



DMA Guide for Parents/Guardians:
Option A

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Introduction

In today's digital age, personal learning devices (PLDs) have become an integral part of education. While these devices offer immense opportunities for learning and growth, it is crucial to ensure they are used safely and responsibly. This is where our Device Management Application (DMA) comes in.

Option A of our DMA is designed to provide a balanced approach, combining school oversight with parental involvement. It features:

1. Adherence to school-set rules during school hours (which are defined by the school), ensuring your child's/ward's focus on learning.
2. A parent portal that allows you some controls after school hours, empowering you to guide your child's/ward's device use.
3. Implementation of sleep hours, supporting your child's/ward's health and well-being by encouraging proper rest.

This guide will walk you through the features of Option A, to help you understand how it works to create a safe, productive digital environment for your child/ward both in and out of school, while giving you tools to participate actively in managing their device use after school hours.

By choosing this option, you are taking an important step in collaborating with the school to guide your child/ward in their digital journey, fostering good habits, and supporting their learning.

Section 1: What is Lightspeed Systems

The mission of Lightspeed Systems is “Helping school communities provide safe, secure, and equitable education.”



OUR MISSION:

Helping school communities provide safe, secure, and equitable education *—effortlessly.*

25 years OF KEEPING STUDENTS SAFE

Lightspeed Systems®

This graphic features a dark blue background with a light blue box on the left containing the mission statement. On the right, a large '25' is followed by 'years' in a script font, and 'OF KEEPING STUDENTS SAFE' in a bold sans-serif font. The Lightspeed Systems logo is at the bottom right. A small logo is also in the top right corner.

Lightspeed Systems has presence in more than 42 countries, serving more than 31 thousand schools.



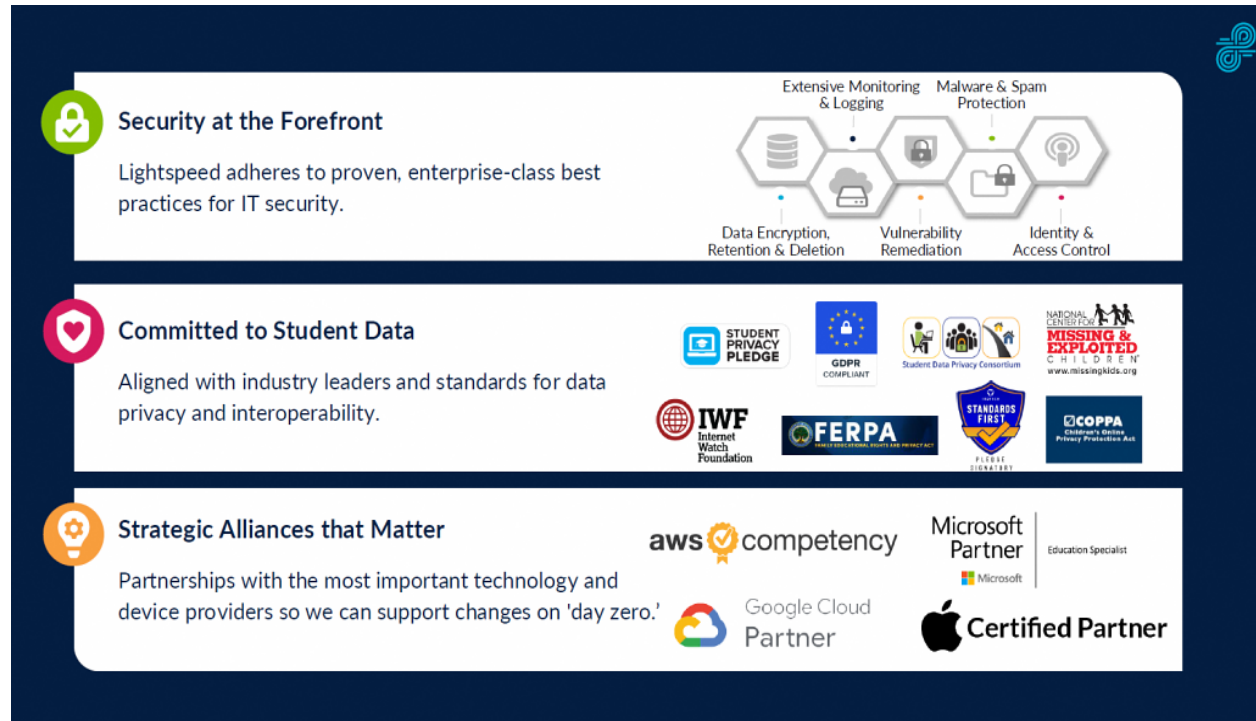
Lightspeed is dedicated to providing time-saving solutions and empowering schools to focus where it matters most—**students and learning.**

Lightspeed Systems®

25m+ Students Protected	11m+ Devices Protected	31k+ Schools Served Globally	42+ Countries
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This graphic features a dark blue background with a light blue box at the top containing the company's dedication. Below this, four white boxes with colored borders (blue, pink, green, orange) display key metrics. The Lightspeed Systems logo is in the top right corner. A background image of a young girl is visible on the right side.

Lightspeed Systems is a certified Google Cloud Partner, among other partnerships with major technology and device providers, and is aligned with industry leaders and standards for data privacy and interoperability.



Security at the Forefront
 Lightspeed adheres to proven, enterprise-class best practices for IT security.

Committed to Student Data
 Aligned with industry leaders and standards for data privacy and interoperability.

Strategic Alliances that Matter
 Partnerships with the most important technology and device providers so we can support changes on 'day zero.'

Security Diagram: A central cloud icon is surrounded by six hexagons representing security measures: Extensive Monitoring & Logging, Malware & Spam Protection, Data Encryption, Retention & Deletion, Vulnerability Remediation, and Identity & Access Control.

Standards and Certifications: Includes logos for Student Privacy Pledge, GDPR COMPLIANT, Student Data Privacy Consortium, NATIONAL CENTER FOR MISSING & EXPLOITED CHILDREN, IWF Internet Watch Foundation, FERPA, STANDARDS FIRST, COPPA, aws competency, Microsoft Partner Education Specialist, Google Cloud Partner, and Apple Certified Partner.

Section 2: After-School DMA Parent Options – Option A

This guide is for parents/guardians who have selected **Option A** for your child’s/ward’s PLD.

This option is for parents/guardians who prefer to take charge of the level of restrictions for your child’s/ward’s use of the PLD after school hours regulated by the DMA.

Option A	
Protects students from objectionable content	<p>Web content filtering includes, but not limited to, the following categories:</p> <ul style="list-style-type: none"> • Violent/extremist content • Sexual/pornographic content • Gambling-related content <p>Parents/Guardians will be able to include additional web content filtering by submitting a request to the school.</p>
Reduce distractions from learning through control of applications	<ol style="list-style-type: none"> 1. Parents/Guardians will be able to install additional applications by submitting a request to the school. 2. As these applications will be accessible both during and after school hours, please ensure that the requested applications support your child's/ward's learning.
Limit screen time	<p>Parents/Guardians can:</p> <ul style="list-style-type: none"> • modify the amount of screen time for your child/ward by submitting a request to the school for your preferred sleep hours; • turn your child's/ward's web browsing on or off, controlling whether the device can access the internet; and • allow/disallow certain categories of web access.
Monitor students' cyber activities	<p>Parents/Guardians can track your child’s/ward’s browser history via viewing web activity on the Lightspeed Parent Portal. A weekly student online activity report is also sent to the parent’s/guardian’s email.</p>

