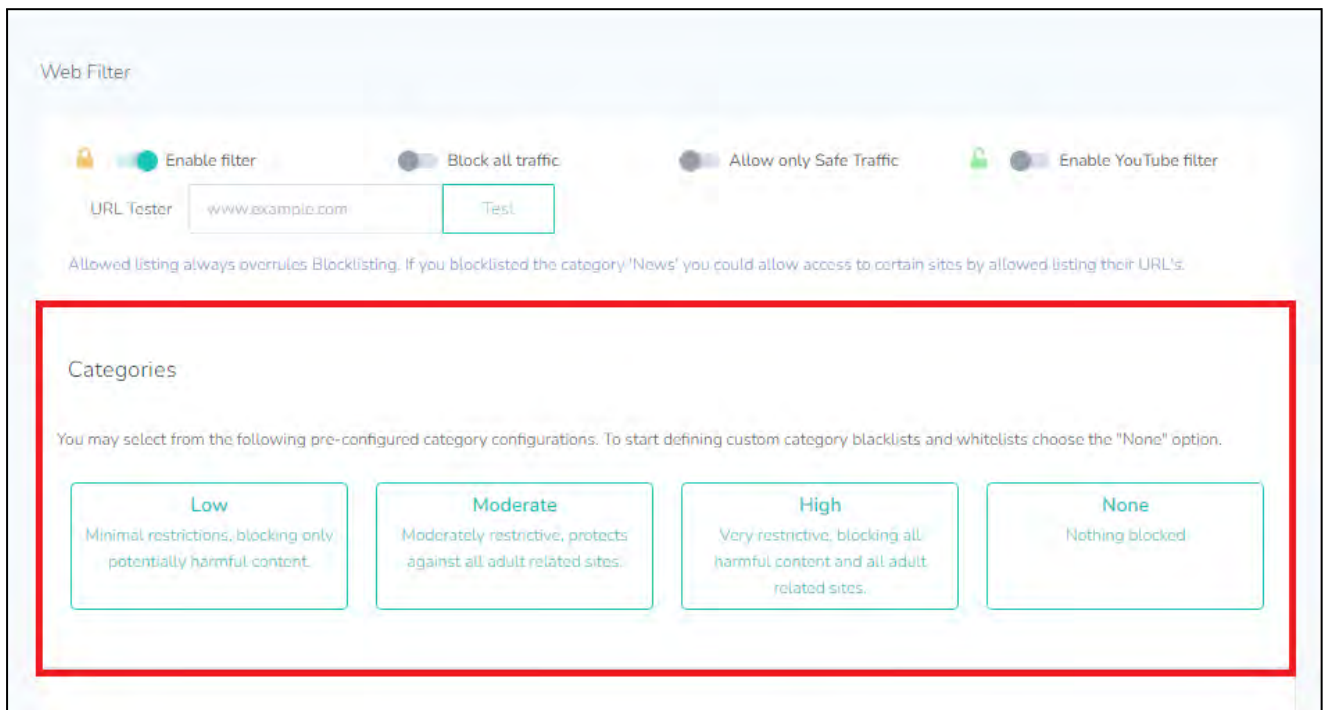


Figure 4.4.14: Web Filter - Categories

Example: If you had selected the **High** category, 31 categories of websites will be blocked, including: gambling, adult images, web chat, games, etc.. This will be sufficient in blocking most sites with harmful content.

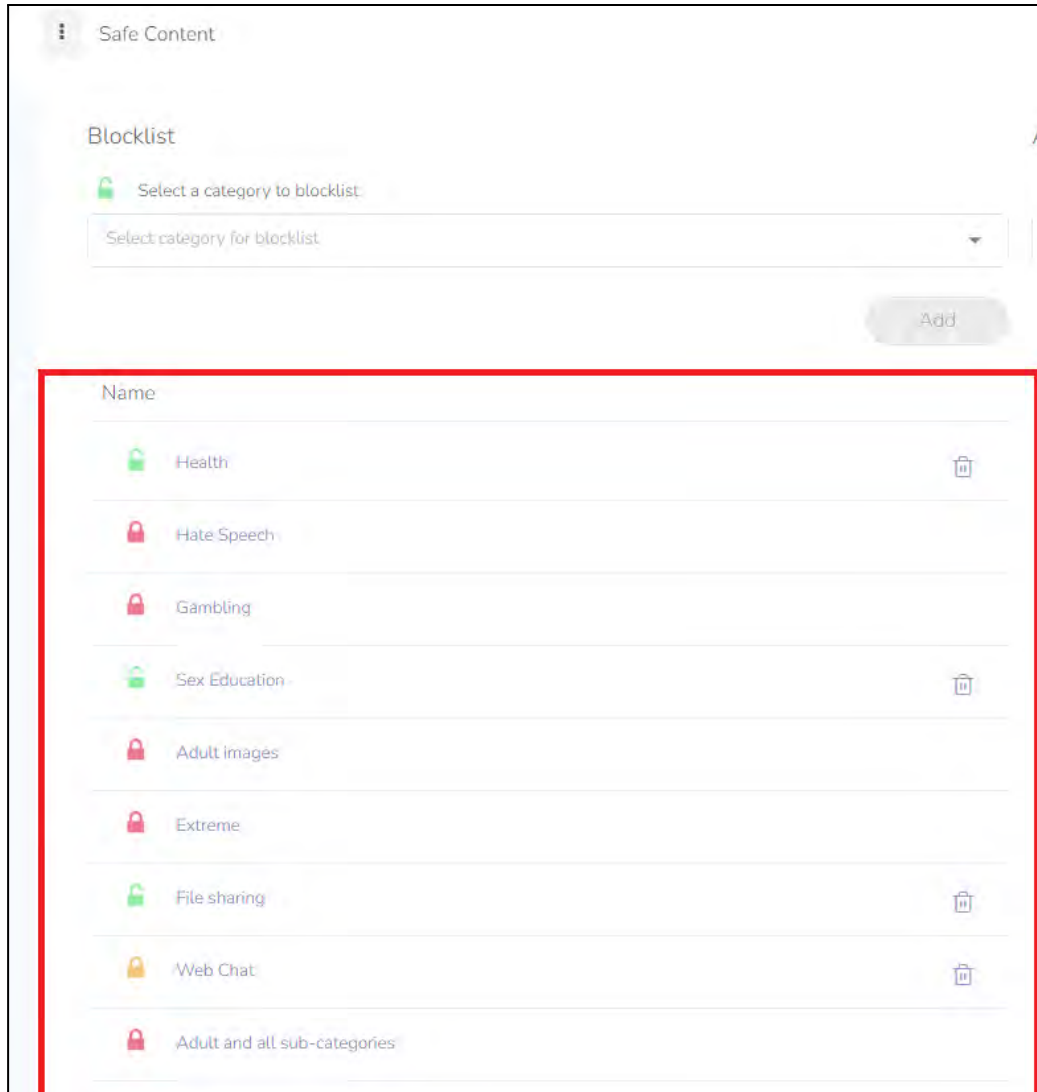


Figure 4.4.15: Safe Content - Add Category to Blocklist

Websites may be added to the **URL blacklist**.



