Red Hat Learning Subscription Premium

Getting started

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Unlocking the power of Red Hat Learning Subscription Premium

Welcome to Red Hat® Learning Subscription Premium. You now have access to the Red Hat Training and Certification portfolio of self-paced courses. Here are some key features available to you:

▶ **Virtual training sessions:** Access a full schedule of live, instructor-led sessions and self-paced, virtual training sessions

▶ **Certification exam vouchers:** 5 unique certification exam vouchers and 5 retake exams that can be used to take the exam remotely or at various locations across the country during the term of your subscription

▶ **Early access:** Preview of course chapters and lab environments under development

▶ **Expert extra videos:** High-definition video seminars from Red Hat field practitioners

▶ **Cloud-based labs:** 400 hours of lab time in Red Hat environments

▶ **Lab plus:** Hands-on scenario-based courses using product lab environments

▶ **Red Hat Training Bookshelf:** E-book access for all training courses

▶ **Skills paths:** Course guidance toward Red Hat Certification exams, or create your own training plan in a customized path

▶ **Expert chat:** Live coaching from an expert on course material

▶ **Reporting:** A user dashboard with insight into your subscription usage

Login

You can access these features by logging in with your Red Hat account ID linked to your subscription. You will receive a welcome email with your log-in details and subscription start date.
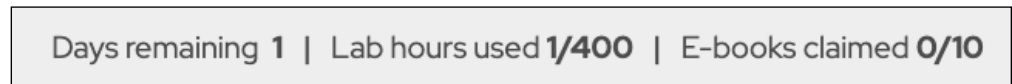
Red Hat Learning Subscription

Explore the platform

Homepage

Your homepage will provide access to all your active self-paced courses and skills paths. The homepage will also display any scheduled premium sessions.
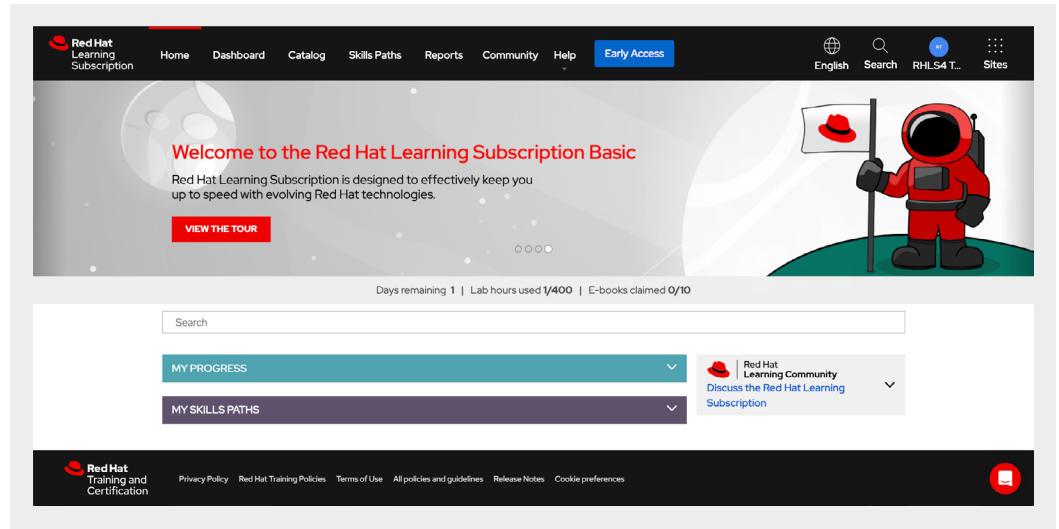

Progress tracker

This displays your subscription days remaining, lab hours, exams, and course e-books claimed.

Language

To adjust your interface language, use the drop-down menu located in the top right corner of your homepage. This action will automatically update course content if a translation is available for your chosen language. In cases where translations are not available, courses will remain in English. A wide range of courses are offered in multiple languages. Your choice of a particular course translation is stored independently from your global language setting.
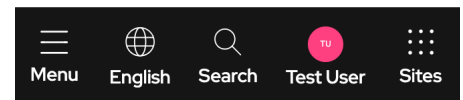
Your profile

Click the avatar image in the top right corner of the screen to update your profile information, including your preferred name, email address, time zone, and country.
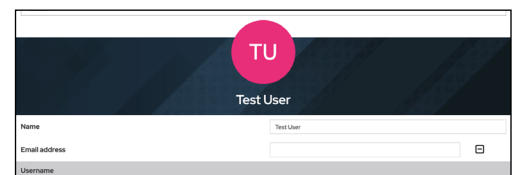
Navigation