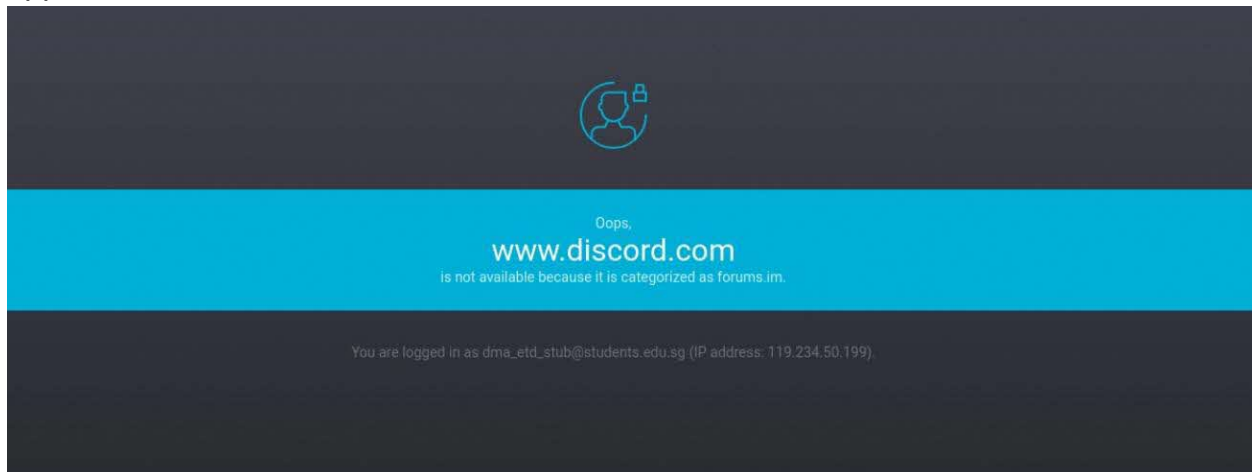
Note: Parents/guardians can only control your child’s/ward’s PLD after school hours. The controls will have no effect during school hours, as defined by the school.

Section 3: DMA Features

During School Hours and After School Hours

3.1 Webfiltering

Your child's/ward's PLD will be protected by the webfilter put in place by Lightspeed Systems. If your child/ward visits an undesirable site, the following block screen will appear.



If you encounter any site that you wish to block, submit the request to the School DMA Admin. The School DMA Admin will verify if the site is used for teaching and/or learning before proceeding to block it. If not required.

3.2 Application Control

Your child/ward will not have access to the Chrome Web Store nor the Google Play Store. To install any additional extensions and/or applications, you will need to submit the request to the School DMA Admin.

As these extensions and/or applications will be visible during school hours and after school hours, please ensure that the requested applications and/or extensions support your child's/ward's learning. The School DMA Admin will verify if the application/extension is compatible with your child's/ward's PLD before proceeding to install it.

During Sleep Hours

3.3 Logging-out of Device

Your child's/ward's PLD will be set to the default sleep hours from 11.00pm to 6.30am.

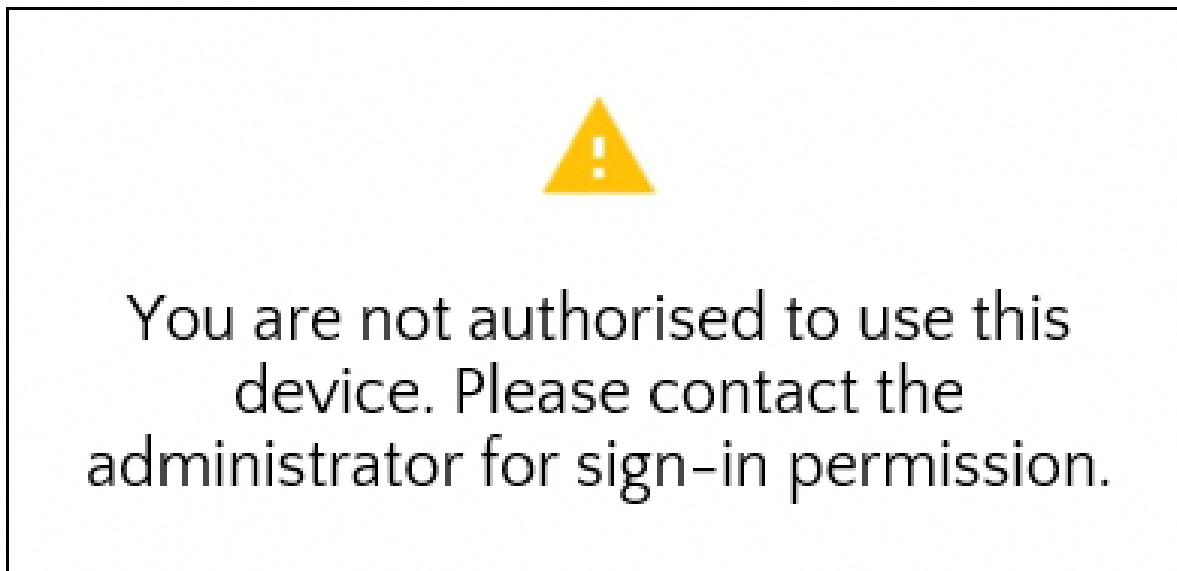
For academic year 2025, you will be able to select from the following standard sleep hours settings:

1. Mon-Sun, 11.00pm - 6.30am (default setting)
2. Mon-Sun, 10.00pm - 6.30am
3. Mon-Sun, 9.00pm - 6.30am
4. Mon-Sun, 8.00pm - 6.30am
5. Mon-Sun, 7.00pm - 6.30am

Should you wish to change the default sleep hours to one of the other four standard sleep hours setting as shown above, please contact the School DMA Admin.

Your child/ward will be automatically logged out of the device and will not be able to log back during sleep hours.

The following image shows what your child/ward will see on their Chromebook during sleep hours.



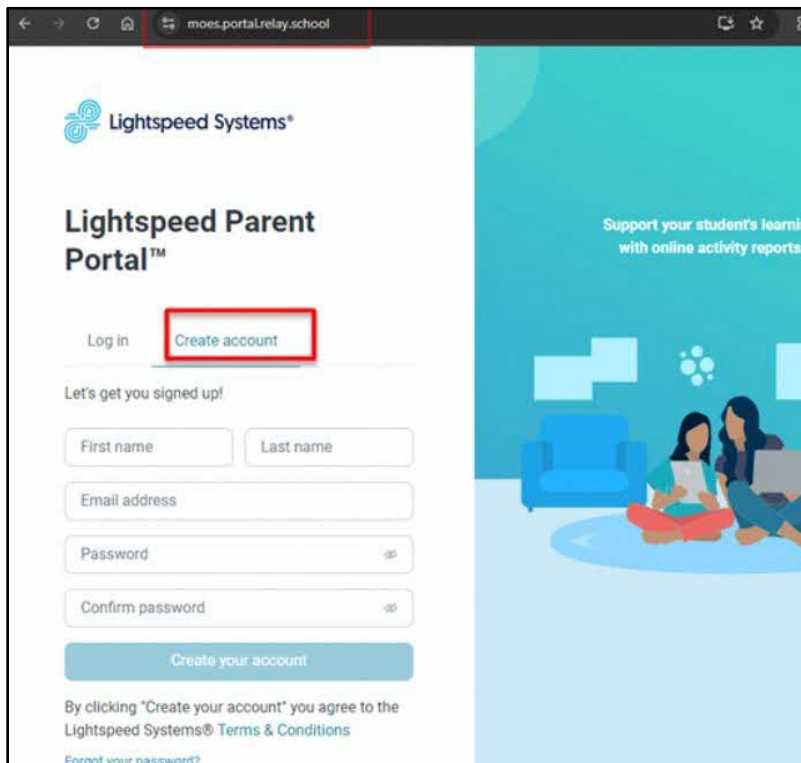
Section 4: Getting Started

After choosing Option A, you will need to complete the following steps to be able to login to the Lightspeed Parent Portal to manage and control your child's/ward's device after school hours:

1. **The School DMA Admin would have collected the following details from you:**
 - Your preferred email address (e.g., xxx@gmail.com, xxx@yahoo.com, xxx@live.com)
 - Your child's/ward's student iCON email (e.g., xxx@students.edu.sg)
2. **Lightspeed Account Setup:** You will receive a notification from the School DMA Admin to proceed to the next step of creating your parent portal account.

