Red Hat Online Learning
Frequently Asked Questions

General Information

What is Red Hat Online Learning?

- Red Hat Online Learning is a next-generation, self-paced online learning that includes access to Red Hat's course materials, dozens of recorded webinars delivered by senior instructors, and ground-breaking, cloud-based labs.

How is Red Hat Online Learning different from instructor-led and virtual training courses?

- While there are many similarities between Red Hat Online Learning and Virtual Training, the key difference is that Red Hat Online Learning is self-paced, allowing you to fit your training into your schedule.

What are the components of Red Hat Online Learning?

- Red Hat Online Learning is our next-generation, self-paced online learning that addresses the real needs of the modern technology professional. These courses feature the same high quality course content found in our traditional classrooms, supplemented with ground-breaking, cloud-based labs. Some of our online learning courses also include dozens of recorded webinars by senior instructors.
  - **Online Learning Content:** Online content that is based upon the same course content you would find in traditional classroom courses, covering the same concepts and tasks. The course materials have been optimized for the self-study – with each workbook including code snippets and graphics to illustrate the text and aid learning.
  - **Online Learning Labs:** Same high-quality, robust lab environment found in the traditional classroom environment. Labs are delivered over the cloud via the same platform Red Hat uses in the Virtual Classroom environment.
  - **Online Learning Webinars:** *Series of 30+* pre-recorded webinars on a variety of topics delivered by Senior Red Hat Instructors. Webinar range from 5-20 minutes in length and are conducted by senior Red Hat instructors, examiners, and members of the Curriculum Team.
    * Online Learning Webinars are available for select courses only. Visit http://www.redhat.com/training/ways/role.html for a complete list of available courses.

Are the Red Hat Online Learning labs and content the same as classroom-based training materials?

- Yes! The hands-on labs provide the same content as delivered in the classroom environment but deployed through Amazon EC2. Course materials have been authored by Red Hat Curriculum Architects and optimized for online learning

Are these real labs or simulations?

- Unlike many traditional eLearning offerings which deliver simulations instead of true labs, Red Hat Online Learning includes real comprehensive task focused labs which students access via Amazon EC2.
- Every lab includes a complete step-by-step solution as well as a grading script to further enable you to assess your mastery of the subject.
- The labs are designed to represent practical job tasks and are representative of the tasks students face when taking the RHCSA and RHCE exams.

Can I access my Red hat Online Learning course from my mobile phone or tablet device?

- Course materials and webinars can be viewed via browser enabled ablets and mobile devices as well as a laptop or desktop computer
- Course labs are accessible via Linux or Windows desktop and laptop machines. Please see system requirements outlined on page 3 of this document.

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Are there practice tests and quizzes available with my course?

- Yes! Each unit includes a knowledge check or an opportunity for you to validate your understanding of the material before moving on to the Online Lab.

Can I have access to a trial Red Hat Online Learning course before purchasing?

- A trial period is not currently available for Red Hat Online Learning courses.

Are there printed course materials with my Red Hat Online Learning pruchase?

- Course materials are currently not available for print.

Purchasing

How do I purchase a Red Hat Online Learning course?

- To purchase a Red Hat Online Learning course, visit the Red Hat Online Learning homepage and select the course of your choice. You will be directed to the course homepage and asked to complete the online registration form and payment information.

I have purchased my Red Hat Online Learning course – what happens next?

- Upon completing the registration form, Red Hat will process your enrollment and payment information. Credit card orders are generally processed within **two (2) full business days.**
- Once payment has been verified, enrollment in your Red Hat Online Learning course will be completed. You will receive two confirmations once your enrollment is complete:
    1. Order Fulfillment Notification: Email confirming your order has been fulfilled; Includes information about your purchase, contract number and active dates.
    2. Course Enrollment Notification: Email providing specific details about how to access your Red Hat Online Learning course.

Can I bundle my Red Hat Online Learning course with other Red Hat training offerings?

- Red Hat Online Learning courses may not be bundled with other Red Hat Training offerings (including exams) at this time.

