



He horo ake, he haumaru  
hoki te ipurangi mō te ako

**Faster, safer internet  
for learning**



Kia ora, Network for Learning (N4L) is a Crown-owned tech company that connects 2,450+ schools and kura across Aotearoa New Zealand to faster, safer internet for learning.

We operate one of the largest networks of our kind in the world, meeting the connectivity and cybersecurity needs of 855,000+ ākonga and kaiako.

But we're more than just the internet - we're here to connect, protect and support kura to provide a safer online learning environment, so kaiako can focus on teaching and ākonga can focus on learning.



**We Connect**  
Tūhono

We connect kura to faster, safer internet for learning



**We Protect**  
Tiaki

We help protect kura, kaiako and their ākonga from the worst of the web



**We Support**  
Tautoko

We support kura and their IT providers every step of the way with expertise, tools and insights

## CONNECT to faster, safer internet

We provide fully funded internet for all state and state-integrated schools and kura.

Our faster, safer internet includes uncapped data - meaning you can use as much internet as you need to support teaching and learning. We also provide a secure Wi-Fi connection throughout the school.

We design a network based on your school's needs, actively manage the connection and continue to develop new ways to make it safer and more secure.

With reliable internet, kaiako can focus on teaching and ākonga can access more ways to learn.

### Good to know

Internet speed and bandwidth utilisation is dependent on the number of users online, what is being downloaded, the devices used in your school and the school's wireless network performance. All these factors need to be taken into account as this will impact the speed that any single user can achieve.



### Upgrading your school's Wi-Fi

As part of the Ministry of Education's Te Mana Tūhono programme, we're working to upgrade school network equipment across Aotearoa to ensure a safer, more seamless Wi-Fi experience. We'll contact your school before the process begins and support you through each phase of the upgrade.

- 1 Equipment Support**  
When your current network equipment licences are approaching expiry, we step in to renew them and provide warranty support until you receive your new equipment.
- 2 Equipment Replacement**  
We work with you to design your school's network, order the required equipment and then install the next-generation wireless technology.
- 3 Secure Access**  
We ensure every user and device accessing your network is authorised to do so, making your school's Wi-Fi more secure and giving you more control.

## PROTECT from the worst of the web

Schools and kura are able to access a suite of fully funded safety and security services to help protect you and your ākonga online. We combine our security solutions with people power and expertise to give you the confidence you need.

- ✔ **Built in protection** creates a strong protective foundation
- ✔ **Proactive detection** identifies vulnerabilities to stop threats in their tracks
- ✔ **Expert guidance** helps to improve your security posture, or to resolve or mitigate threats

### Safety & Security Solutions

Our safety & security solutions help keep your kura, kaiako and ākonga safe online. Together they strengthen your defence against online threats and improve your ability to prevent access to inappropriate content - giving you confidence when it comes to digital learning.

We make it simple to have a baseline level of protection. We do this through our Safe & Secure Internet, which comes with the following services and a number of recommended settings, to help ensure your school's safety.

We've optimised these services specifically for schools and kura, so you're getting the best tech available to help protect against evolving online threats - meaning it's one less thing for you to worry about.



### Firewall

The Firewall acts as a wall between the internet and the school's network, allowing the good stuff through, and keeping the bad stuff out. It prevents a great deal of online threats and malicious activity from reaching school systems and devices.

### Good to know

You can set up your own Firewall rules to protect your school's internal networks, as well as different rules for different groups of users.

## Web Filtering

Web Filtering helps prevent kaiako and ākonga from accessing inappropriate content. We can block entire categories of content (e.g. games), specific websites, particular apps and unwanted VPNs (Virtual Private Networks). Filtering rules can also be customised for your school.

- ✔ **Category filtering**  
We can block entire internet categories that are unwanted by your school, or we can block specific websites within a category.
- ✔ **Application filtering**  
Similar to category filtering, we can block the use of unwanted apps within your school.
- ✔ **Customised filtering**  
Customised filtering allows us to apply a specific filtering policy to different groups of users, and requires each user group to connect to a different wireless network or VLAN, e.g. senior students, junior students and staff each connect to a separate network.
- ✔ **Blocking VPNs**  
We do our best to block unwanted VPNs (Virtual Private Networks) as they can be used to bypass your school's filtering or security, but unfortunately no solution can be 100% successful. If a new VPN is discovered at one school, our network can block this same VPN from being used at another school - which means we're continuously improving our ability to block unwanted VPNs.

## DDoS Protection

A Distributed Denial of Service (DDoS) attack is when a network gets deliberately bombarded causing it to slow

down or crash, preventing legitimate users from accessing resources on the network or the network itself. DDoS protection identifies and mitigates malicious DDoS activity before it impacts your school. This is automatically included as part of every school's connection.