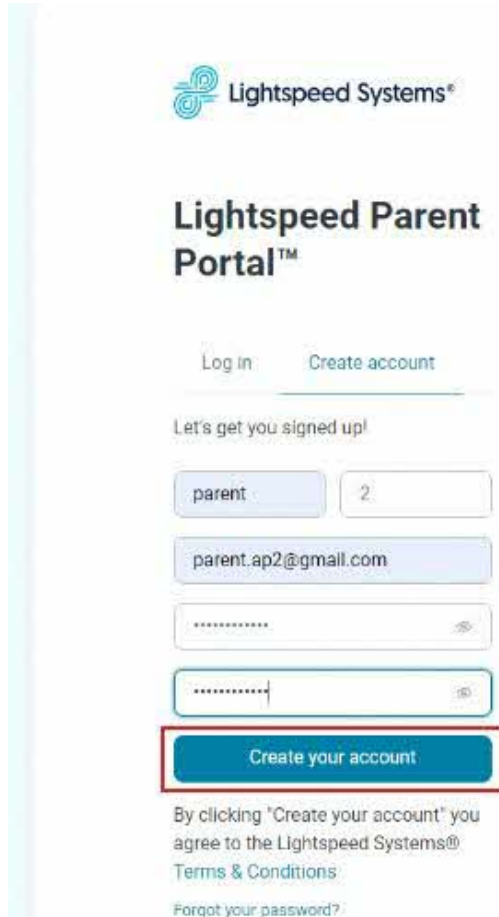
Section 5: Creating Your Parent Portal Account

1. Launch your preferred browser on your laptop or mobile device.
2. Navigate to the Lightspeed Parent Portal by entering the following address in the URL bar: <https://moes.portal.relay.school>
3. Click on the "Create account" tab.



The screenshot shows a web browser window with the URL moes.portal.relay.school. The page displays the Lightspeed Parent Portal account creation interface. At the top left is the Lightspeed Systems logo. Below it, the text "Lightspeed Parent Portal™" is shown. There are two tabs: "Log in" and "Create account", with "Create account" highlighted by a red box. Below the tabs, the text "Let's get you signed up!" is displayed. The form includes input fields for "First name", "Last name", "Email address", "Password", and "Confirm password". A "Create your account" button is located at the bottom of the form. Below the button, there is a note: "By clicking 'Create your account' you agree to the Lightspeed Systems® Terms & Conditions" and a link for "Forgot your password?". On the right side of the page, there is a sidebar with a teal background and an illustration of two people sitting on a couch, with the text "Support your student's learning with online activity reports".

4. **Follow the on-screen instructions** to create your Lightspeed Parent Portal account.
 - a. **Use the email address you provided** to the School DMA Admin.
 - b. **Create a new password** for your account.



 Lightspeed Systems®

Lightspeed Parent Portal™

[Log in](#) [Create account](#)

Let's get you signed up!

parent 2

parent.ap2@gmail.com

.....

.....

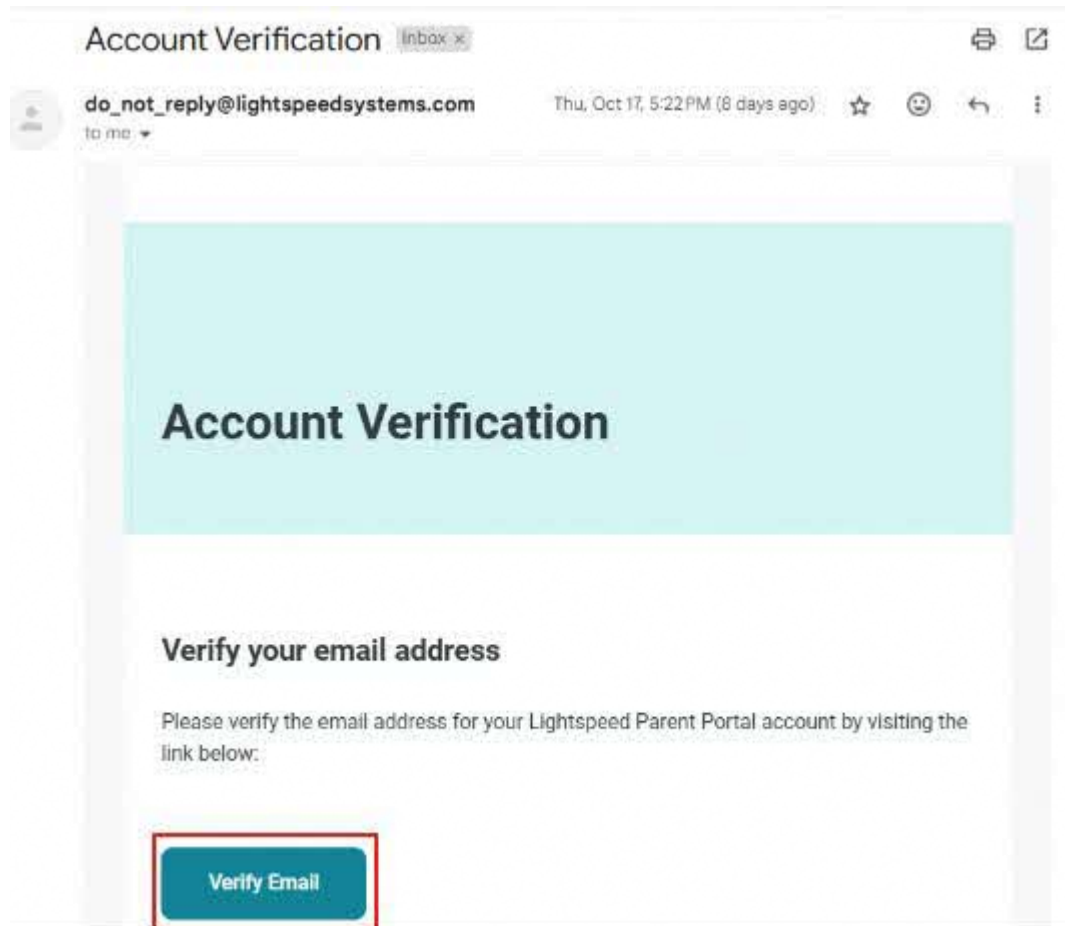
Create your account

By clicking "Create your account" you agree to the Lightspeed Systems® [Terms & Conditions](#).