Can I use my Success Pack or Training Units to purchase Red Hat Online Learning courses?

- Success Packs and Training Units cannot be applied to Red Hat Online Learning courses at this time.
- Red Hat Online courses can be purchased using a credit card or check.

Can more than one student have access to a single Red Hat Online Learning purchase?

- Red Hat Online Learning courses provide a single user with access to online content, labs and recorded webinars. Multiple users cannot share a single Red Hat Online Learning course.

Registration & Access

When does my Red Hat Online Learning access begin? When can I expect to receive my Red Hat Online Learning login information?

- Upon completing the registration form, Red Hat will process your enrollment and payment information. Credit card orders are generally processed within **two (2) full business days.** Once processed, you will receive a notice informing you that your 90-subscription has begun.
- You will receive notifications 60, 30, and 15 days before your subscription expires.

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How long do I have access to my Red Hat Online Learning course?

- You will have unlimited access to the Red Hat Online Learning course content and webinars for a 90-day period.
- You will have a total of 80-hours of lab access deployed through Amazon EC2 during the 90-day period.

What do I need to access and run my Red Hat Online Learning course?

- Content and Recorded Webinars: Any browser updated within the last two years
- Red Hat Online Labs
  - Java: Recent Java 1.6 plugin
  - Operating System / Browser:
    - Windows XP, Vista or Current release
      - Firefox, Chrome, or Windows Internet Explorer Browser 7
    - RHEL5 (or later), Fedora 16 (or later) and most recent Linux distributions
      - 64bit Linux with the following stack of 32bit compatible libraries installed (plus automatically resolved dependencies):
        - libpng.i686
        - libXext.i686
        - libXft.i686
        - libstdc++.i686
    - Firefox or Chrome Browser (note: Mac machines are not support by NX plugin)

Who can I contact for questions regarding my Red Hat Online Learning course?

- **Account Support** If you have questions related to your account, enrollment, payment, etc. please contact your local Red Hat Training representative for further information. Your Red Hat Training representative cannot provide technical support or subject matter expertise related to your ROLE course.
  - North America: training@redhat.com or 1-866-626-2994 (Option #2)
  - EMEA: Training-emea-role@redhat.com
  - APAC: training-ap@redhat.com

- **Technical Support – Applies to ROLE courses purchased on or after 17-March-2014 only**
  Your Red Hat Online Learning purchase includes access to Red Hat Technical Support. Once your enrollment is fully processed, you will receive an email confirmation from customerservice@redhat.com with important information on how to submit technical support queries to Red Hat Technical Support. Technical support is available in English only.

  Once your support access is fulfilled, you will receive an email confirmation from customerservice@redhat.com. Your confirmation will include instructions for submitting support queries to Red Hat Technical Support via the Customer Portal. You may also follow the steps below for submitting a ticket:

  1. Visit Red Hat Technical Support at: https://access.redhat.com/support.
  2. Create a Case. If you are new to Red Hat Technical Support, watch the 'Getting Started' videos below

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1. Getting Started with Red Hat Support Cases - Part 1, Creating & Closing Cases: https://access.redhat.com/site/videos/214453
2. Getting Started with Red Hat Support Cases - Part 2, Working with Case Groups: https://access.redhat.com/site/videos/260133
3. Getting Started with Red Hat Support Cases - Part 3, Additional Features: https://access.redhat.com/site/videos/260153

3. Initiate a Chat Session with our Suppor Team by visiting: https://access.redhat.com/site/articles/313583

Red Hat Technical Support provides content-related support only. Questions related to your account or enrollment should be directed to your Red Hat Training Account Support (see above).

- **Technical Support – Applies to ROLE courses purchased before 16-March-2014 only**
  Content specific questions requiring subject matter expertise may be directed to Red Hat Training Technical Support at rol-support@redhat.com. A member of the Red Hat Curriculum Team will respond within one (1) business day of receiving your inquiry (NOTE: Technical support is available in English only).