URL's

Blocklist

Enter a URL to blacklist.

www.example.com

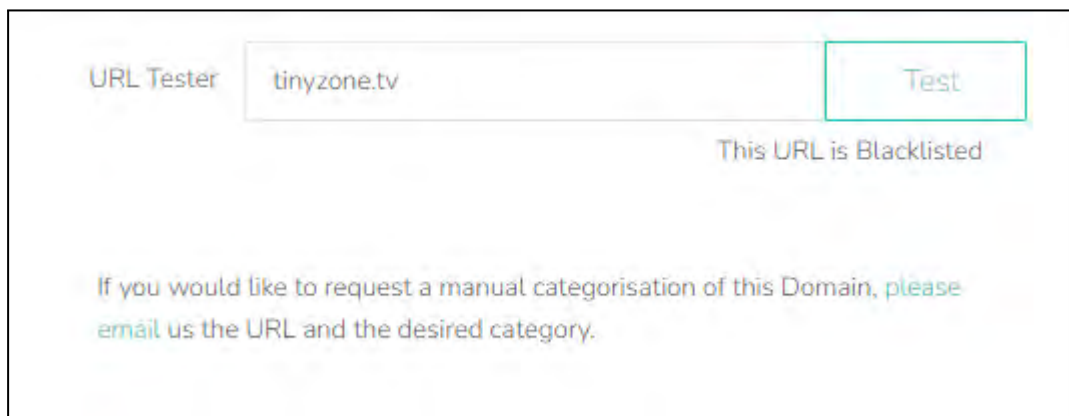
Add

Name

tinyzone.tv

Figure 4.4.16: Safe Content - Add URL to Blocklist

Use the **URL Tester** to verify if a particular URL is blocked.



URL Tester

tinyzone.tv

Test

This URL is Blacklisted

If you would like to request a manual categorisation of this Domain, please email us the URL and the desired category.

Figure 4.4.17: URL Tester - This URL is Blacklisted

To grant access to specific websites, add them to the **Allowed list**.

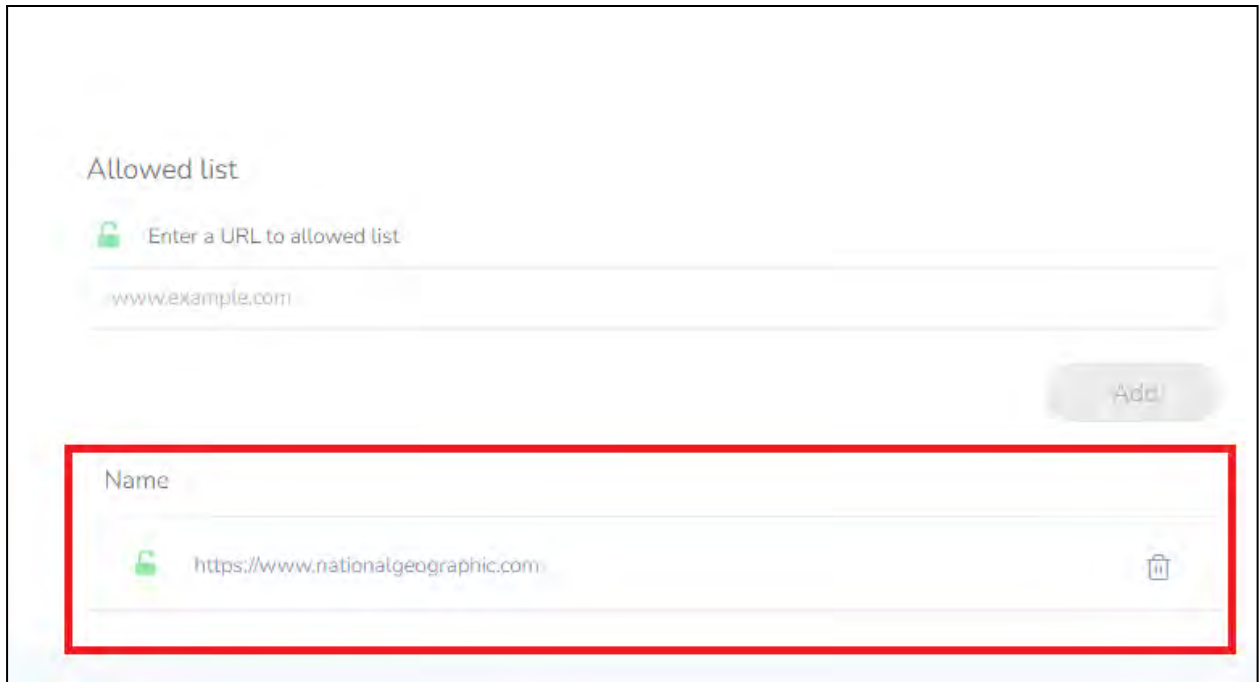


Figure 4.4.18: Allowed List

Use the **URL Tester** to verify that access to a particular URL is allowed.

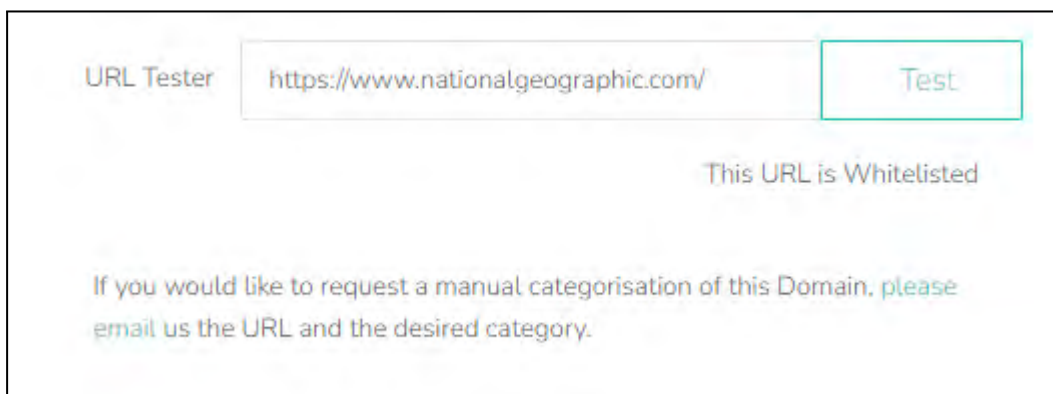


Figure 4.4.19: URL Tester - The URL is Whitelisted

Unit 4-5 - Viewing Reports

Click on **Webfilter Reports**, highlighted in red below. This will allow you to view your child's web browsing history.