[Forgot your password?](#)

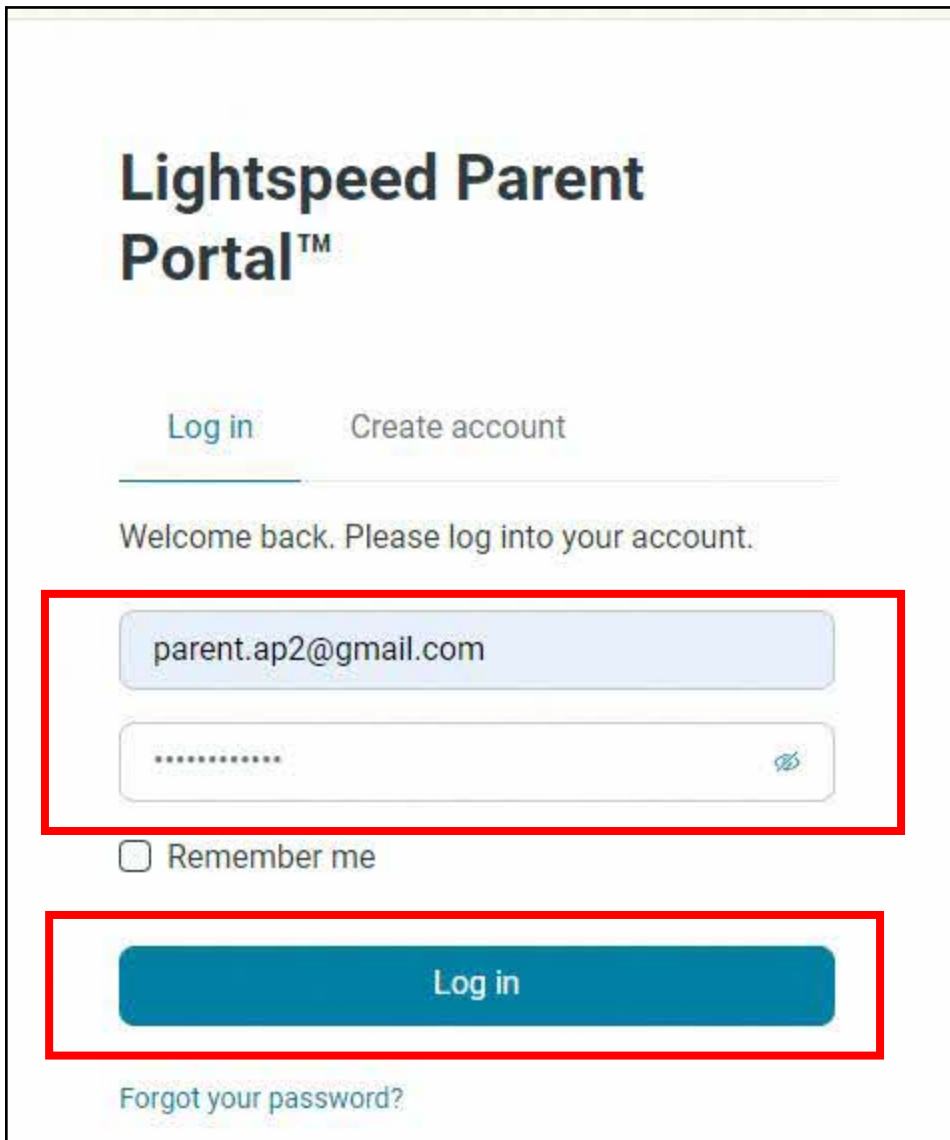
5. Email Verification:

- a. **After creating your account**, you will receive a verification email from Lightspeed.
- b. **Check your mailbox** for this email.
- c. **Verify your email address** to complete the account creation process.



Section 6: Accessing the Parent Portal

1. Enter your email address and password in the provided fields to log in



Lightspeed Parent Portal™

[Log in](#) [Create account](#)

Welcome back. Please log into your account.

parent.ap2@gmail.com

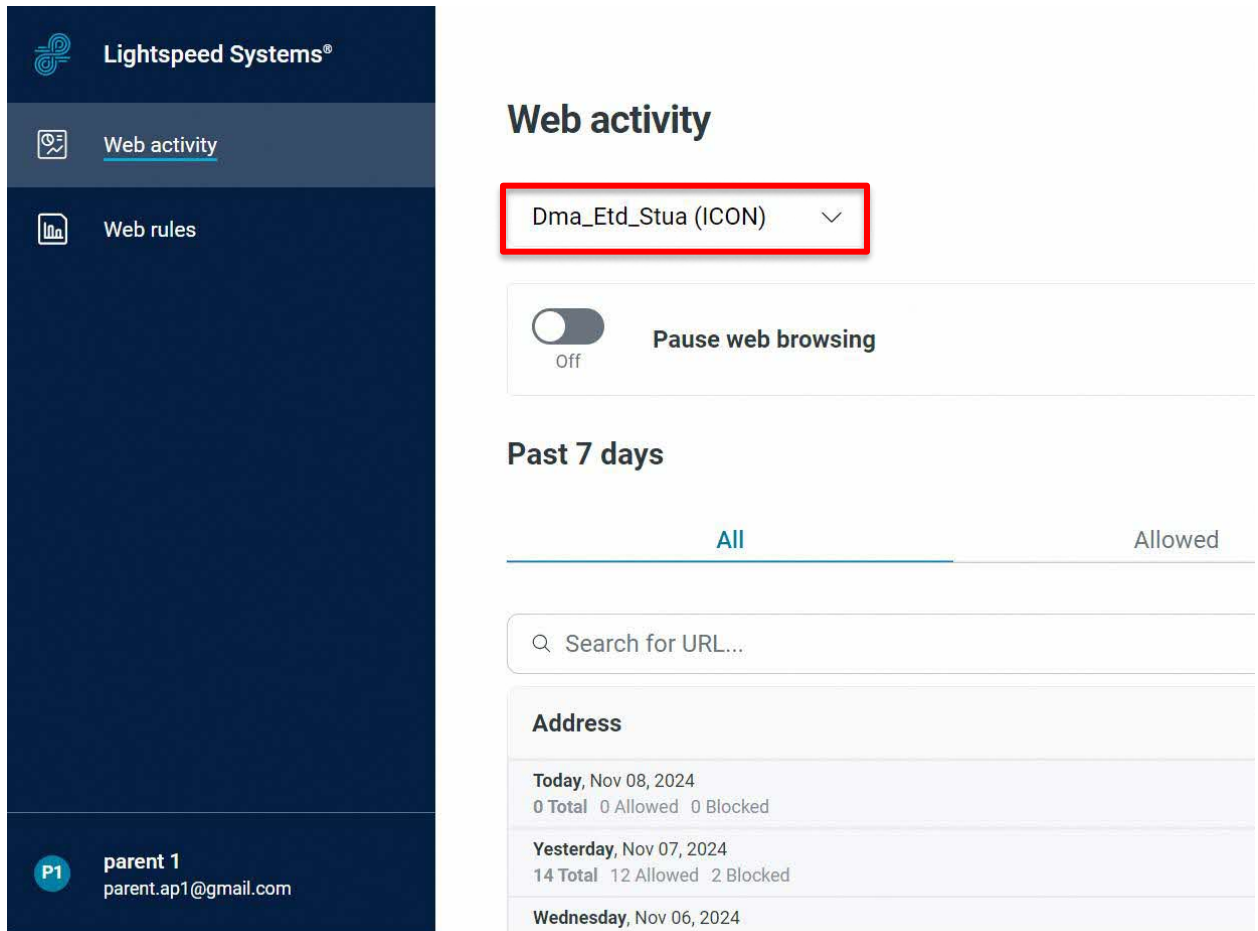
.....

Remember me

Log in

[Forgot your password?](#)

2. After logging in, you will see the following page:
 - a. **Your child's/ward's iCON account:** Check that this account name is correct. If the child/ward account name is incorrect, please contact your School DMA Admin.



The screenshot shows the Lightspeed Systems web activity management interface. On the left is a dark blue sidebar with the following menu items: "Lightspeed Systems®", "Web activity" (selected), and "Web rules". At the bottom of the sidebar, it identifies the user as "parent 1" with the email "parent.ap1@gmail.com".

The main content area is titled "Web activity" and features a dropdown menu currently set to "Dma_Etd_Stua (iCON)". Below this is a toggle switch for "Pause web browsing", which is currently turned "Off".