## DNS Threat Protection

An additional layer of protection that helps to further block unwanted content and minimise the impact of online threats (such as malware, ransomware, phishing scams and VPNs) by preventing access to malicious websites. It also automatically enables SafeSearch which filters out adult content in search results from Google, Yahoo! and Bing.

## Additional options to strengthen your protection

To protect ākonga online even further, schools and kura can choose these additional options.

- ✔ **Email Protection for enhanced security**  
The Ministry of Education has partnered with Proofpoint, a global leader in email security, to provide schools with a greater level of protection against spam and phishing attacks. There's no cost, and we'll work with you or your IT provider to set this up. It also complements your existing Microsoft or Google email service.
- ✔ **Mail Relay for group communication**  
This enables you to securely send large volumes of external emails to keep in touch with whānau and the school community. Our Mail Relay will securely check all outbound emails are free from spam and viruses before sending them on their way.

## Recommended settings

To protect your school from the worst of the web, we recommend schools have our **recommended settings** applied for Safe & Secure Internet.



### Web Filtering

With all default categories blocked



### Firewall

With specific settings applied



### DNS Threat Protection & SafeSearch

Enabled

These settings are supported by our friends at **Netsafe** and **CERT NZ**, but you can decide the settings that best suit the needs of your school. To learn more about these settings head to [n41.co.nz/protect](https://n41.co.nz/protect), or if you'd like to discuss your settings with us please get in touch.

- ✔ **Remote Access for kaiako**  
With Remote Access kaiako have a secure way of accessing your school's onsite network regardless of where they are. This means they can work anytime, from anywhere. It also aligns with the Ministry of Education's security guidelines for remote access.

## Switch on Safety for remote learning

We've created a free filter to protect ākonga when they're learning remotely. It means their device won't have access to certain sites that are deemed unsafe or inappropriate for learning. This includes a range of gambling and adult sites, plus sites known to host malware and phishing scams. To learn more visit [switchonsafety.co.nz](https://switchonsafety.co.nz)

## Good to know

To enable Remote Access, software will need to be installed on each staff member's device, and they'll need to be connected to the internet. It's also worth noting that this service isn't designed for student use.

*"The best learning will happen in an environment that is protected from the worst of the web and free from content that is inappropriate and distracting to learning."*

**Nicola Ngarewa**, Principal of Spotswood College & chair of the Teaching Council of Aotearoa New Zealand

### Good to know

It's **important to remember** that there's no way to guarantee 100% protection from online threats or inappropriate content. There are other actions your school can take to help keep your online learning environments safe and secure, such as promoting digital citizenship and making sure appropriate security measures are in place.

**CERT NZ** has helpful information about keeping your school network secure and Netsafe has some resources on online safety, which we highly recommend checking out!

### Cybersecurity Services

- ✔ **Proactively monitor** your school network
- ✔ **Notify you** of cybersecurity vulnerabilities or incidents
- ✔ **Support you** to resolve any identified risks or issues

We proactively monitor the network and will let you know if we discover any cybersecurity risks or issues at your school. We'll provide expert guidance on what you need to do to reduce the risk of any identified threats and vulnerabilities, and support you to identify and remediate cybersecurity incidents.

