



**Upgrading your school's
Wi-Fi network**



Making your Wi-Fi more reliable and secure

We're extending the Managed Network into classrooms across Aotearoa, so we can help protect and support your school's internet connection every step of the way.

This is part of the Ministry of Education's Te Mana Tūhono programme which aims to provide long term IT support so your ākonga will have a safer, more seamless Wi-Fi experience throughout your school or kura.

As part of the Wi-Fi upgrade we'll future-proof your school's network by replacing your ageing equipment with new wireless technology and improve your security posture through segmenting your network and identifying users and devices.

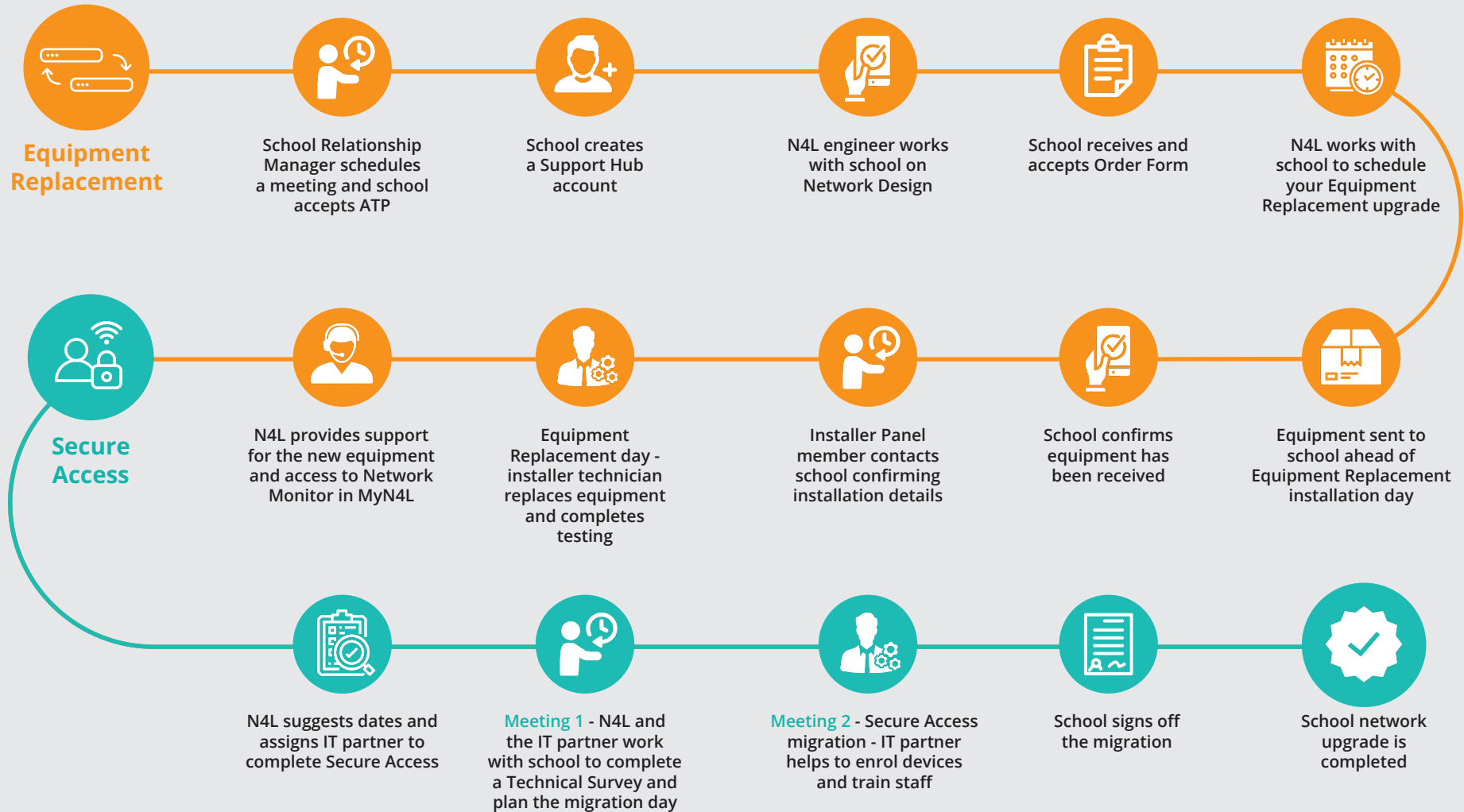
As your school proceeds through the upgrade you'll also get access to relevant tools in MyN4L, our self-service platform that helps you gain more visibility and more control over your online environment.

Is there a cost to upgrade my school's Wi-Fi network?

Schools are required to make a contribution of \$2.50 per student per year to be part of the Te Mana Tūhono programme, which is payable directly to the Ministry. The Ministry is heavily subsidising the new equipment, as well as its ongoing management and maintenance.

If you have your own IT provider, you may need or wish to involve them at various points during the upgrade process - please note any cost associated with this will need to be covered by the school. Access to N4L's Customer Support team will remain fully funded for schools.