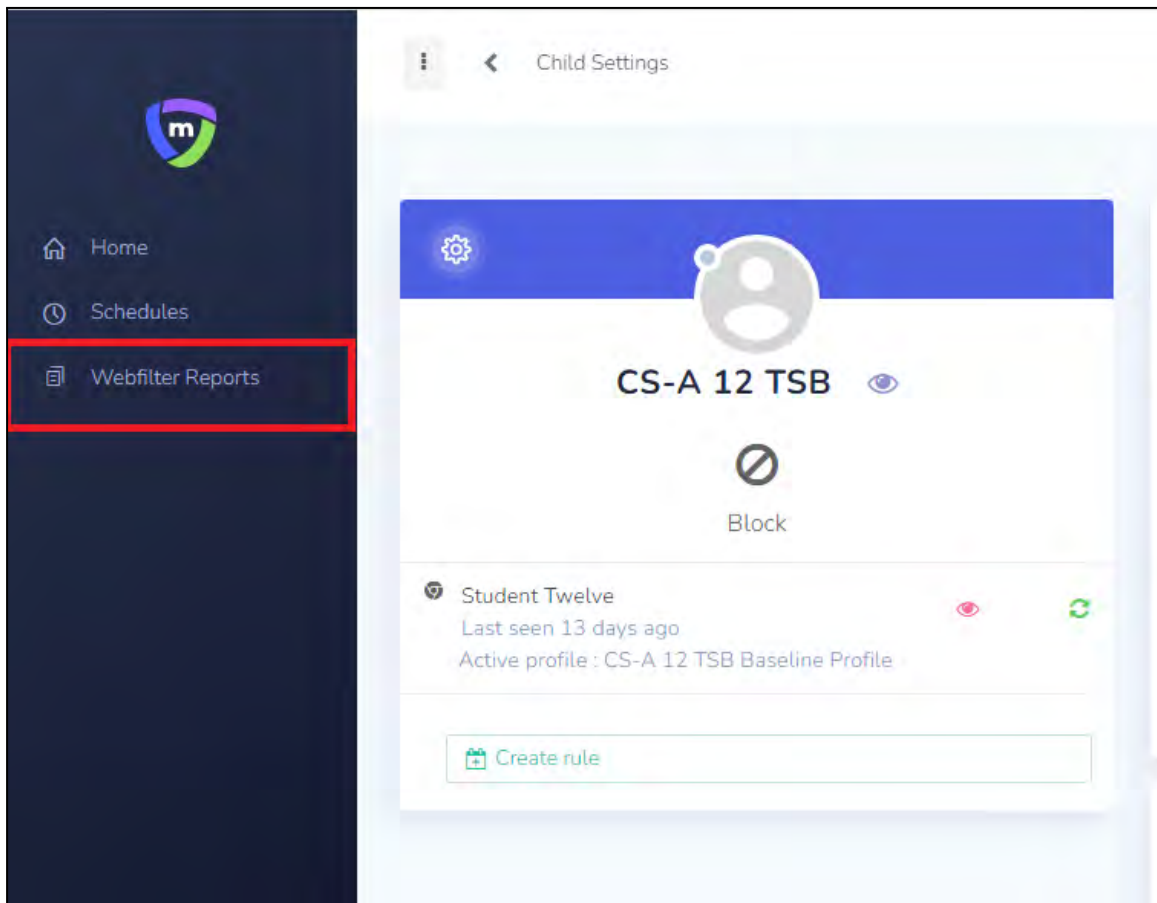


Figure 4.5.1: Access to Webfilter Reports

In **Advanced Filter**, select the date range to view your child's browsing history.

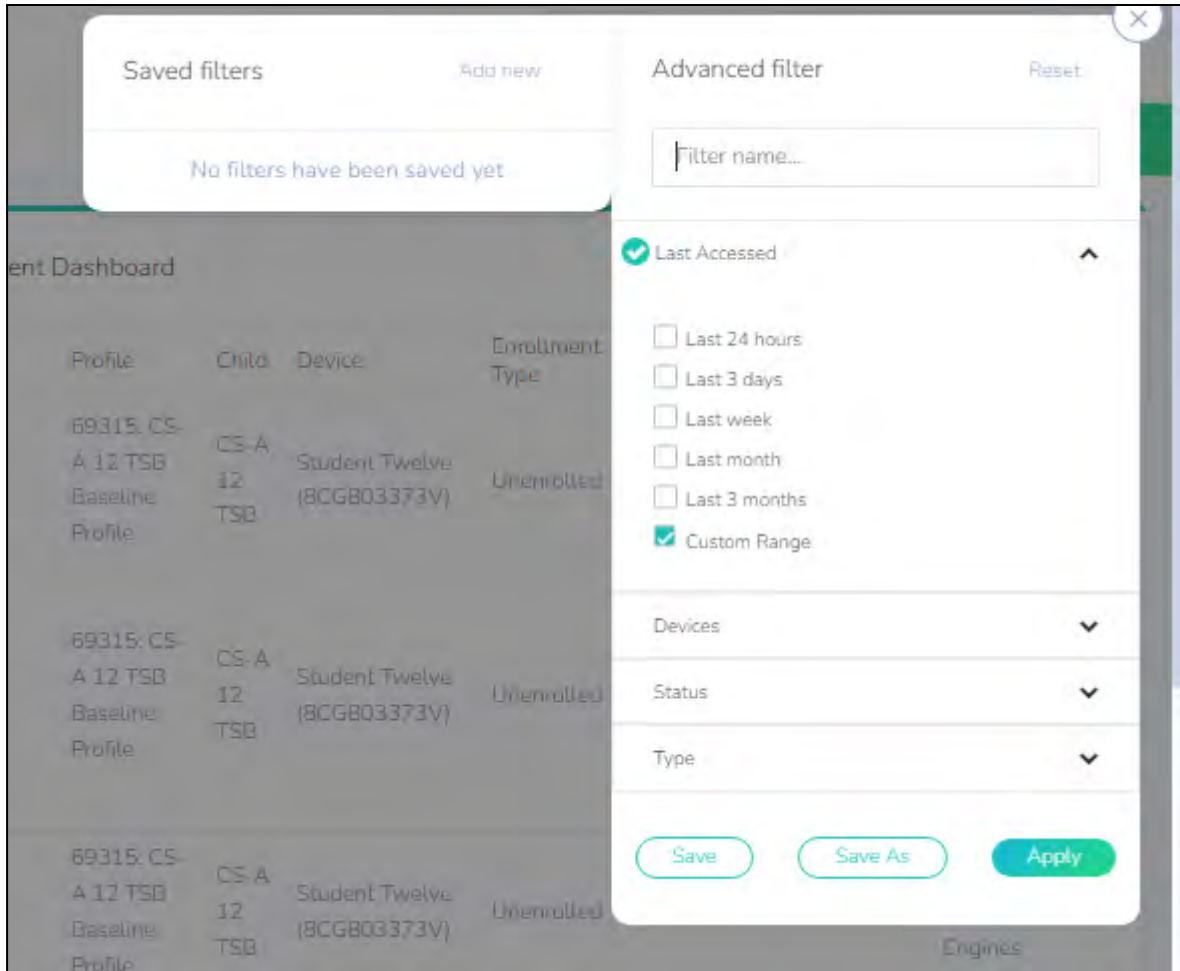


Figure 4.5.2: Webfilter Reports - Advanced Filter

Browser activity for Parent Dashboard			
Last Accessed	Activity	Profile	Child
19/07/2022, 15:33	https://www.google.com/search?gs_ssp=eIzj4tTP1T...	69315: CS-A 12 TSB Baseline Profile	CS-A 12 TSB
19/07/2022, 15:33	https://www.channelnewsasia.com/	69315: CS-A 12 TSB Baseline Profile	CS-A 12 TSB
19/07/2022, 15:33	https://www.google.com/search?q=channelnewsasia&...	69315: CS-A 12 TSB Baseline Profile	CS-A 12 TSB
19/07/2022, 15:32	https://tinder.com/	69315: CS-A 12 TSB Baseline Profile	CS-A 12 TSB
19/07/2022, 15:32	https://www.google.com/search?q=tinder&rlz=1CAO...	69315: CS-A 12 TSB Baseline Profile	CS-A 12 TSB
19/07/2022, 15:32	https://www.youtube.com/	69315: CS-A 12 TSB Baseline Profile	CS-A 12 TSB

Figure 4.5.3: Browser Activity for Parent Dashboard

Important Note

Parents will **only be able** to view the child's browsing activity **after school hours**.