Catalog

Access a comprehensive list of all training content included in your subscription. Use the search bar to find specific content and offerings. Refine your search results by filtering based on delivery format, product, category, or language.
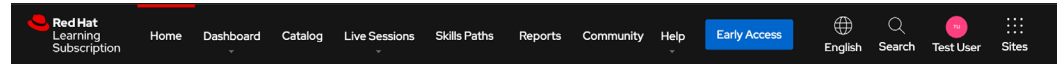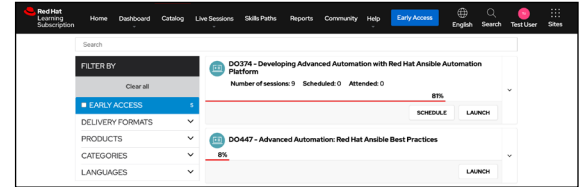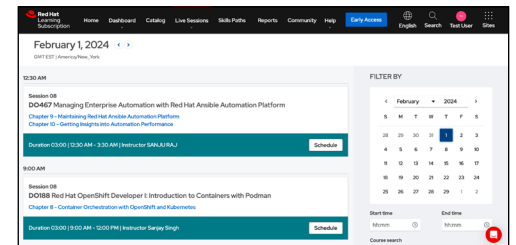

Live sessions

A catalog and calendar are both available to search for and schedule live premium sessions.
The catalog displays a list of all courses that include live sessions.

▸ Sessions can be searched by category, Red Hat product, and date and time.

▸ Sessions can be scheduled from the catalog using filters for date, time, instructor, or language preferences.

The calendar provides a daily view of the live sessions that are available. Search the calendar for individual dates where a premium live session can be scheduled.

Skills paths

These pathways offer a tailored roadmap directed toward a specific learning objective, each customized to the product sets you have chosen or your unique skill set. With Red Hat, you have access to a diverse selection of distinct pathways to skills enhancement, career advancement, or certification attainment. Apart from

Red Hat's predefined learning tracks, you have the flexibility to create personalized paths based on the courses and exams that align with your objectives.
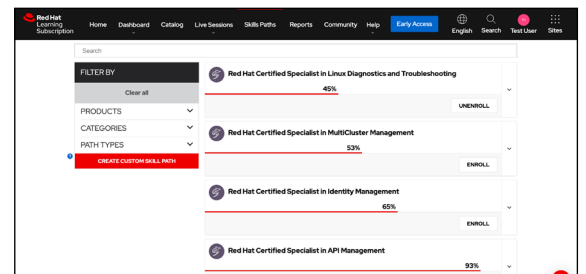
Enroll in a skills path: Take a look at all of the skills paths and determine which path best fits your goals or create your own path. Enrolling in a path adds it to the My Skills Paths section on the homepage.

Expand a skills path to view:

▸ The courses and exams that make up that path.

▸ Details, prerequisites, and the audience for each course.

▸ The percentage complete of the courses in the path.

▸ The percentage complete of the overall path.

Dashboard

The dashboard summarizes your training progress and content consumption, allowing you to track your training journey. Beyond monitoring course progress and lab usage, the dashboard furnishes data regarding the volume of training content you have reviewed and the total time invested in Red Hat Learning Subscription. You can also download a report of these progress metrics.

Reports

The reports page provides a summary of your course progress and lab usage. Additionally, you have the option to download detailed reports that illustrate your progress.

Community

Join the Red Hat Learning Community to connect with fellow learners, access discussions, ask questions, earn badges, watch learning videos, and interact with technical professionals. Enhance your open source learning journey by using the community resource alongside your subscription.

Early access

The Red Hat Training and Certification team is constantly working on new content. As a subscriber, you have an exclusive benefit known as early access, which provides you with access to course chapters and labs currently in development ahead of their public release. We encourage you to explore this content and offer feedback on the courses. Early access content is updated regularly, so be sure to check back frequently. Discover more about how the Red Hat Training and Certification curriculum team uses agile and DevOps practices to make courses available.

Support and coaching

Red Hat advisor

Your training advisor will connect with you throughout the year by phone or email. They will serve as your primary point of contact with Red Hat Training and Certification to answer questions or perform demonstrations for you. They can also assist with renewing your subscription.

Support

For technical support issues, open a support case by clicking Support in the top left corner of the portal and filling out the form.

Technical chat support tool

For expedited support, you can use the chat support to speak directly with someone who can help you. Chat support is available in your region from 8 AM on Monday to 5 PM on Friday. Depending on the severity of the issue, the support team will work with you to submit a support ticket, ensuring the issue is routed to the appropriate team and you are contacted about the resolution.

Expert chat

If you are having issues with a course concept, the expert chat feature puts you in contact with course experts who can provide coaching and help. You are allocated 1 chat of up to 30 minutes per day. Start by typing into the chat and someone will assist you. The expert chat feature is available in your region from 8 AM on Monday to 5 PM on Friday.