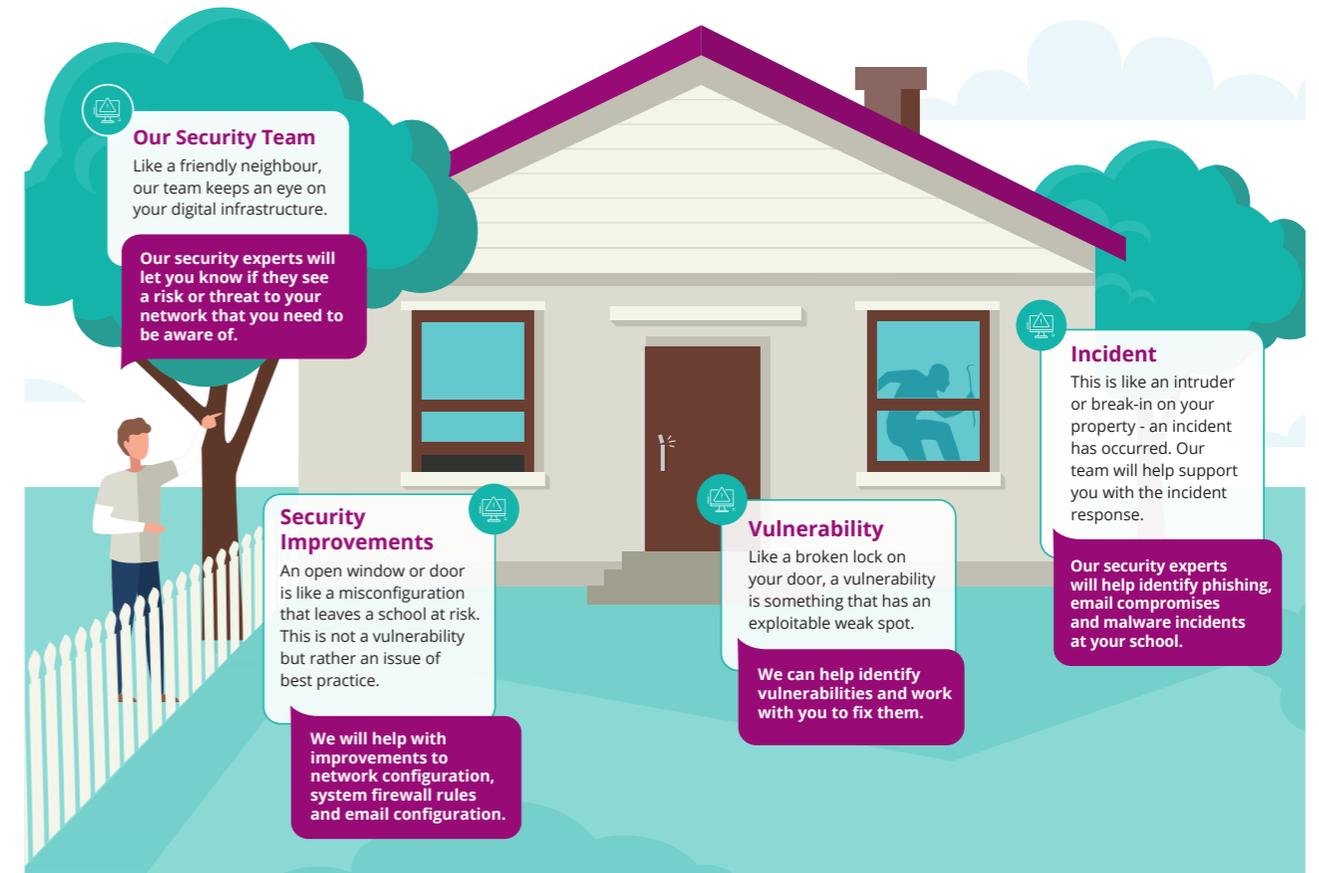
### What are we looking out for?

- ✔ **Incidents**  
A cybersecurity incident is a bit like having an intruder on your property, and our Security team is the friendly neighbour who alerts you. Types of incidents we can identify and notify you about include:
  - + Phishing - where cyber criminals attempt to trick you into revealing sensitive information or downloading malicious software.
  - + Compromised email or login credentials.
  - + Unusual or high risk remote traffic into your school's network.
  - + A device that's infected with malware.
- ✔ **Vulnerabilities**  
Like a broken lock on your door, a vulnerability is something that has an exploitable weak spot. If we see your school has serious vulnerabilities we'll work with you to remediate them.
- ✔ **Security improvements**  
This is not a vulnerability but rather an issue of best practice. We'll help with overall improvements to network configuration, system firewall rules and email security to better protect you.

*"N4L knows remotely if something's gone wrong; they're able to help me remotely; and do all the things that would otherwise just add to my jobs list."*

Dawn Fenn, Woodhill School

### Explaining our cybersecurity services



While we're here to provide support, it's super important that kura also have broader security measures in place. That's why we've teamed up with the Ministry of Education to help kura understand what they can do to improve their cybersecurity posture and better protect against online threats. Let's all work together to help keep each other safe.

## What happens if we discover a threat?

If we discover your school is exposed to a threat that could put you at risk, we'll notify you and your IT provider as soon as we can. We may contact you in different ways depending on the threat level, urgency and action required. We'll then work together to understand what actions need to be taken to mitigate the risk and support you with any remediations that may be needed. If you don't have an IT provider, that's okay! Our team can work with whoever you recommend is the best person for your school, or we can put you in touch with one in your area.

### Good to know

It's important we have up to date contact information for your school or kura so we can get hold of the right person quickly if there's a security incident. This includes your principal, IT lead and IT provider.

### Advisories

We also provide security notifications called advisories. Advisories highlight the current cybersecurity threats and vulnerabilities that could impact your school, and offer guidance on how to mitigate their impact. If it's critical, we'll send the advisory to schools that we think could be impacted. Any active advisories can be viewed on our **Alerts** page on our website.

### What happens if an incident has already occurred?

Whether you discover an incident or we do, we're here to help. If we believe your school has been impacted we'll let you know.