Parents **will not** be able to view the browsing activity **during school hours**.

Chapter 5: Application Installation

Unit 5-1 - Chromebooks

This section describes how you can enable the Chrome Web Store to install Apps/Extensions.

Important Note

By default, the Chrome Web Store is blocked by the school to prevent students from installing applications not conducive for learning purposes.

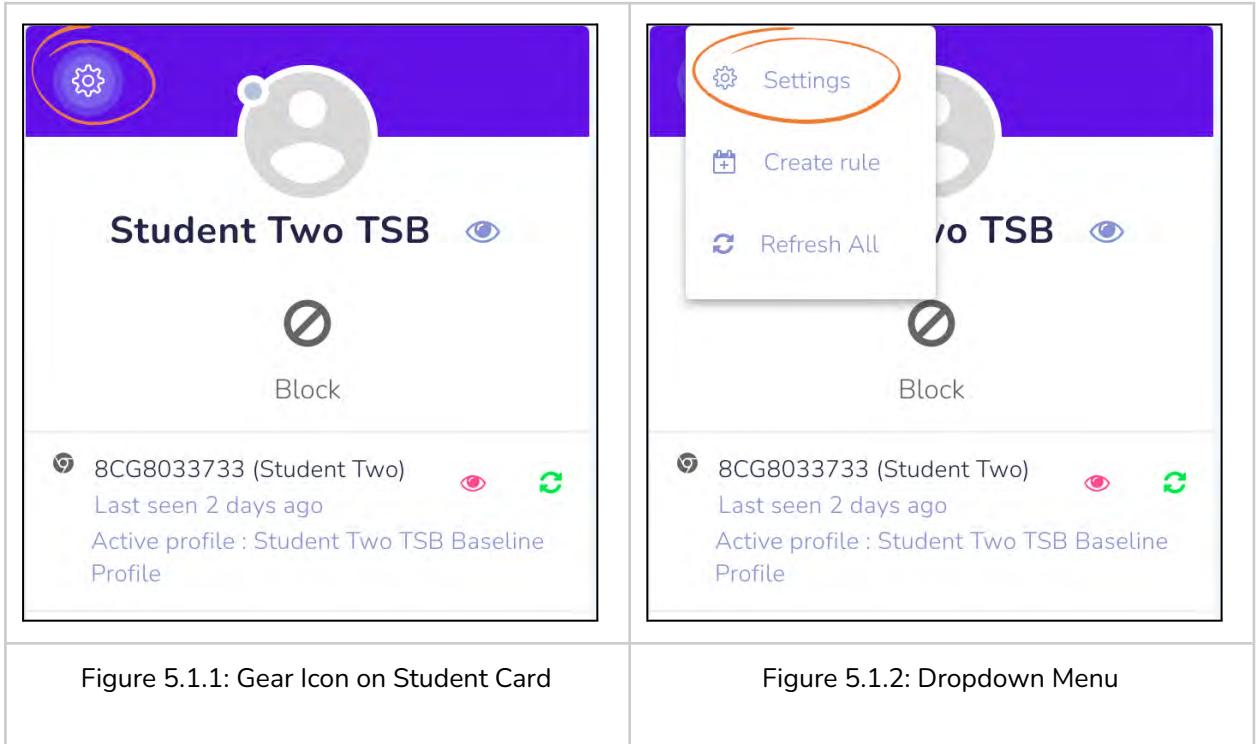
Should you wish to allow Chrome Apps/Extensions to be installed, they will remain usable during school hours. Thus, it is important to make sure that your child/ward installs **ONLY** appropriate extensions.

Enabling access to the Chrome Web Store

By default, the Chrome Web Store is blocked by the school, however if you wish to allow your child to install apps/extensions, you may override this using the following steps.

The Chrome Web Store is accessible at <https://chrome.google.com/webstore>

To modify the filter, click on the gear icon on the student card, then click on **"Settings"** from the dropdown menu.



Then click on the **"Safe Content"** panel to open the Web Filter page.

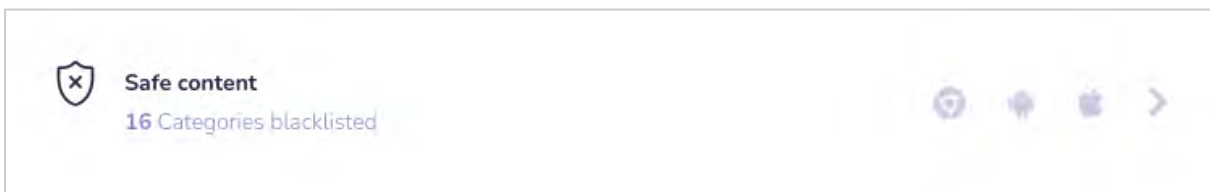


Figure 5.1.3: Safe Content Section

The option is turned off by default, as shown below:



Figure 5.1.4: Web Filter - Enable Filter



Figure 5.1.4: Turning on the Web Filter

Scroll to the bottom of the page. The Blacklist section lists URLs that students cannot access on their devices. By ensuring that the URL <https://chrome.google.com/webstore> is not in this list, students will be able to access the Chrome Web Store.

Installing Chrome Apps/Extensions from the Chrome Web Store

By turning on access to the Chrome Web Store, students are able to go to <https://chrome.google.com/webstore> to install Chrome apps/extensions from the Chrome Web Store.

Disabling Access to the Chrome Web Store

The Chrome Web Store may be disabled by either:

- A. Adding the Chrome Web Store URL (chrome.google.com/webstore) to the URL black list, OR
- B. Turning off the Web filter

This will prevent the students from installing new apps/extensions from the Chrome Web Store. Note that this does *not* remove the apps/extensions installed by the students. The school administrator is also not able to remotely remove these apps/extensions installed by the students. In other words, the removal of the student-installed apps/extensions can only be done by the students themselves.

