

Mobile Device Management Policy

School Leadership Team & IT Department	
Mobile Device Management Policy	
Date of review	11/2026
Date of next review	10/2027

PURPOSE

At Fairgreen International School, our approach to technology involves creating a safe and digitally responsible learning environment. This policy explains the rationale, requirements, and procedures for using the Mobile Device Management (MDM) system, which is required for all student devices used at school. The MDM is essential for us to help safeguard your children whilst using technology, and to ensure that we maintain a positive, focused learning environment by reducing distractions during the school day. The MDM also helps us to manage school-related content and maintain secure access to educational technology.

SCOPE AND POLICY STATEMENT

This policy applies to all devices that are used by students, such as iPads and MacBooks, that are used on the school campus during instructional hours.

All such devices must be enrolled in the school's MDM system before they can be used at school. Devices not enrolled in the MDM system will not be permitted for use at school. Using the correct device, as described in the [Student and Parent Handbooks](#), which is protected by the MDM, is a mandatory requirement and condition of enrollment, and therefore, the school expects that all student devices are protected by the MDM.

RATIONALE

Technology can be a powerful tool to support student learning when used safely and appropriately, but when misused, it can compromise student safety and digital wellbeing. By implementing an MDM, the school can more effectively support student safeguarding and enhance the teaching and learning environment by minimising distractions during learning. Without this protection in place, students are more susceptible to accessing inappropriate and unsafe content and being distracted by non-educational apps and platforms.

MDM FEATURES AND CAPABILITIES

It is important to clarify what the MDM system does and does not do. Below are some examples of how the MDM is used at Fairgreen.

The MDM system is used to:

- Block access to inappropriate content.
- Flag concerning usage patterns to help identify potential safeguarding concerns and enable timely student support.
- Prevent the use of VPNs and unauthorised networks that can be used to bypass the school's firewall system to access inappropriate and potentially dangerous content.

- Enable school-approved learning apps to be used smoothly across student devices and prevent the installation of unwanted applications.
- Prevent distractions during the school day by:
 - Determining which applications, or categories of applications, are visible to students during school hours, and blocking specific types (e.g. games, VPNs, social media).
 - Blocking iPhone screen mirroring and Airdrop functionality.
- Enable seamless sharing of websites, resources, and other learning materials, while giving teachers greater control over what students can access during lessons.

The MDM system is not used to:

- Continuously monitor students' device usage; it will only generate reports when misuse is detected.
- Impose any restrictions outside of school hours.
- Access any personal or private data stored on a student's device.
- Collect or share personal data with third parties.

The list of restrictions and blocked categories will be reviewed on an ongoing basis to ensure that students remain protected whilst still being able to access learning.

ENROLLMENT PROCESS

The school will work together with students and parents to ensure that all devices are protected by the MDM at the beginning of each academic year.

Students and families should prepare their devices appropriately so that the installation of the MDM can take place.

Preparing iPads for installation:

1. Back up any photos/data on the device:

- Update the iOS or iPadOS to the latest version:
 - ❖ Go to Settings > General > Software Update.
- Determine what is backed up to your iCloud:
 - ❖ Go to Settings > tap [your name] > select iCloud [please type your password if it asks you to do so, and follow the on-screen instructions.
 - ❖ Turn on the app you want to back up to iCloud by moving the slider to the right.
 - ❖ After that, it will automatically start uploading your data to your iCloud account. Please note that it may take a while to upload your data.
- Verify the backup:
 - ❖ Open an internet browser and go to www.icloud.com
 - ❖ Sign in using the Apple ID you use on your iPad.

- ❖ Check if all the photos/videos, files, notes, etc. were uploaded properly.

Please make sure that you have enough storage on your iCloud account, and check the storage part at the top of your iPad.

2. Sign out of Apple ID from your child's iPad
3. Label the device with your child's name, grade and iPad passcode. You may wish to use a temporary pass code.
4. Following installation, sign your child's device back into iCloud for the data to be restored.

Preparing MacBooks for installation:

1. Update macOS to the latest version:

- ❖ Click the Apple menu logo > About This Mac > Software Update.
- ❖ See if there is an update available and install it.

2. Whilst not required, families may wish to back up any photos/data on the device:

- Determine what is backed up to your iCloud:
 - ❖ Click the Apple menu logo > System Preferences > click Apple ID. If you have macOS Mojave or earlier, click iCloud.
 - ❖ Choose the apps (Notes, Photos, iCloud Drive, etc.) that you want to use with iCloud [please type your password if it asks you to do so and follow the on-screen instructions].
 - ❖ After that, it will automatically start uploading your data to your iCloud account. Please note that it may take a while to upload your data.
- Verify the backup:
 - ❖ Open an internet browser and go to www.icloud.com
 - ❖ Sign in using the Apple ID you use on your MacBook.
 - ❖ Check if all the photos/videos, files, notes, etc. were uploaded properly.

