

Red Hat Partner Center FAQs

What is the Red Hat Partner Center?

The Partner Center is the one – stop resource for Red Hat authorized partners for all of the sales, marketing, support, and operations tools you need as a Red Hat partner. It replaces the Red Hat Business Partner portal. The new Partner Center simplifies navigation, consolidates systems, and improves overall usability. Key features include:

- **Fast, easy access to the resources you need, when you need them**
The Red Hat Partner Center helps you find the resources you need quickly and easily, with simple content categorization and navigation tools
- **Technology and products**
Learn about Red Hat's latest campaigns, products, solutions and services.
- **Technical support and resources**
Find the answers you need to get your work done through on line technical resources and other support options
- **Education and training**
Build your skills with Red Hat's certification programs
- **Marketing tools and offerings**
Access extensive marketing resources

How can I access the Red Hat Partner Center?

Partners can access the Partner Center from the Partner section of the Red Hat website at: www.partner.redhat.com

All users of the Partner Center require a Red Hat login. Learn more about the Red Hat login at: <http://www.redhat.com/wapps/ugc/register.html>.

How do I get access to Partner Center?

All users of a Partner's organization are eligible for access to the Partner Center. Please contact your organization's Red Hat Partner Center Administrator. You will need a Red Hat login for access to the Partner Center.

Create a Red Hat login at:

<http://www.redhat.com/wapps/ugc/register.html>.

Who should be using the Partner Center?

The Red Hat Partner Center is a password-protected site for Red Hat authorized partners only. The Partner Center provides Red Hat partners with product, program, pricing, and training information to sell and support Red Hat products,

services and solutions. The Red Hat Partner Center provides tools for every member of our partner's organization – management, marketing sales, and support staff.

Take the Red Hat Partner Center tour www.redhat.com/partners/welcome

What kind of information is on this site?

Much of the content in the Red Hat Partner Center that is available depends on the type of contract you have with Red Hat. Below is a list of basic content that is available to most partners.

- Product marketing information including data sheets, new product announcements, and brochures
- Service and support information including SKUs and MSRP pricing
- Red Hat marketing campaigns, programs and promotions information
- Training links for sales and technical teams

Additional information may be available based on partner type and specialization areas.

Why should I use this site?

The Partner Center is the source for the information and tools to market, sell and support Red Hat products and solutions for our joint success.

- Get the tools you need – quickly and easily
- Save time and improve efficiency
- Maximize your sales and technical team's effectiveness through training programs

New content and tools to help you succeed with Red Hat and open source will become available regularly, so make sure you visit often.

I have changed companies and my prior employer was an Red Hat partner. How do I move my login to the new company?

Please contact the Red Hat Partner Center administrator with your new company regarding access to the Partner Center. The Red Hat Partner Center manages access for all of your companies users to the Red Hat Partner Center.

What web browsers does the Red Hat Partner Center support?

The Red Hat Partner Center works with all web browsers. It is best viewed using Fire Fox 1.5 or greater. For a free upgrade go to www.mozilla.com.

What is a Red Hat login?

A Red Hat login is required to apply to join the Red Hat partner programs and to access the Red Hat Partner Center.

A Red Hat login enables :

- Purchase capabilities and faster checkout on the redhat.com store
- Access to whitepapers, webcasts and product information

In addition, Red Hat Enterprise Linux customers will need a Red Hat login to:

- Access updates, errata, source code and maintenance capabilities via Red Hat Network
- Access Red Hat technical support, documentation and Red Hat's Knowledgebase

How do I create a Red Hat Login?

Information on creating a Red Hat login is available at:

<https://www.redhat.com/wapps/ugc/register.html>

I forgot/lost my user ID. What do I need to do?

Go to <https://www.redhat.com/wapps/sso/lostPassword.html> and enter your Red Hat email address, and we will forward your logins.

I forgot/lost my password. What do I need to do?

Go to <https://www.redhat.com/wapps/sso/lostPassword.html> and enter your Red Hat email, address and we will forward your logins.

My user name/password doesn't work. What should I do?

Please contact the Partner Help Desk .

Asia-Pacific (APAC) partner support:

Email: apac-partner-helpdesk@redhat.com

EMEA partner help desk:

Email: emea-partner-helpdesk@redhat.com

LATAM partner support:

Email: latam-partner-helpdesk@redhat.com

North America partner support:

Email: na-partner-helpdesk@redhat.com

I want to change my password. What do I need to do?

Go to <https://www.redhat.com/wapps/sso/lostPassword.html> and Enter your Red Hat login and email address and we will forward your password.

Note: For your protection, we will only forward your password if the email address that you provide is identical to the one you provided in your personal profile.

How can my organization become a Red Hat Partner?

It is easy to become a Red Hat Partner, just complete the Red Hat Partner program application at: www.partner.redhat.com.

How can I list my company in the Reseller Catalog?

Upon acceptance as a Red Hat partner, all Red Hat authorized partners are automatically listed in the Reseller Catalog. If your company is not a Red Hat partner, join today at www.partner.redhat.com.

For more information on the Red Hat Ready Partner Program, please contact the Partner Help Desk .

Asia-Pacific (APAC) partner support:

Email: apac-partner-helpdesk@redhat.com

EMEA partner help desk:

Email: emea-partner-helpdesk@redhat.com

LATAM partner support:

Email: latam-partner-helpdesk@redhat.com

North America partner support:

Email: na-partner-helpdesk@redhat.com

How can I update my company's information in the Reseller Catalog?

The Partner Center is where you will manage your company's profile. The information that is contained here will be what a customer sees when the search for a partner on the Red Hat website so it is important that it is accurate and up to date at all times. You will need to designate someone in your company to be your portal administrator. All information can be updated in the "Manage Your Account" area of the Partner Center.

How can I update my company's Red Hat partner profile information ?

The Partner Center is where you will manage your company's profile. The information that is contained here will be what a customer sees when they search for a partner on the Red Hat website so it is important that it is accurate and up to date at all times. You will need to designate someone in your company to be your portal administrator. All information can be updated in the "Manage Your Account" area of the Partner Center.

My company is a Red Hat Partner, how does our Partner Center administrator grant access to the Partner Center for our organization's users?

The Red Hat Partner Center Administrator for your company manages users of the Partner Center from the "Manage Account" area of the Partner Center. Here the Partner Center Administrator can add, delete and edit users.