Under the heading "Past 7 days", there are two tabs: "All" (selected) and "Allowed". A search bar labeled "Search for URL..." is positioned below the tabs.

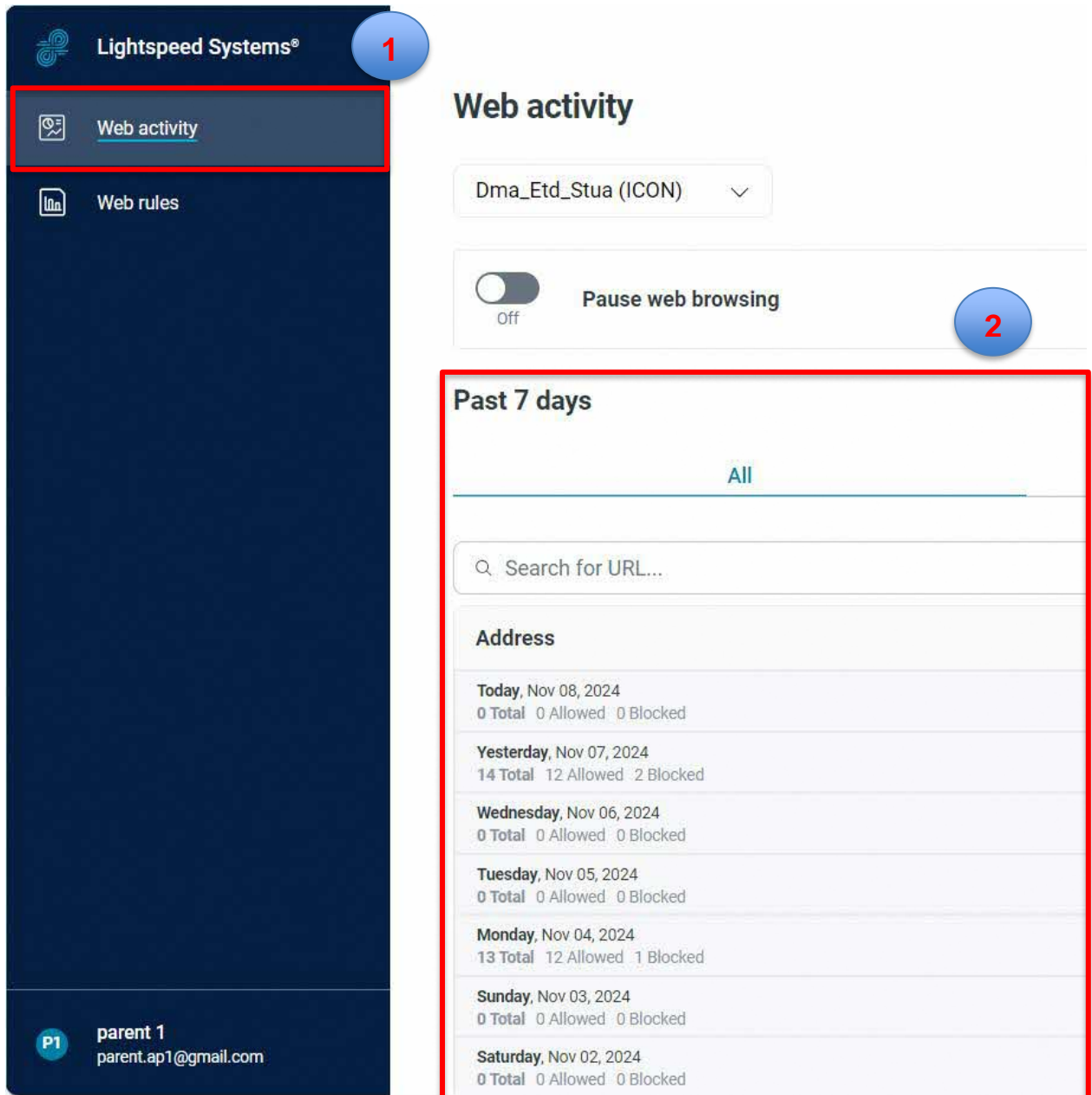
The "Address" section displays a summary of activity for the past 7 days:

Date	Total	Allowed	Blocked
Today, Nov 08, 2024	0	0	0
Yesterday, Nov 07, 2024	14	12	2
Wednesday, Nov 06, 2024			

Section 7: Web Activity

Web Activity

- a. **View detailed web activity:** Access a report showing the number of visits and websites your child/ward has accessed over the past 7 days.



Web activity

Dma_Etd_Stua (ICON) ▾

Off **Pause web browsing**

Past 7 days

All

🔍 Search for URL...

Address

Date	Total	Allowed	Blocked
Today, Nov 08, 2024	0 Total	0 Allowed	0 Blocked
Yesterday, Nov 07, 2024	14 Total	12 Allowed	2 Blocked
Wednesday, Nov 06, 2024	0 Total	0 Allowed	0 Blocked
Tuesday, Nov 05, 2024	0 Total	0 Allowed	0 Blocked
Monday, Nov 04, 2024	13 Total	12 Allowed	1 Blocked
Sunday, Nov 03, 2024	0 Total	0 Allowed	0 Blocked
Saturday, Nov 02, 2024	0 Total	0 Allowed	0 Blocked