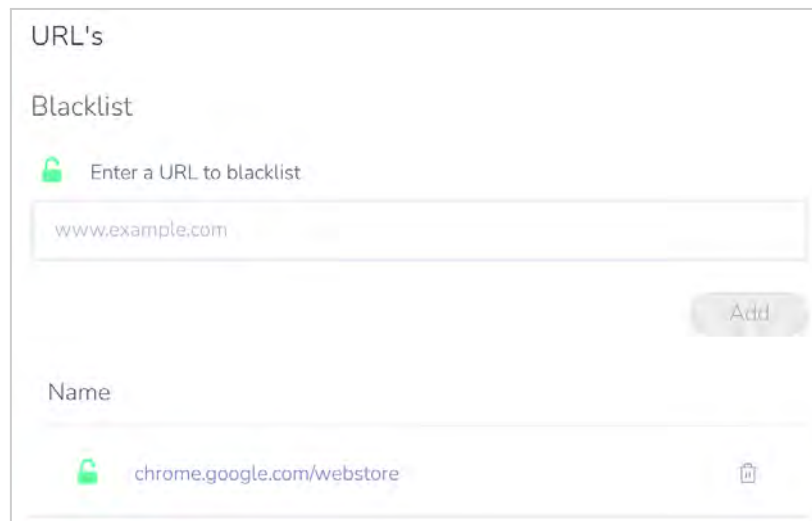


Figure 5.1.5: Blacklist -Chrome Web Store blocked

Unit 5-2 - iPads

If your child/ward is using an iPad, the Apple App Store is blocked by the school's setting. This section describes how you can enable the Apple App Store on your child's/ward's device.

Enabling the App Store

To enable the Apple App Store, go to the settings page (see [Figure 10: Gear icon on student card](#)) and select "Restrictions".

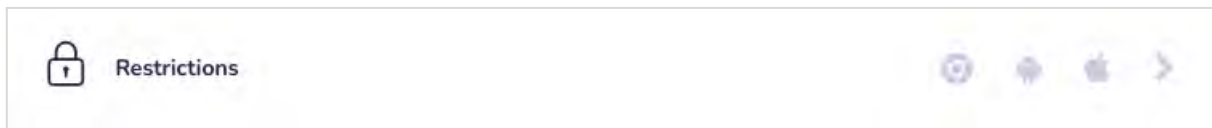


Figure 5.2.1: Restrictions

Select the "iOS" tab, then click on Details for the item "**Block application installation and removal**" to reveal more options. You can toggle availability of the App Store by selecting the checkbox for the item "**The App Store is disabled and its icon is removed from the Home screen. Users are unable to install or update their applications.**" Uncheck this option to enable Apple App Store or check it to disable.

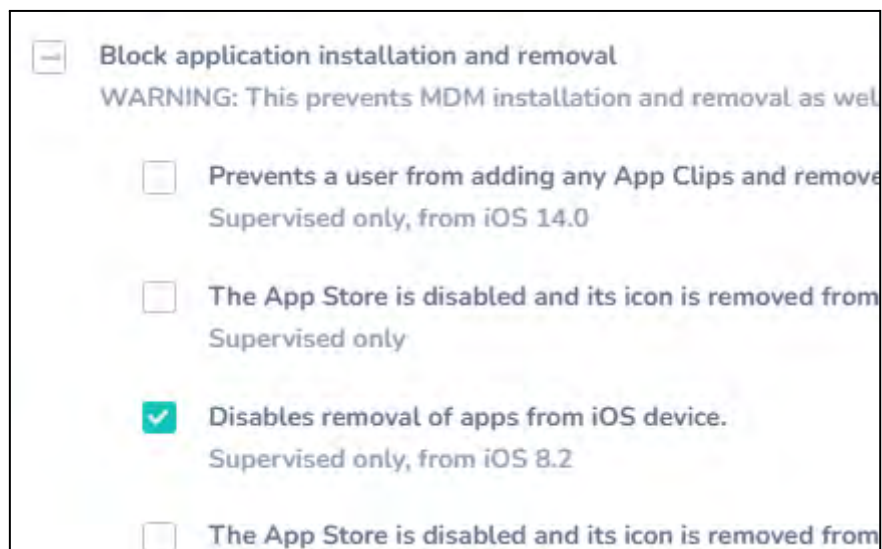


Figure 5.2.2: iOS Setting for Enabling the App Store

Note: The option "*Disables removal of apps from iOS device*" should be kept checked.

Scroll down, then click on the Details for the item "**Block Device Modification**". The item "**Account modification is disabled**" controls whether you are able to sign in with Apple ID on the device. (Uncheck to enable, check to disable.)

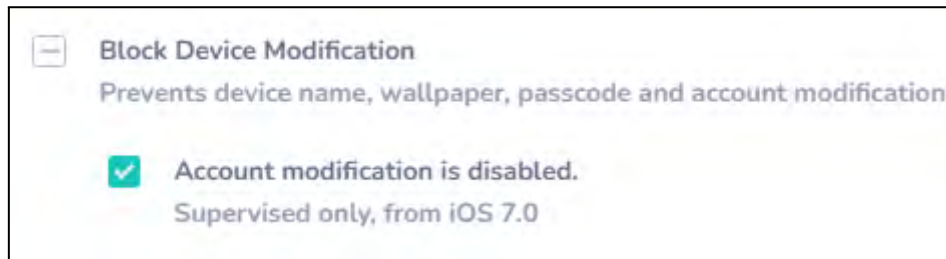


Figure 5.2.3: Account Modification is Disabled for Apple ID Sign-in

Note: To enable the App Store, you need to *uncheck* both of the following the items so that you can access the App Store *and* sign in with your Apple ID.:

"The App Store is disabled and its icon is removed from the Home screen. Users are unable to install or update their applications."

and

"Account modification is disabled"

Click on **Save** at the bottom-right corner of the screen to save the settings.

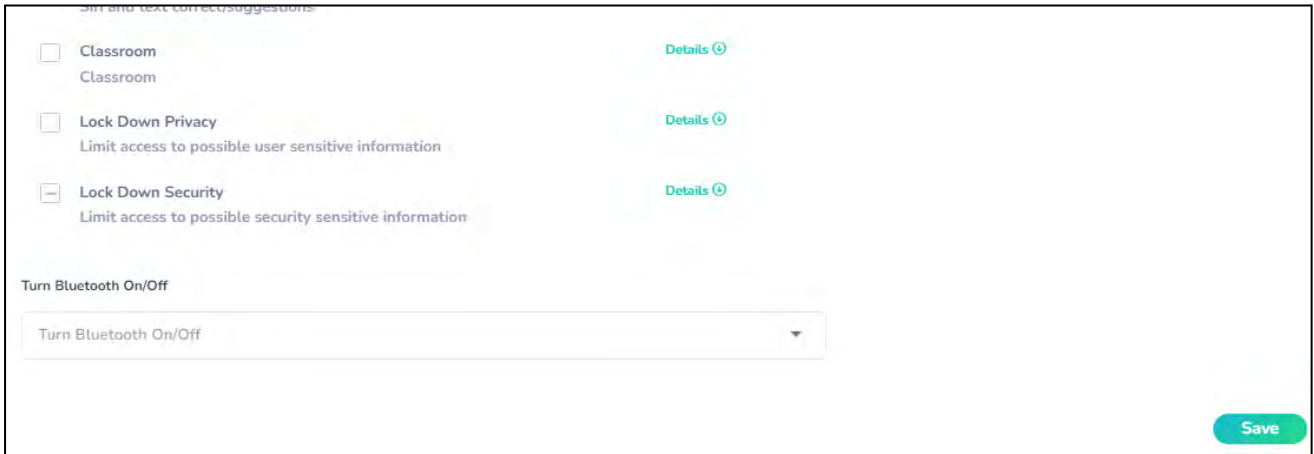


Figure 5.2.4: Location of Save button

Once these settings are turned on, go back to the home page and refresh the device so that the settings are "pushed" to the devices. The steps to do so are:

Click "Home" in the sidebar.

