

RED HAT ACADEMY

FREQUENTLY ASKED QUESTIONS

INTRODUCTION

The Red Hat® Academy program educates the next generation of IT technologists. By preparing students for careers using Red Hat products, we can help our customers and partners be more successful and accelerate the adoption of new technologies. With Red Hat Academy, educational institutions now have the ability to partner with the Linux® leader to deliver a superior learning experience and teach modern skills that employers demand.

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RED HAT ACCOUNT INFORMATION

QUESTION: I am a student. Who do I contact if I have not yet registered for an account?

ANSWER: Contact the administrator of your academy to receive the appropriate registration URL.

QUESTION: I forgot my Red Hat login and password. What do I do?

ANSWER: You can [try to recover your login](#) or [reset your password](#) or [contact customer service](#) for more assistance.

QUESTION: Where do I create a Red Hat account?

ANSWER: Create an account on the [account creation page](#).

QUESTION: Where do I go for more information about the Red Hat Academy program?

ANSWER: Visit the [Red Hat Academy webpage](#).

MEMBERSHIP

QUESTION: How do I apply for membership?

ANSWER: Submit your [Red Hat Academy partnership application](#).

QUESTION: How do I know my membership application was received?

ANSWER: Once you have submitted your membership application, you will receive a submission confirmation email with next steps.

QUESTION: How long will it take to process my membership application?

ANSWER: Allow up to 10 business days to process your application. You will be notified by email when your application has been processed.

QUESTION: What is the membership fee?

ANSWER: There is no cost to join the Red Hat Academy program.

QUESTION: What are the membership application guidelines?

ANSWER: The membership application guidelines are:

- Membership is available exclusively to degree-, diploma-, and certificate-granting institutions.
- Members must be formally accredited by a public or other governing body.
- Members must be nonprofit institutions.
- Curriculum provided to members must be delivered across multiple weeks, which is no less than an eight-week time frame, unless confirmed with your regional Red Hat Academy manager.

QUESTION: What is the term of the membership?

ANSWER: Memberships are valid for one year.

RED HAT ACADEMY WEB STORE BY GILMORE GLOBAL

QUESTION: How do I register to use the Red Hat Academy web store hosted by Gilmore Global?

ANSWER: Register for access on the [Gilmore Global registration page](#). Your login and password will be provided when completing the registration process.

QUESTION: How do I access the Red Hat Academy web store hosted by Gilmore Global?

ANSWER: Log in to the [Red Hat Academy web store](#).

QUESTION: Who do I contact about difficulty logging in or not being able to find a product?

ANSWER: Contact redhat@gilmore.ca. Or, you can call 1.800.795.6661 or +01 613.599.6065, Monday - Friday, 8 a.m. to 5 p.m. ET for assistance.

QUESTION: How long does it take to process my order?

ANSWER: All orders are processed and printed upon receipt. Orders that are placed before 12 p.m. ET will ship within two business days.

HANDS-ON LABS

QUESTION: What types of lab solutions are available?

ANSWER: Available solutions include: do-it-yourself (at no cost), on the cloud (at a cost), and through our partners (at no cost).

QUESTION: What is the do-it-yourself lab option?

ANSWER: This deployment option is at no cost, and you download our lab images and deploy them on your systems. File transfer protocol (FTP) credentials will be issued by Gilmore Global, which will provide you with download access to the course labs available in the Red Hat Academy program.

QUESTION: What is the cloud lab solution?

ANSWER: This deployment option is available for a fee per user, for a defined duration. If you choose this solution, we will recommend one of our lab service providers. Cloud service solutions provide a hosted lab web service using the internet to access the labs associated with Red Hat Academy courses. Red Hat Academy has partnered with a variety of cloud lab service providers for this solution.

QUESTION: What is the partner lab solution?

ANSWER: This deployment option is at no additional cost, dependent upon an existing partnership with a lab provider. Academic institutions use hardware and services to teach a wide variety of IT courses. If you currently have an IT academy program in your institution, it is possible you are already able to deploy Red Hat labs. Red Hat Academy works with several partners who provide hands-on lab services to global institutions delivering IT academy programs.