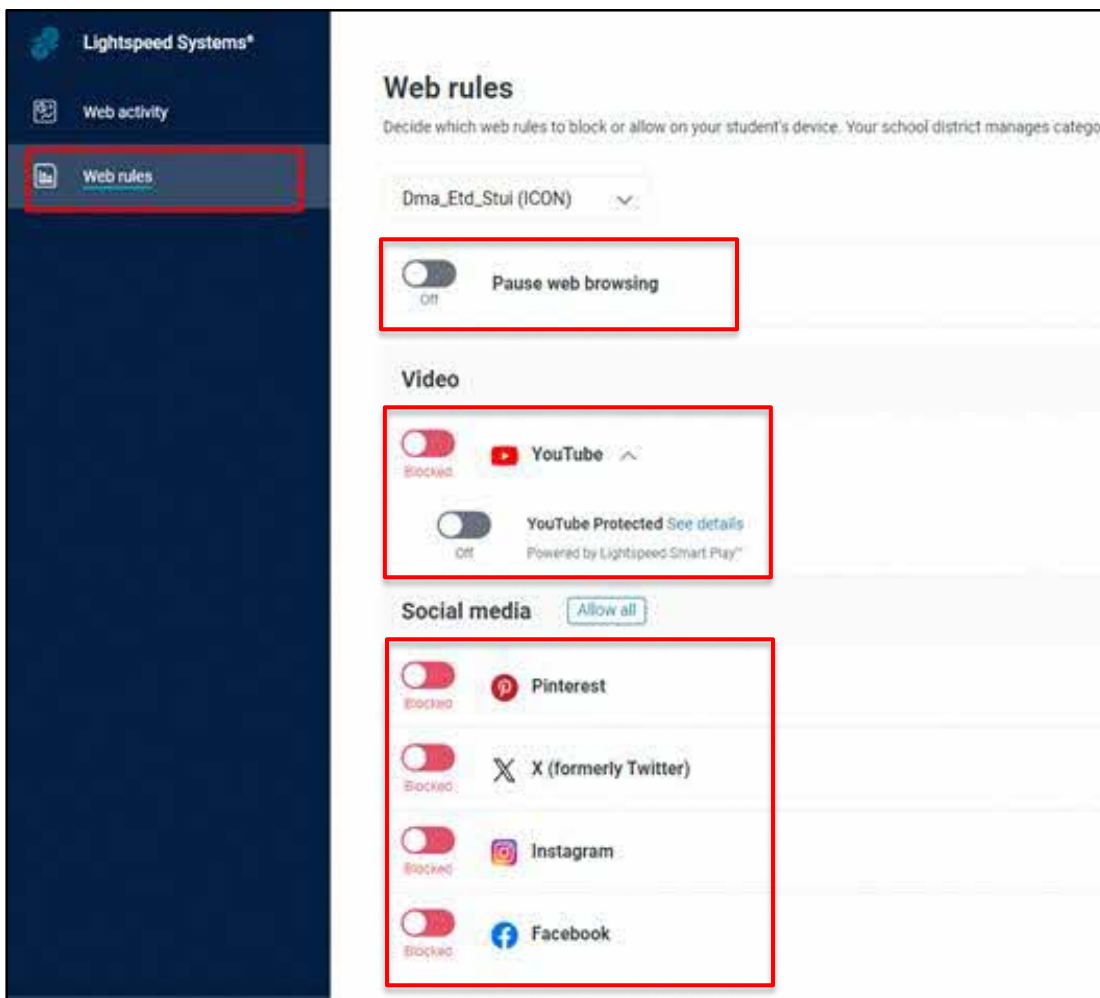
P1 parent 1
parent.ap1@gmail.com

Note: Refer to 8.1 Pause Web Browsing to activate the “**Pause web browsing**” function.

Section 8: Web Rules

Access web rule settings: Toggle to the web rules section to customise the following settings:

- Pause web browsing: Temporarily pause internet access.
- Video (YouTube): Restrict access to YouTube videos.
- Social media: Allow all, block all or customise access to popular social media platforms. The 'Manage Social Media' chapter of the guide will provide more information.



8.1 Pause Web Browsing

Pause web browsing: Temporarily pause web browsing access on your child's/ward's device for 1 hour, 3 hours, or until the next morning.

Activation: Select one of these options to activate the screen time control.



Note: Same steps can be done under Web Activity to **Pause web browsing**.

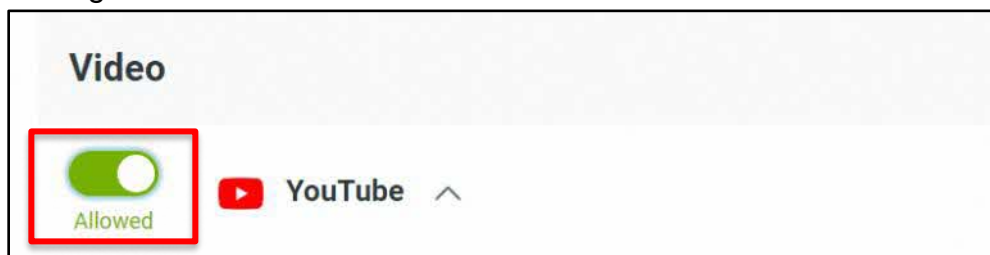
8.2 Manage YouTube Access

You can toggle on or off the setting to regulate your child's/ward's access to YouTube after school hours.

Setting to **Blocked** will block all access to YouTube.



Setting to **Allowed** will allow access to YouTube.

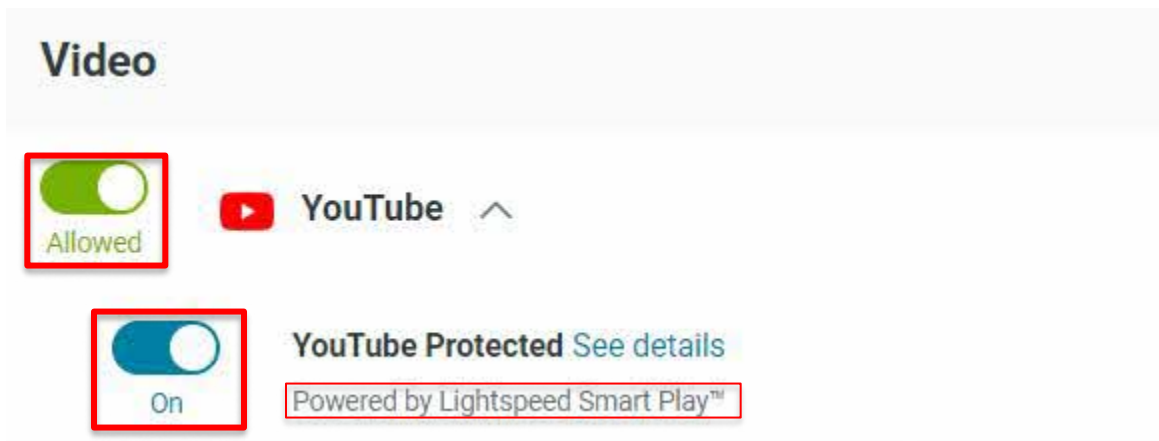


YouTube Protected: Allow educational YouTube content only.

Lightspeed Smart Play is a child-friendly YouTube filter designed to provide a safe viewing experience. It blocks mature content and hides inappropriate thumbnails.

Students can still access educational videos via direct links when Lightspeed Smart Play is activated.

To activate Lightspeed Smart Play, YouTube must be set to **Allowed** and YouTube Protected must be set to **On**.



8.3 Manage Social Media

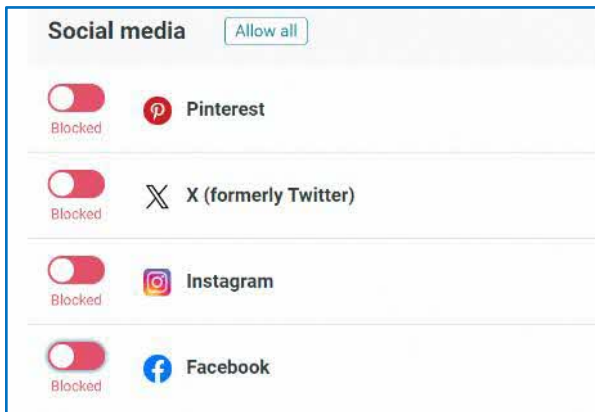
You can toggle on or off to regulate your child’s/ward’s access to the specific common social media sites.

Choose one of the following options:

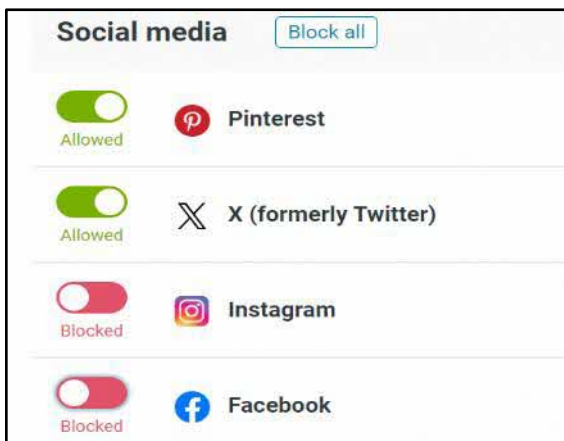
- a. **Allow All:** Permit access to the social media sites listed



- b. **Block All:** Complete restriction of social media access.