Our team will be available to support you, your IT provider and other stakeholders (e.g. cyber insurance providers) as required to help investigate and remediate the incident. Afterwards, we'll provide you with a detailed incident report.

### What more can I do to protect my school?

- ✓ Check your school is part of the Ministry of Education's **Risk Management Scheme** on their website. The scheme includes cybersecurity insurance.
- ✓ Sign up to **Email Protection**, which enhances your protection against spam and phishing attacks - and it's fully funded by the Ministry of Education.
- ✓ Ensure our Safe & Secure **recommended settings** on page 7 of this brochure are enabled to provide a baseline level of protection.
- ✓ Follow **CERT NZ's advice** on other important steps you can take and critical controls you can implement in your day-to-day environment.
- ✓ Check out the **cybersecurity tips** from the Ministry of Education's website.

## SUPPORT through expertise, tools & insights

Whether it's a quick query or a tricky technical one, we have the right support ready to help you. You can choose how you'd like to access information and assistance – it's all about what works best for you.

### Support Hub

Find a huge range of resources from FAQs to support articles and training guides. Chances are, the answer's on Support Hub at [n4l.co.nz/support](https://n4l.co.nz/support).

### Customer Support team

Our dedicated team is just a call or email away, ready to assist or connect you with the right type of help.

### School Relationship Managers

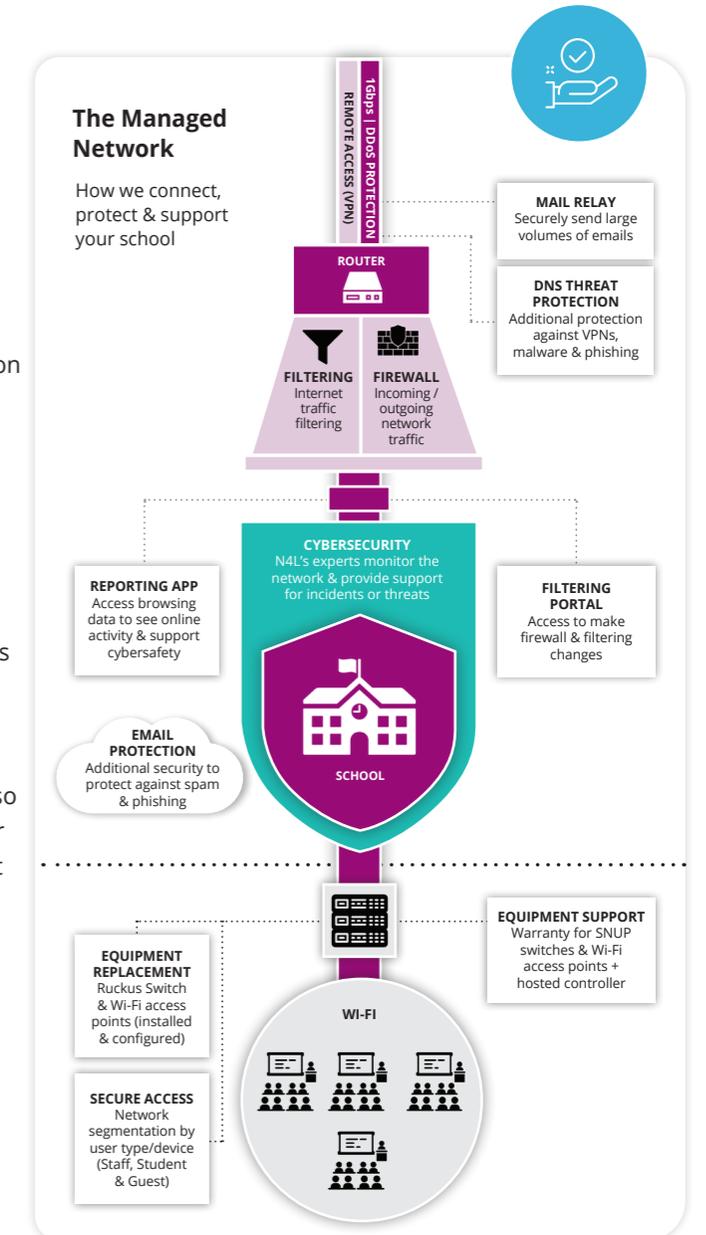
Your local point of contact gets to know your school, keeps you up to date and provides support when you need it.

### View your school's browsing data

Our Reporting app shows your school's browsing data so you can see what's happening online and support cyber safety. Request to block and unblock changes, see what users have tried to access and view information on devices. Learn more at [here](#).

### Access reports and valuable insights

Explore the research we've done to better understand how schools use tech. This offers a snapshot into areas such as how students are spending their time online, how confident schools feel about online safety and what type of online threats are being blocked. Read more [here](#).



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