Please make sure that you have enough storage on your iCloud account, and check the storage part on your MacBook.

New Students

Families who purchase a new device through [JTRS](#) (school partner) can have the device delivered to school and have the MDM installed before being handed over.

MDM Audit

At the beginning of the academic year, homeroom teachers will complete an audit of which students need the MDM installed and arrange for students to take their device to the IT department to have it installed. This is completed within the first weeks of school.

Change of Device

If a student changes their device, they are required to inform their homeroom teacher so that they can arrange for the new device to have the MDM installed. During this process, the IT department will also remove the MDM from the student's previous device.

TEMPORARY DISABLING OF THE MDM

There may be cases where the school can approve temporarily disabling the MDM, such as when a student is absent from school. In these instances, parents should send an email to ithelpdesk@fairgreen.ae and cc their homeroom teacher for the request to be approved. Such approvals will be temporary, and the usual protective measures will be in place after the approved duration.

UNINSTALLATION PROCESS

If a student is withdrawing from Fairgreen or replacing a device, the MDM profile may be removed. The process must be followed in coordination with school IT staff to ensure proper data removal and compliance.

For students leaving Fairgreen, the MDM will be automatically removed by the IT department on the last day of their enrolment, as this can be performed remotely. In the case of remote MDM removal from iPads, there will be a residual message in the device settings saying that it is being managed by Fairgreen International School, however, the MDM will no longer be on the device:

Settings

This iPad is supervised and managed by Fairgreen International School. [Learn more about device supervision...](#)

If you are moving to another school that has an MDM, this message will automatically be removed when enrolling on the school's MDM system. If this is not the case and you wish to have this message removed from the iPad, it will need to be submitted to IT. In this case, please follow the below process.

For students who need the MDM removed from their device for other reasons, such as the purchase of a new device:

- Submit a request to ithelpdesk@fairgreen.ae.
- A confirmation will be sent, and a removal appointment will be scheduled with IT.

- Before the appointment, students with an iPad should ensure that they have signed out of their Apple ID account. For students with a MacBook, IT will need access to the admin account to remove the MDM.
- During the appointment, an IT technician will assist in safely removing the MDM profile from the device.

UNAUTHORISED UNINSTALLATION

The MDM should only be removed by school staff with explicit permission. If the MDM is removed without permission, the device is considered non-compliant, and the student will lose access to digital school services and resources until re-enrolled. In order to regain access, the MDM will need to be reinstalled on the student's device. The school will also reach out to parents to inform them that the MDM has been removed without permission and to explain the next steps.

Repeated uninstallation will result in the school applying the behaviour policy, and this is classed as inappropriate use of devices. The student may also be prohibited from bringing a device to school should this become a persistent issue. It should be noted that this is a mandatory school policy and a condition of enrollment, and therefore, students who repeatedly remove the MDM from their device may be prohibited from future re-enrollment at Fairgreen.

PRIVACY AND DATA PROTECTION

We understand the importance of privacy. In accordance with data protection policies, the MDM system:

- Cannot access personal data or content stored on the device.
- Is compliant with all relevant data protection laws and regulations.
- Is configured solely to manage educational settings and content during school hours.

SUPPORT AND TROUBLESHOOTING

Performance-related issues as a result of the MDM are rare, and our IT team is dedicated to supporting families if they encounter any issues. For assistance with MDM enrollment, app installation, or reporting issues, please email ithelpdesk@fairgreen.ae and share details of the specific issues that are being experienced.

Students with a MacBook can follow this troubleshooting [document](#) to try and resolve any performance issues.

FREQUENTLY ASKED QUESTIONS (FAQs)

Q: Can the MDM track my child outside school?

A: No. Location services are off by default and cannot track off-campus activity.

Q: Will the MDM slow down the device?

A: No. The software runs in the background and has minimal impact on performance.

Q: What happens if we refuse to install the MDM?

A: The device cannot be used on the school campus. It should be noted that refusal to install the MDM can lead to a student not being re-enrolled at Fairgreen.

Q: Can I uninstall the MDM myself at home?

A: No - Unauthorised removal is a policy violation. The process outlined above should be followed if MDM removal is needed for any reason.

POLICY REVIEW

This policy will be reviewed annually by the School Leadership Team and the IT Department. Updates will be communicated through email and the school website prior to the new school year.