

IN BRIEF *for schools*



TERM 3, 2018

Need to know

1 Scheduling your upgrade

To keep the rollout on schedule, it's important that your school keeps to the agreed time and day. Please provide our IT partner with an alternative point of contact should you/your known contact be unavailable on the day.

2 Are you paying for free internet services?

We recommend reviewing your telecommunications bill to ensure you're not paying for services already covered by N4L. If you'd like some help please email a copy of your invoice to invoicesupport@n4l.co.nz

3 Fill out our survey!

We always want to hear from you, so fill out our latest Touchpoint survey to help us better understand your needs, and how technology trends and challenges are impacting schools. Go on, prizes are on offer...

Update: Managed Network Upgrade

The upgrade to smarter, safer internet services is well underway. More than 200 schools have now had their N4L hardware replaced, with another 200 schools scheduled before the end of September.

We'll continue to complete this stage of the upgrade (hardware replacement) at a rate of approximately 250 schools per month until June 2019 - so we're full throttle.

How will I know when my school will be upgraded?

Your school will receive an email from N4L the month prior to your upgrade - so keep an eye on your inbox... From there, one of our IT partners will then work with you to schedule your installation appointment - they'll also outline what to expect on the day.

Who will upgrade my school?

A highly skilled IT partner will visit your school to replace your hardware. This visit is expected to take around 1.5hrs and your internet will be affected for a portion of this time while the hardware is swapped over.

It's important someone from your school is on hand while the IT partner

is on-site. This will ensure you are informed throughout the transition process. The current group of IT support companies we are working with is on our website - we'll be adding to this list over the coming months. Many of these companies have worked with us before and all have extensive experience working with schools.

Where can I learn more about the upgrade?

We'll be posting updates on our [website](#). Here, you'll find some of our most popular FAQs, information about the rollout process and a map tracking our progress. The map will show which schools have been upgraded, as well as the schools scheduled to be upgraded this month and next month.



Want to know what schools are saying about the upgrade?

We've recently visited two colleges and a rural primary school to see what they had to say about our upgrade. You can watch our video [here](#).

Pictured on the right is Tauranga Boys College Deputy Principal Rob Gilbert, who says:

"Boys were finding ways around the network, so they wanted to go to sites that we would have restricted. So they were using a VPN, and the new upgrade has shut most of that down. We also want their devices to be safe, not getting malware or ransomware or those sorts of things, so having the best is best for our boys."



KEY STATS: TERM 2, 2018 vs TERM 2, 2017



6.5 petabytes website data



35 billion website hits



228 million website hits blocked



44 thousand viruses blocked

Introducing Sian Willicott, N4L's "new" National Relationship Manager

Sian has been part of the N4L family for five years and we are more than excited to announce she's recently been appointed as our new National Relationship Manager.

This means she will be leading a growing team of Relationship Managers who will be out and about visiting schools, making sure they're getting the most of the fully funded Managed Network.

"Making sure you have a really great, safe online experience is our number one priority. And if you're not, then we want to hear about it" says Sian.

A lot has changed since Sian first joined the company five years ago - there are now thousands more people connected to the Managed Network, which means more and more data being consumed every day.

As devices and usage increases, so too does a growing number of online security threats. We know this, that's why Sian's team will be out in the sector supporting schools knowledge and understanding of N4L's online safety tools.



Prior to joining N4L in 2013, Sian spent seven years managing networks infrastructure for schools on behalf of telco companies. She is supported by Jonathan Arthur and Matt Sandilands, with more expected to join her team later this year.

“ We know schools are time poor and that teachers would much rather be spending time with their students than managing technology. That's why our role is to help make technology accessible so that school leaders and teachers can easily create safe online environments for their students. ”

Sian has more than 800+ school visits under her belt and says that each school has shared a unique story. She carries these stories back to N4L and they feed into the company's operations and planning.

Helping bridge the digital divide for students

This month, students from two schools will start using the Managed Network connection at home. This means that these students now have the option to take their learning beyond the school gate - while still utilising their school's safe online environment.

According to the schools' principals, around half of their students can't afford home internet, and don't have the option to learn from home like their friends do.

Their communities partnered with N4L, the school, Chorus, and the Ministry of Education to work out a solution to get them online.

We are excited to play a role in these pilots, which are led by community trusts and supported by government and technology partners. Moving from connected schools to connected learners is part of N4L's long-term strategy and these pilots will help inform ways these efforts can be scaled to other areas.

Hear from two schools involved in these pilots: n4l.co.nz



Year 5 and 6 students from Rata Street School can access the internet for learning at home, via the Managed Network. Prior to this, Mary-Jane said she was at home using paper and her brother went to her Nan's house to use the wifi.

Hot topic: Ransomware - why we recommend layering up

Your Managed Network connection comes with essential network security services to help prevent ransomware infecting your school network.

We've recently boosted our security by adding an additional layer of threat protection for all schools. If your school doesn't, then we encourage you to get in touch with our Helpdesk. This extra layer of online threat protection is exactly that - extra protection - it won't interfere with your other security tools, it's simply there to increase your defences from an increasing number of online threats.

Our threat protection service is a dedicated DNS filtering solution that proactively blocks sites that drop ransomware onto your network or device. This extra layer of protection also helps prevent phishing scams, command and control attacks, and anonymisers (otherwise known as VPNs). We recommend all schools take up this service - so go on, layer up.*

**It's important to remember that technology is not a silver bullet and must be used in combination with good digital citizenship. Visit our blog to find out [more](#).*



Helpdesk hours Mon to Fri, 8am - 5pm (0800 LEARNING)



Take a look at Support Hub n4l.co.nz/support