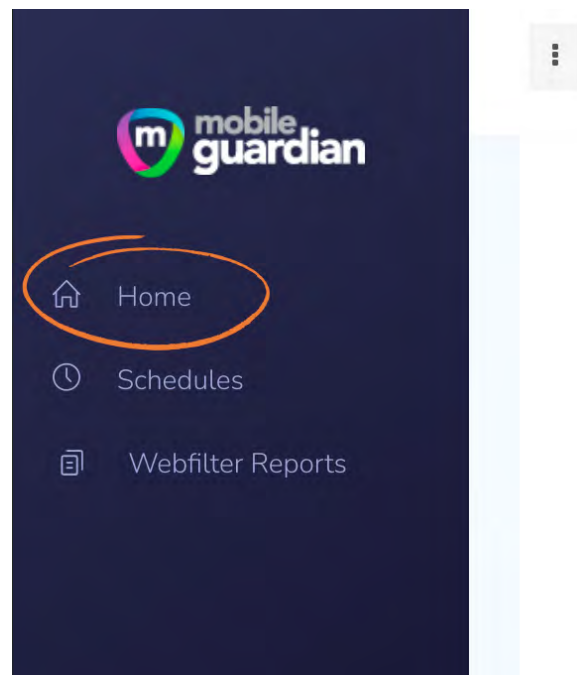


Figure 5.2.5: Home

Then click on the refresh button. This sends a command to the iPad to update itself with the new settings.

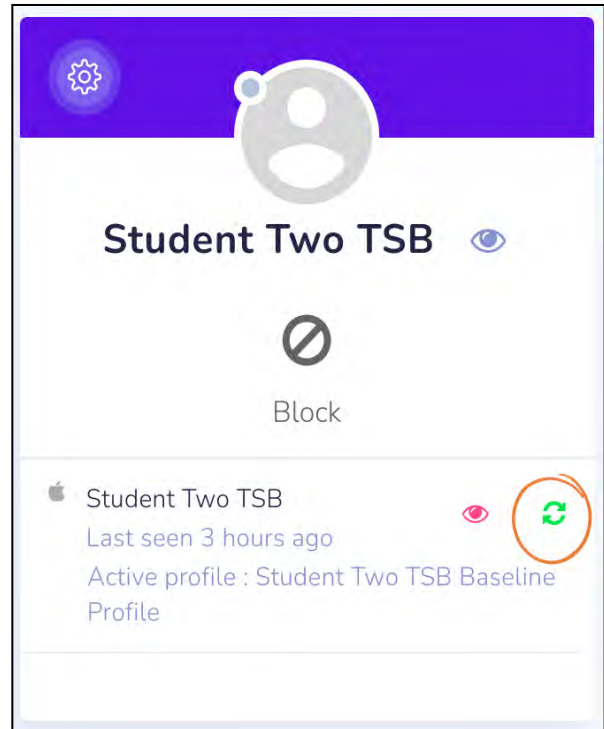


Figure 5.2.6: Refresh

Note: It is important to issue this refresh command after updating the settings. A common problem encountered where the App Store icon does not appear on the iPad has to do with the fact that the device has not been refreshed to receive the new settings.

Installing iPad apps

By following the steps described above, the student will then be able to see the App Store icon on the iPad and proceed to use it to search for apps in the App Store and install them.



Figure 5.2.7: App Store icon on an iPad

Tap on the App Store icon to bring up the App Store.



Figure 5.2.8: Avatar icon in the App Store

In the top right corner, there is an avatar icon. Tap on the icon to bring up the account sign-in page.

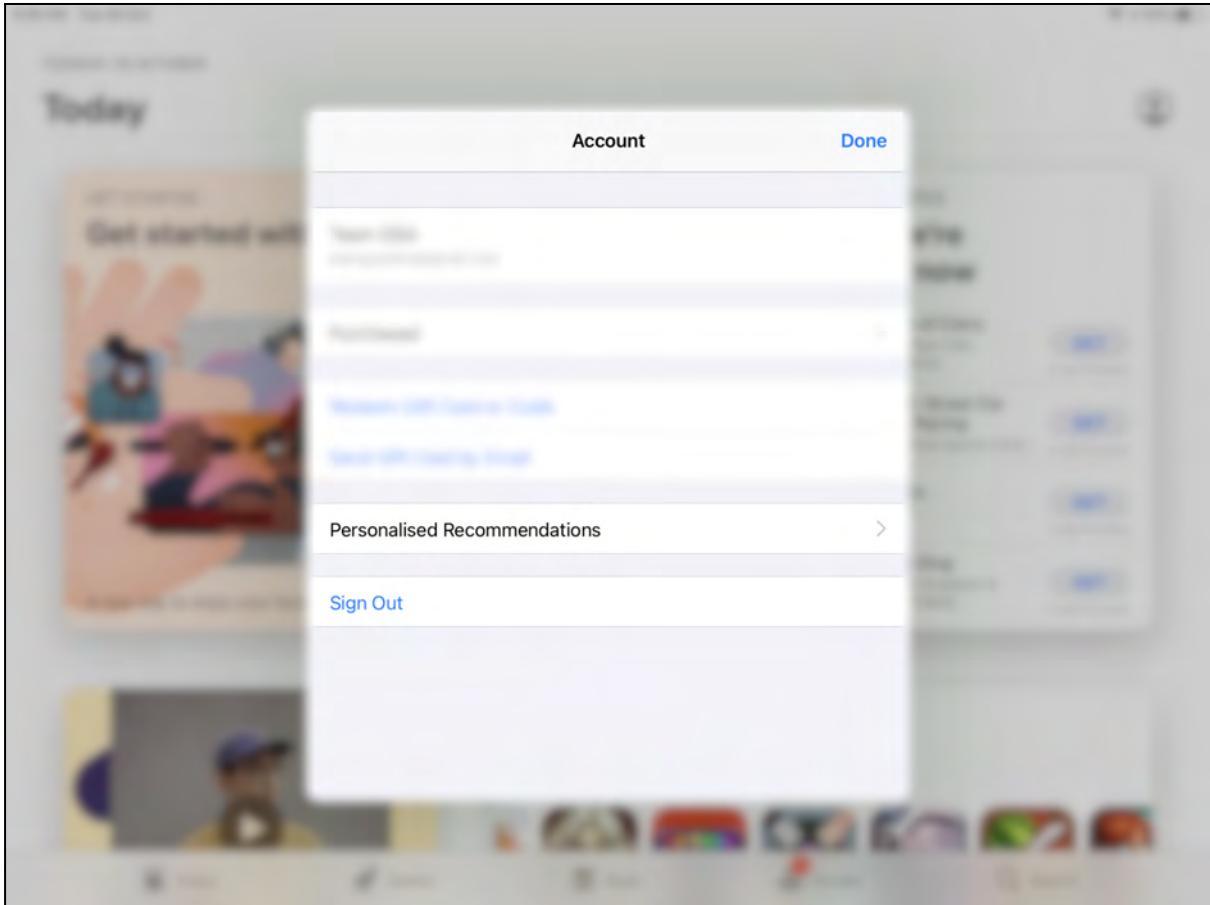


Figure 5.2.9: Existing account in App Store

If your child has been assigned an Apple ID by the school (also known as "managed Apple ID"), you may see an existing account..