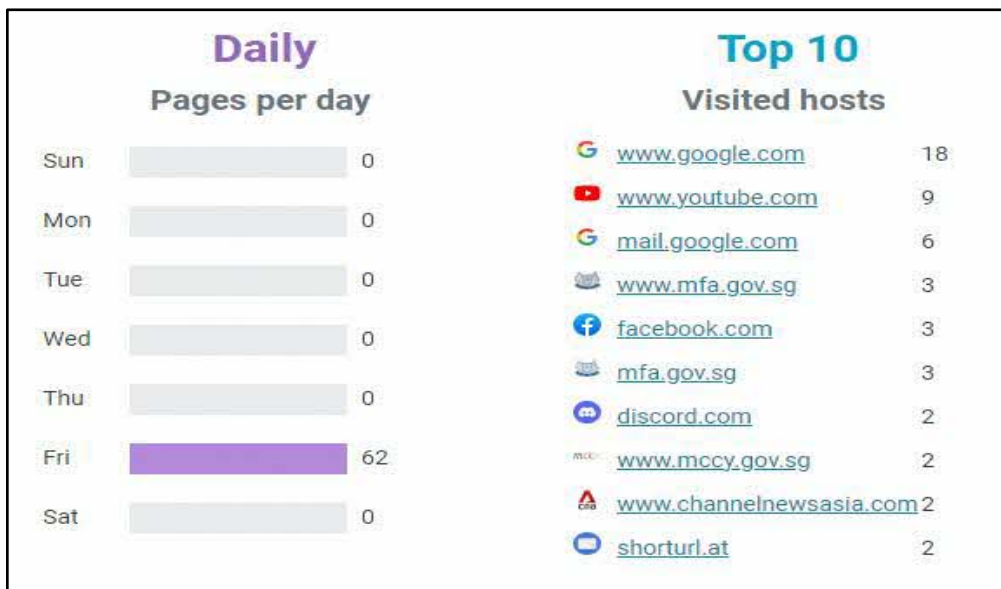
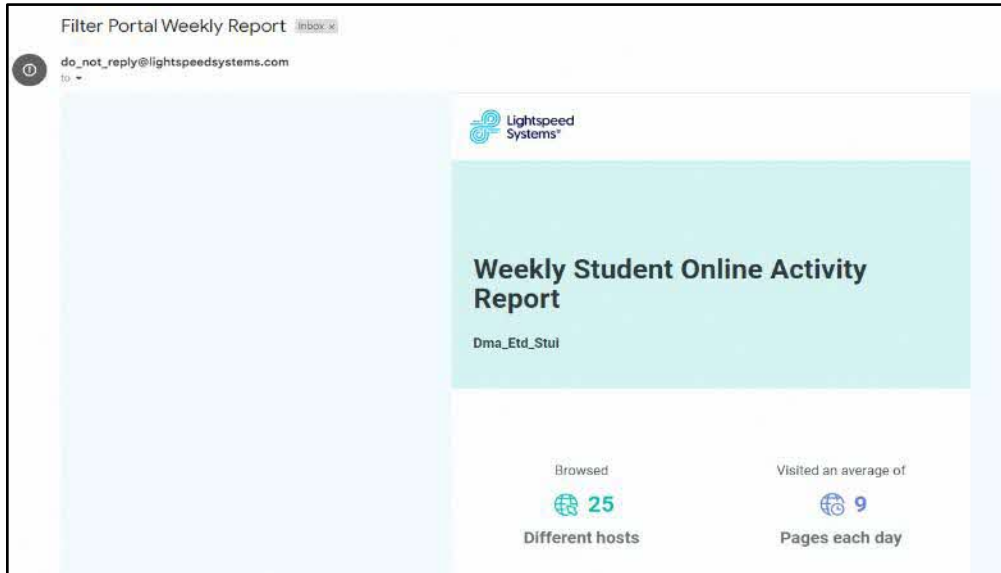


- c. **Customise:** Access given to specific social media platforms.

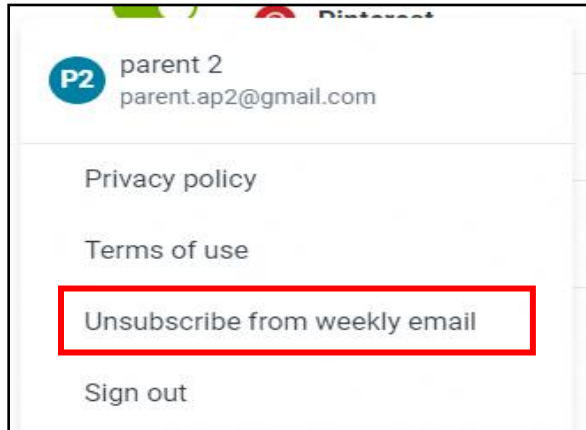


Section 9: Weekly Reports

Receive weekly email reports: Receive a summary of your child's/ward's web browsing activity for the week directly from the Lightspeed Filter email account (do_not_reply@lightspeedsystems.com). An example of the summary is as follows:

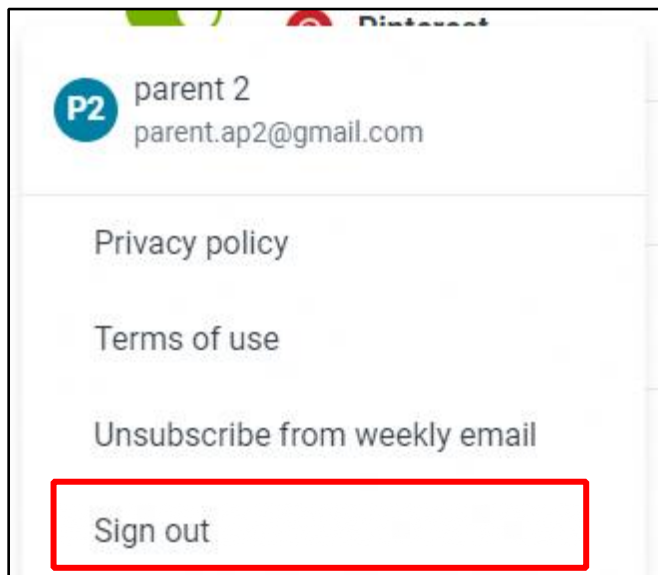
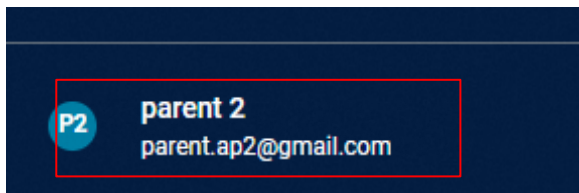


To unsubscribe from the weekly Lightspeed email, click on the "Unsubscribe" link.



Section10: Sign out

To **sign out** of the portal, click on the user icon on the dashboard, then click on "Sign Out".



