Network support for your school
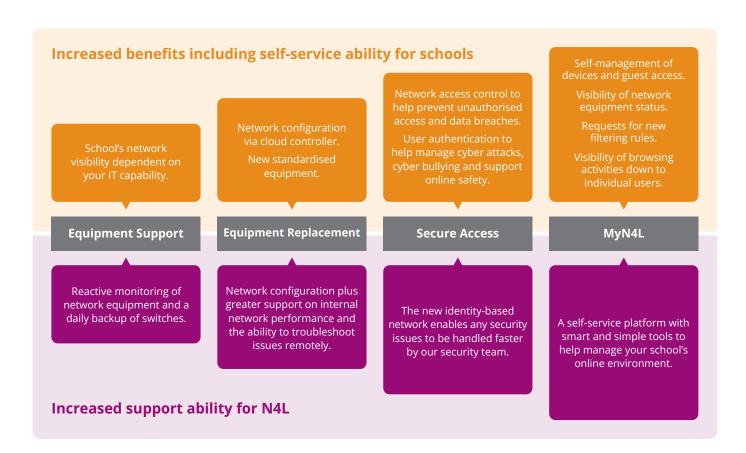
Need help with your school's network? Explore the options below to find the right support for your needs.

About your school network

The Managed Network is N4L's managed service that connects schools and kura in Aotearoa to faster, uncapped internet, accessed via an onsite firewall. This means we actively manage your connection. The Managed Network also includes a suite of safety and security services to help protect students from inappropriate websites and online threats, and secures school networks and IT infrastructure.

Just like a school caretaker is responsible for maintaining the buildings and grounds outside the classroom, we take care of your school's network, ensuring it runs smoothly and securely. As your school progresses through the Ministry of Education's Te Mana Tūhono programme to upgrade your Wi-Fi network, our level of support increases - just like a caretaker's role expanding with new facilities. While we don't manage individual devices, we ensure the network foundation is strong, reliable, and fit for modern learning.

Increased benefits including self-service ability for schools

Equipment Support	Equipment Replacement	Secure Access	MyN4L
School's network visibility dependent on your IT capability.	Network configuration via cloud controller. New standardised equipment.	Network access control to help prevent unauthorised access and data breaches. User authentication to help manage cyber attacks, cyber bullying and support online safety.	Self-management of devices and guest access. Visibility of network equipment status. Requests for new filtering rules. Visibility of browsing activities down to individual users.
Reactive monitoring of network equipment and a daily backup of switches.	Network configuration plus greater support on internal network performance and the ability to troubleshoot issues remotely.	The new identity-based network enables any security issues to be handled faster by our security team.	A self-service platform with smart and simple tools to help manage your school's online environment.

Increased support ability for N4L

You can find more information on here about our available support throughout the Wi-Fi network upgrade process.

Available support

The information below is to help clarify who does what when it comes to the school's network.

Your question or issue	Where to get help
For an overview of network outages, scheduled maintenance and product updates	check out our alerts page.
If your internet or Wi-Fi has slowed down or dropped out altogether	get in touch with your IT support or IT provider (if you've not yet been through Equipment Replacement) or our Customer Support team* (post-Equipment Replacement). For more information see this article.
To check the status of your network equipment such as switches and access points	contact our Customer Support team* or log in to MyN4L's Network Monitor tool.
If you need to purchase new Wi-Fi equipment	reach out to us at quotes@n4l.co.nz and we'll order the equipment for you. For more details see articles for pre-Equipment Replacement schools and post-Equipment Replacement schools.
Any changes to your LAN/Wi-Fi settings, including adding new or deleting network segments	contact us to do it and we'll also update the documentation for your school and ensure that the security is maintained (post-Equipment Replacement).
For onboarding a new user device to the network and managing your users (onsite hosted services or applications, such as servers, phone system, CCTV etc)	talk to your internal IT support or external IT provider (if you've not yet been migrated to Secure Access) or use the Device Registration tool in MyN4L (post-Secure Access).
Any issues with third-party devices such as printers, CCTV cameras	talk to your internal IT support or external IT provider, or ask the equipment vendor for support. If you're unable to do that, contact us.
To manage SmartZone cloud controller credentials e.g. no access or forgotten password	contact our Customer Support team.
For any filtering or firewall-related questions and requests	log in to MyN4L's Web Filtering tool to request Web Filtering changes, otherwise contact our Customer Support team.
In case of faulty cabling, including warranty or physical damage, or if you require any new points to be installed,	check out this helpful guide that explains the key steps and evidence you'll require from your SNUP cable installer who will help fix the cable issue (at your school's cost).

*We may need to involve the school's IT support or IT provider if onsite investigation of the school's Wi-Fi equipment is required (at the school's cost).

For more information on specific roles and responsibilities see our Terms and Conditions.

Check out the roles and responsibilities of the organisations below in supporting school networks.

School IT support and IT provider

Your onsite or remote IT experts who ensure the smooth operation of your technology systems.

They're responsible for:
- Network infrastructure and management, such as server management and network equipment configuration if your school hasn't been through Equipment Replacement.
- Device and local software management and troubleshooting.
- Any other responsibilities of IT providers governed by the terms of your school's individual agreement.

Note: if you don't have an IT provider, you can contact one of our *Panel members* *and make your own arrangements with them.*

N4L Panel

We've appointed two technology panels of highly skilled installers and IT providers from around the country. You can find a list of our Panel members here.

They are in charge of:
- Equipment Replacement installation and Secure Access migration.
- Resolution of any issues covered by the warranty of the above processes - contact us and we'll work with the Panel members.

Note: reaching out to Panel members for matters outside of N4L-led work may incur additional costs for the school.

Network for Learning
Smarter, safer internet services for learning

N4L connects schools and kura in Aotearoa to faster, uncapped internet and more secure Wi-Fi.
We design, manage, and continuously improve the network's safety and security. We also monitor and maintain standardisation and compliance of designs.
Our services are fully funded for all state and state-integrated schools and kura (with the exception of Te Mana Tūhono programme's fees).

Contact us when:
- You need warranty support, to buy additional network equipment or experience Wi-Fi issues.
- You require up-to-date information on your school's network.
- For any filtering or firewall-related support, or you need support to maintain or make changes to your network including network configuration after your school has gone through Equipment Replacement.
- You'd like to change what your school's Web Filtering is blocking or allowing.
- You have any other service requests or add-on changes, such as Remote Access.

Still have questions?

Please contact our friendly Customer Support team on **0800 532 764** or support@n4l.co.nz.