If you wish to install custom applications, you need to sign out of the managed Apple ID account by tapping on the "Sign Out" button before proceeding with the next step.

Note: If you *do* sign out of the managed Apple ID account, your child needs to sign back in with the Apple ID account before he/she goes to school the next day as it may be needed for teaching and learning purposes (e.g. for use with Apple Classroom).

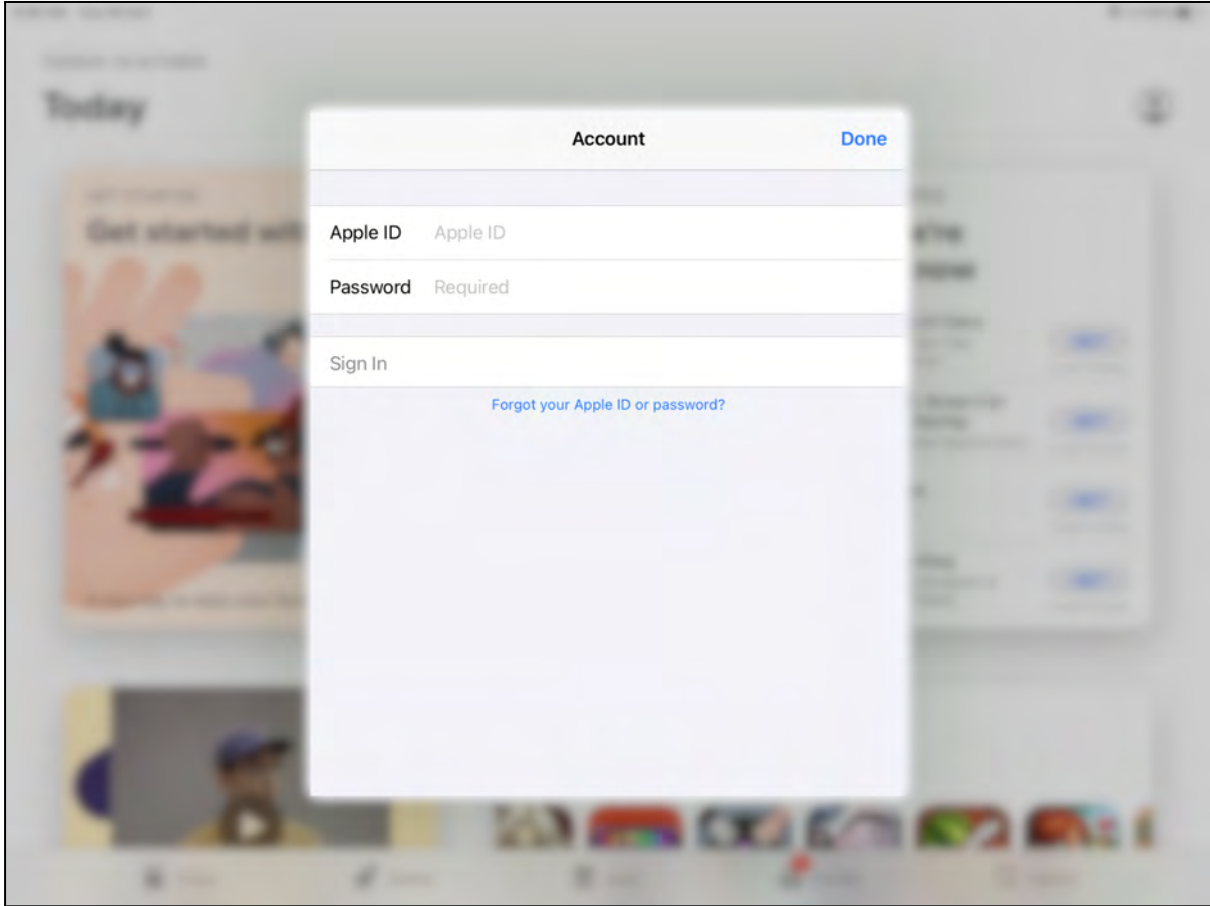


Figure 5.2.10: Sign-in screen

From the account sign-in page, enter your personal Apple ID and password, then tap "Sign In". After you are signed in, you will be able to install applications from the Apple App Store.

Note: If the account sign-in page is empty (as shown in the image above), it means that the setting "**Account modification is disabled**" is checked. This setting has to be unchecked (see Figure 18c).

Uninstalling iPad apps

To do so, click on Details for the item "**Block application installation and removal**" to reveal more options. Uncheck the option "**Disables removal of apps from iOS device**" to allow apps to be removed from the iPad.

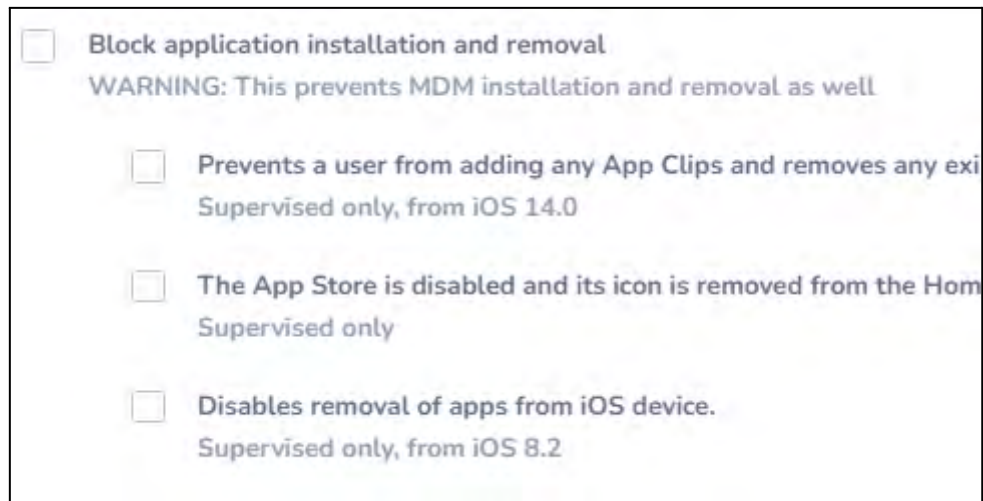


Figure 5.2.11: Uncheck "Disables removal of apps from iOS device" to uninstall apps from the iPad

After saving this setting, remember to refresh the device for the setting to take effect.