Section 11: Resetting Password

1. Click on the "**Forgot your password?**" link if you have forgotten your password.

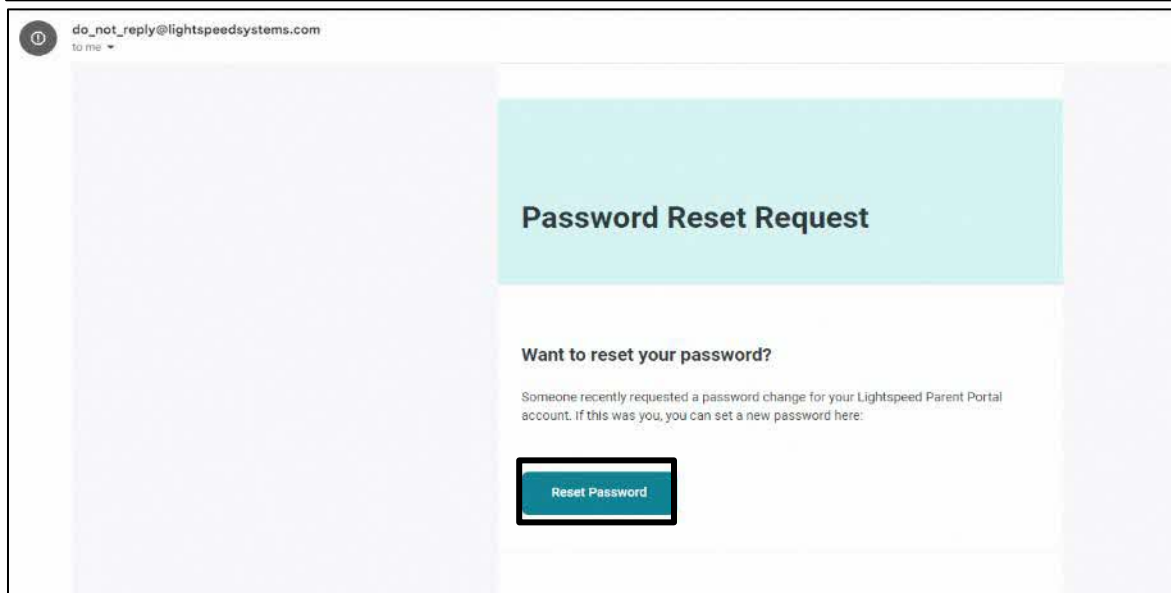
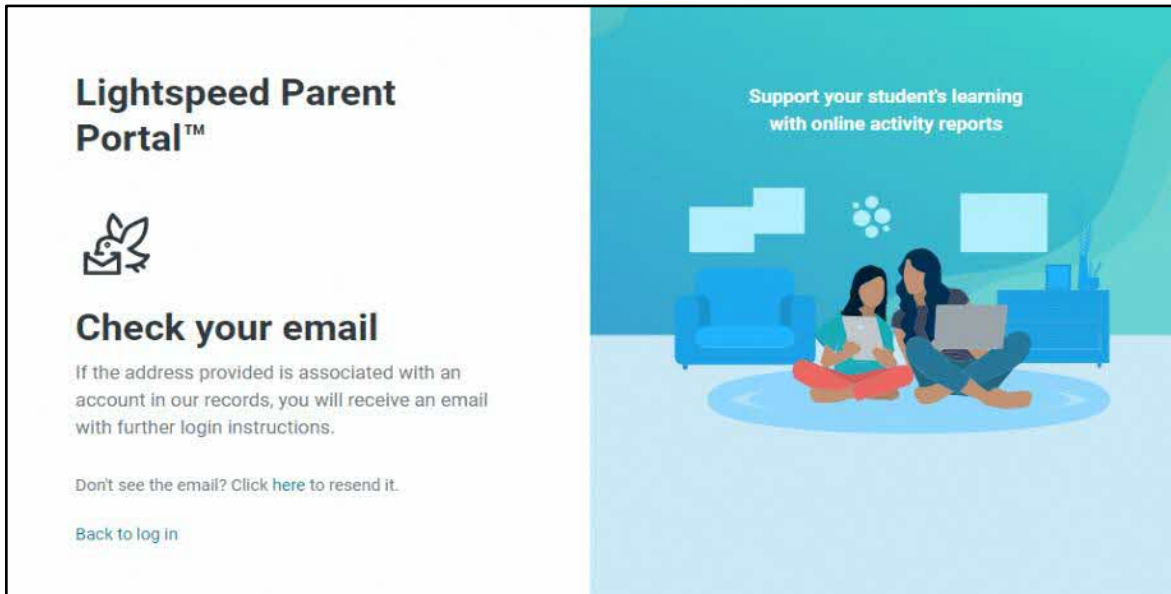
The screenshot shows the Lightspeed Parent Portal login page. At the top is the Lightspeed Systems logo. Below it is the title "Lightspeed Parent Portal™". There are two links: "Log in" and "Create account". A message says "Welcome back. Please log into your account." Below this are input fields for "Email address" and "Password". There is a "Remember me" checkbox. A "Log in" button is present. At the bottom, the link "Forgot your password?" is highlighted with a red rectangular box.

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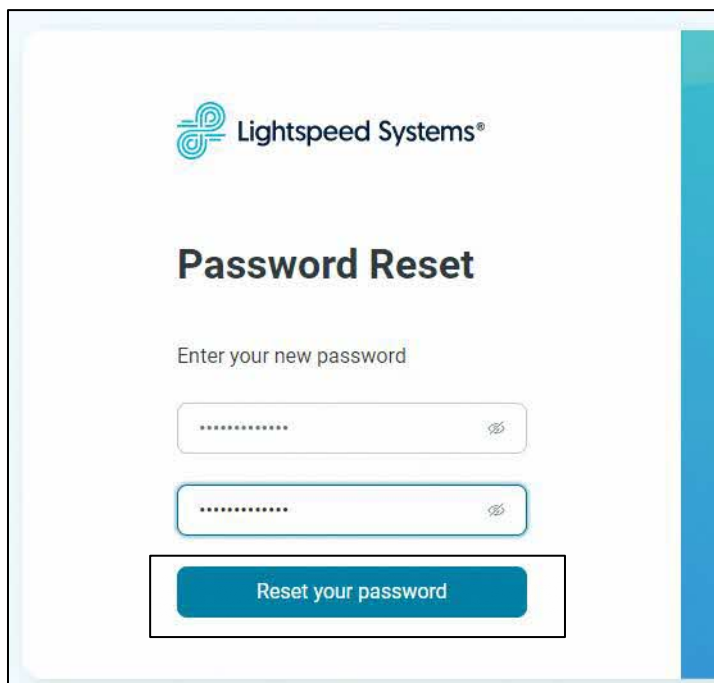
2. Enter your email address and click "**Send reset link**".

The screenshot shows the "Forgot password" page of the Lightspeed Parent Portal. It features the Lightspeed Systems logo and the title "Lightspeed Parent Portal™". The heading "Forgot password" is followed by the instruction: "Enter you email address and we'll send a link you can use to reset your password." Below this is an input field containing the email address "parent.ap2@gmail.com" and a blue "Send reset link" button. Both the input field and the button are enclosed in a red rectangular box. At the bottom, there is a link that says "Back to log in".

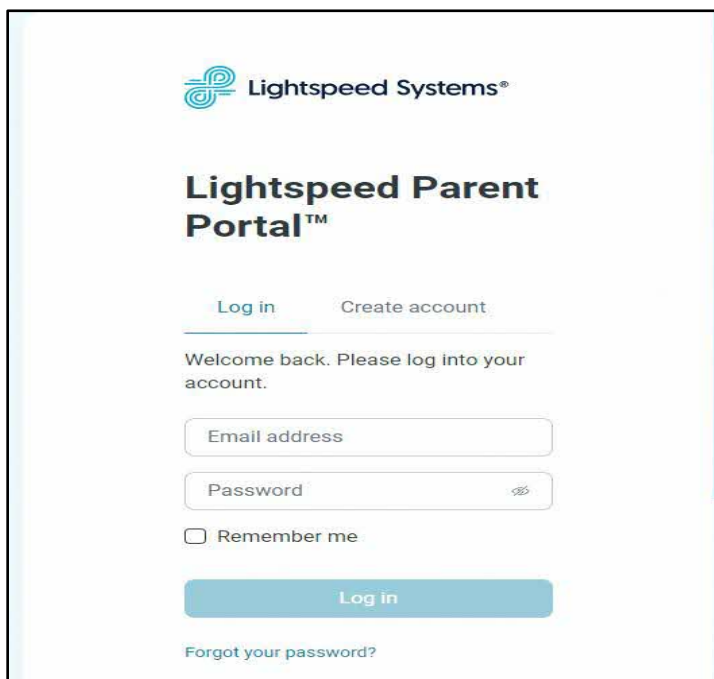
3. **Check your email:** An email with password reset instructions will be sent to the email address you provided.



4. **Follow the instructions** to reset your password.



5. **Log in:** Once your password has been reset, please log back into the portal with your new password.



If you have other questions, including changing of after-school DMA Parent Options, please contact the respective school’s DMA Admin.