

Where is my Schoolbox instance located?

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Introduction

This document has been prepared to help you understand where your Schoolbox instance is hosted.

The location of your Schoolbox instance is based on the Services you use and your organisation's location. Your Subscription Agreement outlines the Services you've purchased, which fall into two main categories:

- Schoolbox Self-Hosted
- Schoolbox Hosted

Each Service typically includes a Schoolbox Production and Staging Instance, which are hosted in one of the following ways:

1. **Self-Hosted Infrastructure** – Managed by the customer, with Schoolbox support.
2. **Self-Hosted Infrastructure with Hybrid Storage** – Managed by the customer, with Schoolbox support, but with file storage in Schoolbox's Public Cloud Infrastructure.
3. **Self-Hosted Infrastructure with Hybrid Backup** – Managed by the customer, with Schoolbox support, but with file, database and configuration backup in Schoolbox's Public Cloud Infrastructure.
4. **Public Cloud Infrastructure** – Hosted on Schoolbox-managed AWS infrastructure.

Additional Services

In addition to hosting, Schoolbox also offers:

- **Online Teacher Training Course** – Hosted in Schoolbox's Public Cloud Infrastructure (Australia & New Zealand Region).

Self-Hosted Instances

Customers manage Self-Hosted Instances, choosing where to deploy them. Schoolbox remotely sets up and configures the Services on the Customer's selected infrastructure.

For Self-Hosted Instances with Hybrid Storage, files are stored in Schoolbox's Public Cloud Infrastructure, with storage locations listed under 'Public Cloud Instances.'

For Self-Hosted Instances with Hybrid Backup, file, database and configuration backups are stored in Schoolbox's Public Cloud Infrastructure, with storage locations listed under 'Public Cloud Instances.'

Public Cloud Instances

All of our Hosted Services are located based on the following table:

Customer Location	Production and Staging Data Centre	Disaster Recovery Data Centre	Primary Storage	Backup Storage
Australia & New Zealand^	AWS Asia Pacific (Sydney) Region	AWS Asia Pacific (Melbourne) Region	Cloudflare Oceania*	AWS Asia Pacific (Sydney) Region
	AWS Asia Pacific (Melbourne) Region	AWS Asia Pacific (Sydney) Region		AWS Asia Pacific (Melbourne) Region
Asia & Middle East	AWS Asia Pacific (Singapore) Region	AWS Asia Pacific (Sydney) Region	Cloudflare Asia-Pacific*	AWS Asia Pacific (Singapore) Region
Middle East	AWS Asia Pacific (Singapore) Region	AWS Asia Pacific (Sydney) Region	Cloudflare Western Europe*	AWS Asia Pacific (Singapore) Region
Europe	AWS Europe (Frankfurt) Region	AWS Europe (Spain) Region	Cloudflare Western Europe*	AWS Europe (Frankfurt) Region

*Cloudflare R2 buckets are created using a 'Location Hint' to indicate the desired region for data within the bucket to be located in. For full details and limitations, please refer to [Cloudflare](#).

^Customers in Australia & New Zealand can check the specific AWS Region used for their Schoolbox Production and Staging Data Centre via [My Schoolbox](#) or their Schoolbox Admin Dashboard.

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