Stepping you through the upgrade process



Equipment Replacement



Equipment Replacement upgrades ageing network equipment with Wi-Fi 6 wireless technology by designing a network that meets your school's needs.

On completion, our Customer Support team will be able to provide greater assistance to your school, including support on internal network performance and the ability to troubleshoot issues remotely.

Step 1 - School Relationship Manager meeting and Agreement to Proceed

N4L sends a Heads-up email to the principal and IT lead to let you know when your school is in scope for Equipment Replacement, and your School Relationship Manager will then be in touch to schedule a meeting.

They'll talk you through the Equipment Replacement process and the preparatory steps which includes gathering photos of your current equipment and confirming its location, plus completing the Agreement to Proceed form.

A Support Hub account will also need to be created for the principal or designated authority (if they don't already have one) to complete the Order Form in Step 3.

Step 2 - Network Design

Our team will work with you on the new Network Design for your school. This will include a floor plan indicating the location of your current equipment, and the type and location of the new equipment to be installed.

If your school incurs any additional charges due to out-of-scope costs, these will be included in the Network Design.

Step 3 - Order Form for Equipment Replacement and Secure Access

Once the Network Design has been agreed by your school, an Order Form will be sent to the principal or designated authority to complete.

This is the contractual agreement for your school's Equipment Replacement and Secure Access, and includes your school's annual contribution which is payable to the Ministry of Education of \$2.50 per student per year to be part of the Te Mana Tūhono programme.

Step 4 - Scheduling your Equipment Replacement upgrade

N4L's Service Delivery team will schedule a date for your Equipment Replacement. Once this has been confirmed, the Installer Panel member that has been assigned to your school will get in touch closer to the day to confirm all the details. The equipment for your replacement is also sent to the school ahead of your appointment and we'll need this to be stored securely and remain unopened.

Step 5 - Equipment Replacement day

The installer technician will replace the equipment and complete pre and post-install testing on either side of replacing your equipment as per the Network Design, and we'll work with your school's designated contact throughout the replacement process.

It's worth noting that there'll be an internet outage while the equipment is being replaced. The length of the network outage will vary depending on the size of your school and will be specified in the Network Design.

Step 6 - Network Monitor

On completion of Equipment Replacement, your school is eligible for the Network Monitor tool in MyN4L which provides visibility on the performance and status of your school's Wi-Fi network equipment, and information regarding each of the wireless networks. This allows your school to diagnose and troubleshoot network issues.

Secure Access



We're making your school's Wi-Fi more secure by providing everyone at your school with the right level of access to devices and content. We do this by creating separate networks for staff, students and guests, with users requiring a unique, authorised login to access their network.

This gives everyone on your staff and student networks an identity, providing control of those accessing your network at all times. This means your school will be less vulnerable to security breaches and online threats, providing improved protection of your school and student data.

Step 1 - Heads-up email

N4L sends a Heads-up email to the principal once the Secure Access process for your school begins. We'll then assign an N4L IT partner to complete your Secure Access, and the team will contact you to arrange a time to meet with your school. We'll schedule two meetings during the Secure Access process.

If you have an IT provider, we recommend having them present for these visits, but remember any associated cost will need to be covered by the school and the IT provider will invoice you directly for this.

Step 2 - Technical Survey and Migration Plan

Your school's assigned IT partner technician will visit your school and complete a Technical Survey to help us gather information needed for your Migration Plan. After discussing the scope of the migration, they'll then work with you to develop and finalise the Migration Plan which includes all the details about what will happen on migration day.

Step 3 - Secure Access migration day

On the day, your assigned IT partner technician will work with your school as agreed in the Migration Plan. This will include pre and post-migration testing, connecting devices to the new network and providing your team with basic training so you know how to connect new devices and users to the network in the future - which is important if all devices aren't connected on migration day.

How-to guides, troubleshooting tips and resources to help explain Secure Access to your users will also be available.

Inform your digital citizenship journey

Once Secure Access is set up, you'll be able to see browsing activity on your school's network with **MyN4L's Online Activity tool**. This activity includes both browsed websites and attempts to access blocked websites by individual users to help support positive conversations around digital citizenship and responsible internet use.

Also, once migrated to Secure Access your team will start using two new tools in MyN4L, our self-service platform:

- Guest Access tool is used to manage network access for guests visiting your school.
- Device Registration tool is for adding and removing shared and third-party devices.

Helping you every step of the way

30-day warranty

If you experience any technical issues after Equipment Replacement or Secure Access, your school is covered by a 30-day warranty period entitling you to direct support from the N4L team.

We can support you until you receive your new equipment

While you're waiting for your full upgrade, schools enrolled in Equipment Support that had hardware installed under W/SNUP will be supported.

We'll provide warranty support to ensure your switches and wireless equipment continue to run smoothly until your equipment can be replaced as part of Equipment Replacement.

For schools that would like to enrol into Equipment Support due to a ZoneDirector failure, please call our Customer Support team.

Customer Support team

Our dedicated team is just a call or email away, contact us on 0800 532 764 or email support@n4l.co.nz.



The Managed Network

Ever wondered how all of our products and services fit together? This infographic helps to explain.