Premium chat assistance for virtual sessions

Chat experts are available to assist Red Hat Learning Subscription Premium subscribers with virtual training sessions. If you have issues getting labs prepared for your upcoming session or if you run into trouble during a session, our chat experts are available to help. Launch the chat tool and follow the prompts to access this technical support.

Peer support

Each self-paced course in your Red Hat Learning Subscription provides access to a course group in the Red Hat Learning Community. These groups are designed to encourage collaboration about course topics between you, your peers, Red Hat experts, and instructors.
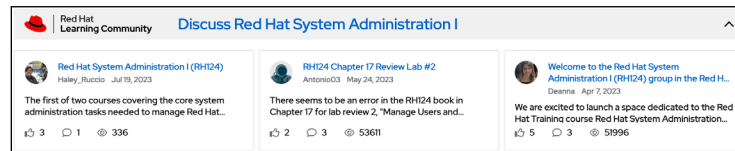

Start your learning journey

Live, virtual training sessions

There are 3 ways to sign up for a session:

1. Use the catalog to locate your desired course. Courses with Red Hat Learning Subscription Premium sessions have a Schedule button you can click on to view the available sessions. Choose the date and time you prefer and confirm the enrollment to sign up.

2. Use the Live Sessions catalog, which displays virtual training courses with sessions available to schedule. You can filter by date, time, category or product to find sessions. Your upcoming scheduled sessions will appear on your homepage in the section titled My Virtual Training.

3. Use the premium calendar to search for live premium sessions by date. Explore the sessions available by day and schedule any desired sessions.

Self-paced courses

Red Hat Training and Certification course content is provided in an interactive textbook format and enhanced with high-definition videos. The videos feature instructors teaching the textbook material, working on labs, and discussing the quizzes.
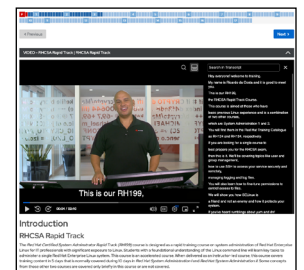
Labs

Each course comes with its own lab environment to practice the material while you learn. Note: When you start a course, click the Create button while you work on other material to ensure the virtual lab is ready when you need it. Some labs take a few minutes to load. Labs are accessible in the Lab Environment tab.
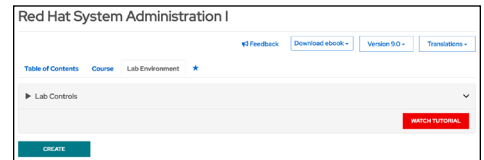
Red Hat Training Bookshelf

This serves as a learning portal, where course e-books are available to you, both on and offline. Tailor your learning experience by adjusting the text size and enabling dark mode.

Certificate of attendance

You will receive a certificate of attendance for any self-paced course at 75% completion. Download the certificate by clicking on the Certificate of Attendance button located at the top of the course page.

Expert extras

These on-demand, 5- to 15-minute videos presented by Red Hat experts include tips, best practices, and use cases for products featured in Red Hat courses. You can search for these videos in your catalog by selecting Expert Extra in the delivery format filters.

Lab Plus

This series of concise courses is designed to offer students hands-on experience through scenario-based lab exercises. These courses are specifically tailored to assist with the installed base of Red Hat products, covering areas such as optimization, operationalization, installation, migration, and readiness.

Certification exam

Exams can be found in both the catalog and within skills paths.

▸ Click the View button on an exam in the catalog to see the details. The details page includes information about the exam, such as the description, prerequisites, format, and audience.

▸ Click the Enroll button to activate the exam eligibility.

▸ Click the Schedule button to schedule your exam with the scheduling tool.

▸ Use the scheduling tool to find a testing facility. Red Hat exams included as part of your subscription are limited to individual exams, which can be scheduled at a testing center or taken as a remote exam. Only select Red Hat individual exam locations when scheduling your exam and searching for a testing center.
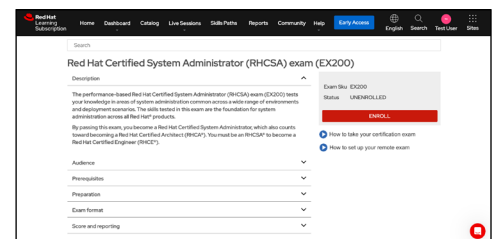
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Reminder: You must use your Red Hat exam attempts during the term of your subscription. Your Red Hat Learning Subscription Premium entitles you to 5 unique, individual exam attempts and 5 retakes.

More information

For further information about your subscription, consult our Red Hat Learning Subscription FAQ or get in touch with your dedicated training advisor.

About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.