QUESTION: What are the minimum system requirements to install lab images?

ANSWER: Review the [minimum system requirements](#) to ensure you meet them before you download the images.

QUESTION: Who can help me if I have issues when using the do-it-yourself lab option?

ANSWER: You can email the technical support team at techsupport-rha@redhat.com.

SUPPORT

QUESTION: How can I contact Gilmore Global Red Hat customer service team?

ANSWER: You can email the team at redhat@gilmore.ca, or call 1.800.795.6661 or +1 613.599.6065 Monday through Friday, 8 a.m. to 5 p.m. ET.

QUESTION: How can I contact a Red Hat regional academy manager in my region?

ANSWER: Contact your regional business development manager by email:

- EMEA-RHA-BDM EMEA-RHA-BDM@redhat.com
- NAMER-RHA-BDM EMEA-RHA-BDM@redhat.com
- APAC-RHA-BDM EMEA-RHA-BDM@redhat.com
- LATAM-RHA-BDM EMEA-RHA-BDM@redhat.com
- GLOBAL CONTACT RHA@redhat.com

Gilmore's Red Hat customer service team can be contacted at redhat@gilmore.ca. You can also call 1.800.795.6661 or +01 613.599.6065 Monday through Friday from 8 a.m. to 5 p.m. ET.

QUESTION: Where do I go for technical support on software installations?

ANSWER: For technical support, email techsupport-rha@redhat.com.

CURRICULUM AND COURSEWARE

QUESTION: What courses are a part of the Red Hat Academy program?

ANSWER: The Red Hat Academy has Linux, middleware, and cloud course pathways, including:

- Red Hat System Administration I (RH124)
- Red Hat System Administration II (RH134)
- Red Hat System Administration III (RH254)
- Red Hat OpenStack® Administration I (CL110)
- Red Hat JBoss® Enterprise Application Development I (JB225)
- Coming soon: JBoss Application Development I (JB125)

QUESTION: In what formats are student guides available?

ANSWER: Student guides are available in three formats: e-books (at a cost), printed books (at a cost), and HTML5 (at no cost). You can indicate your preferred format at the time of registration.

QUESTION: How can e-books be accessed and for what duration?

ANSWER: E-books can be accessed both online and downloaded to a user's computer. The e-book is available for one year of access online, or permanently if downloaded to a personal computer.

QUESTION: How long after placing my order will HTML5 manuals be available to me?

ANSWER: HTML5 manuals are available immediately after order.

QUESTION: How can I get access to HTML5 course material?

ANSWER: Course materials delivered in HTML5 format are redeemed using Gilmore Global's Red Hat Academy [learning portal](#). You will need an account to access your HTML5 course material. You will receive a license code from your instructor or in your email account registration confirmation when you place a store order.

QUESTION: How long do I have to access HTML5 manuals?

ANSWER: Your HTML5 student guide is available to view for six months from the date of code redemption. HTML5 manuals cannot be printed, annotated, or viewed offline.

QUESTION: How can I get access to my e-book?

ANSWER: Course materials delivered in e-books are redeemed using Gilmore Global's eVantage platform. You will need an eVantage account to access your e-book. To create an account, visit <http://evantage.gilmoreglobal.com>. Once you have logged in, you will be prompted to redeem your code. Your code is in the email you receive either from your instructor or from the order confirmation when you place a store order.

QUESTION: How can I view my e-book offline?

ANSWER: You will need the Bookshelf software that can be installed on up to two computers and two mobile devices to allow for offline access. For information on downloading the Bookshelf software, visit <http://evantagesupport.gilmoreglobal.com>.

QUESTION: What features are available in the e-book platform?

ANSWER: The e-book platform is a robust and feature-rich offering that allows for highlighting, annotating, note taking, sharing of notes, and printing for a controlled number of pages.



ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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