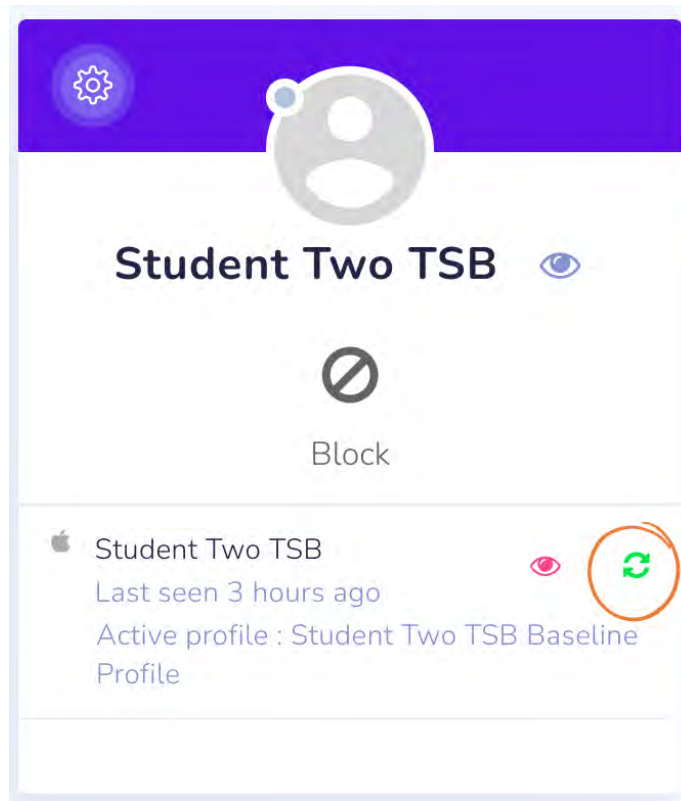


Figure 5.2.12: Refresh button to refresh the device with the new settings

After the desired apps have been uninstalled from the iPad, this setting needs to be turned back on.

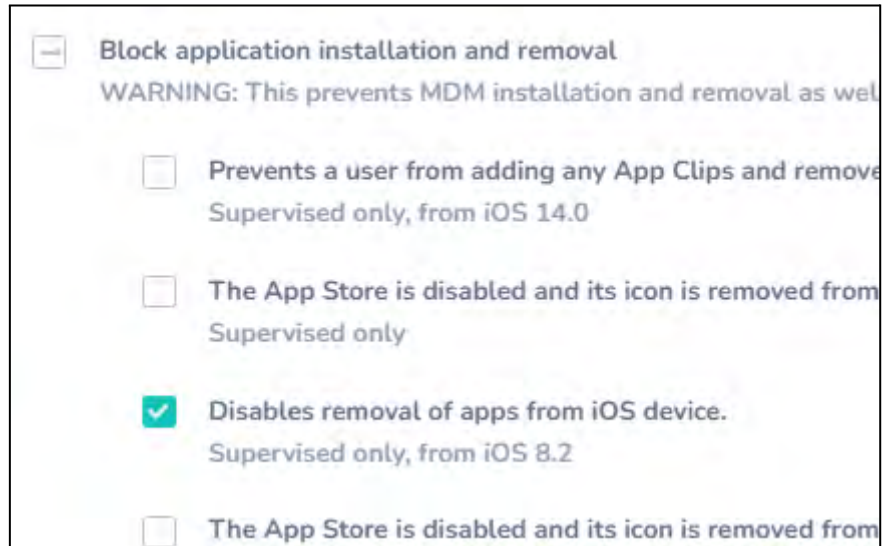


Figure 5.2.13: Restore the "Disables removal of apps from iOS device" to prevent uninstallation of other apps.

Similarly, after saving this setting, remember to click the Refresh button to refresh the device.

Note: It is important that the uninstallation of apps be performed under your supervision. This is because by turning on this capability, the Mobile Guardian app can also be uninstalled, thereby removing the content filtering protection.

Disabling the App Store

To disable the App Store on the iPad, click on Details for the item "**Block application installation and removal**" to reveal more options. Check the option "**The App Store is disabled and its icon is removed from the Home screen. Users are unable to install or update their applications**" to prevent the App Store from appearing in the iPad.

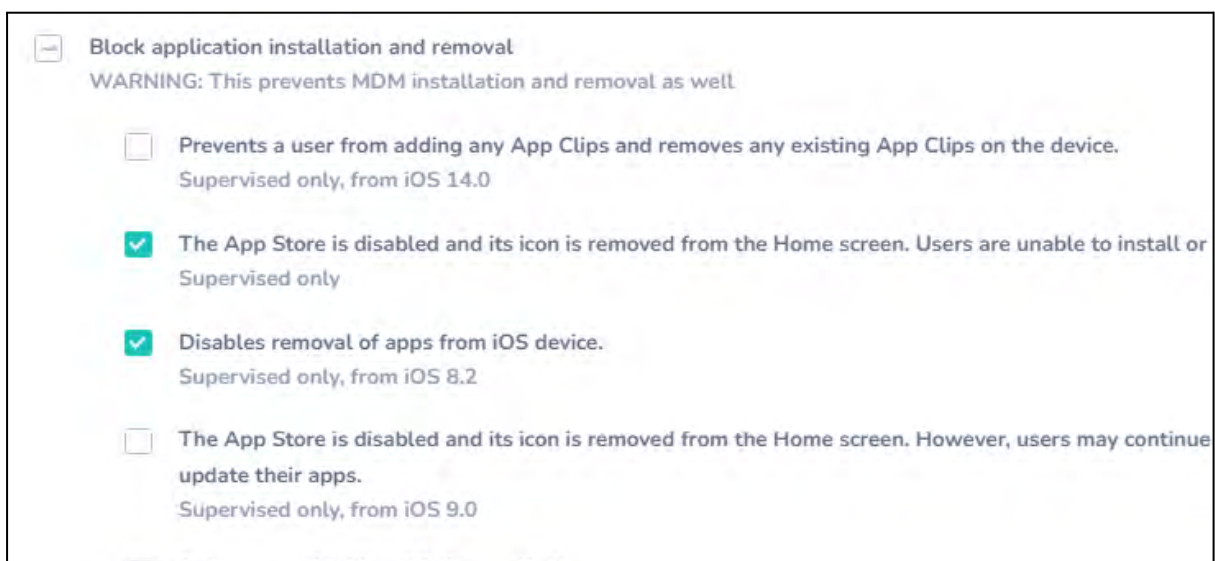


Figure 5.2.14: Setting To Disable App Store on iPad

After saving this setting, remember to click the Refresh button to refresh the device.

Troubleshooting Guide

For basic troubleshooting of issues, visit the following link:

<https://helpdesk.gsatech.com.sg/portal/en/kb/articles/basic-troubleshooting-guide-for-parents>