



# Red Hat digital credentialing support and FAQs

We are taking a modern, unified, collaborative platform approach to digital badge issuance that rewards, nurtures, and motivates engagement and continuous learning. Red Hat Digital Credentialing Program recognizes and rewards learning achievements, community contributions, and ecosystem engagement to foster the adoption of Red Hat technologies and support customer success.

Digital credentials are a powerful tool to recognize, reward, and motivate skills and professional achievements. They enable the data-rich validated recognition, communication, and tracking of achievement.

Among Red Hatters, partners, customers, and B2B customers, Red Hat® Digital Credentials recognize and reward educational achievements and experience, community contributions, and program participation, including an ecosystem of engagement that supports customer success in adopting Red Hat technologies.

If you have questions, review this support information and these frequently asked questions.

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## General

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**Question:** What is the Red Hat Digital Credentialing Program?

**Answer:** Red Hat Digital Credentialing Program is a global, centrally managed Red Hat program, chartered with recognizing and rewarding learning achievements, community contributions, and ecosystem engagement to foster the adoption of Red Hat technologies and support customer success.

**Question:** What is a Red Hat digital credential?

**Answer:** A Red Hat Digital Credential is a record of achievement earned upon meeting defined criteria. Red Hat Digital Credentials can represent many types of achievements.

**Question:** What is a Red Hat digital badge?

**Answer:** A Red Hat digital badge is a sharable, verified, portable, data-rich form of that record. Sharing digital badges issued by Red Hat is one appropriate way to display Red Hat Digital Credentialing Program-supported achievements on social media, on the web, and in other digital settings.

**Question:** What are the different types of Red Hat Digital Credentials?

**Answer:**

- ▶ **Red Hat Professional Certification Digital Credentials**—This credential type is used exclusively by the Red Hat Certification program. The digital badge earner must be successful on a Red Hat Certification exam, which is a comprehensive hands-on validation of skills and knowledge.
- ▶ **Knowledge Development Digital Credentials**—This digital credential type reflects knowledge achievement through the completion of structured content and courseware. Validation that recipients have met the objective criteria is required for the digital credential.
- ▶ **Contribution and Impact Digital Credentials**—This digital credential type requires human review of evidence of applied knowledge and criteria that are met and represents participation within a specific role or program, contributions, or other skill achievements with measurable business results.
- ▶ **Program Membership Digital Credentials**—This digital credential type is issued to represent Red Hat program participation for an individual or an organization. Validation that recipients have met the objective criteria is required for the digital credential and will be reviewed by the Red Hat Digital Credentialing Council for approval.
- ▶ **Digital credentials for Red Hat Awards**—All Red Hat Award credential requests will be reviewed by the Red Hat Digital Credentialing Council for approval and must be a Red Hat corporate-sponsored award. Validation that recipients have met the objective criteria is required.



**Question:** Why is a Red Hat Digital Credential valuable to me?

**Answer:** Red Hat Digital Credentials make it easy to share your achievement, help develop your own professional brand, and show the world your skills are current and verifiable.

**Question:** Is there a cost associated with claiming and displaying my Red Hat digital badge?

**Answer:** No. There is no cost to Red Hat digital badge earners for accepting, storing, managing, and sharing Red Hat digital badges.

## Credly partnership

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**Question:** What is the relationship between Red Hat and Credly?

**Answer:** Red Hat has a vendor relationship with Credly to manage the digital badges for the web-based credentialing program. Credly.com is the website from which you claim (accept), store, and share active digital badges related to your credentials and where those to whom you send your credentials can verify the skills and criteria needed to obtain your digital badge.

**Question:** What is the relationship between IBM, Red Hat, and Credly?

**Answer:** IBM and Red Hat have a joint certification-credentialing program with Credly. IBM is issuing digital badges to individuals that have both the qualifying Red Hat OpenShift® and IBM Cloud Pak credentials. See additional information about [IBM credentials](#).

**Question:** Where can I find more information about Credly?

**Answer:** Visit [Credly support](#) for additional details and visit the [Red Hat landing page](#) on the Credly digital badging platform.

## Accepting and claiming digital badges

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**Question:** Do I have to participate in digital badging?

**Answer:** Participating in Red Hat's digital badging process is voluntary.

**Question:** What is the process for claiming my Red Hat digital badge?

**Answer:** Upon selecting the "Accept" link in the email sent by Credly (admin@credly.com), you will be taken to the Credly website. Create an account with Credly, which will let you claim the digital badge Red Hat has issued you. Once you have accepted the digital badge, you will have the ability to share with social sites and send emails announcing your achievement.

**Question:** Red Hat Certification previously issued me a digital badge—what should I do with it?

**Answer:** Red Hat Certification transitioned to a new digital badge issuance process, and the previously issued digital badges will no longer be active or supported. Our third-party vendor, Credly, handles our new end-to-end solution for issuing and managing digital credentials and downloadable and print-ready customized certificates that include a QR code that links to your own Credly profile page (for which you must first create a Credly account).

**Question:** If I have problems or questions about my Red Hat Certification what should I do?

**Answer:** Submit the [contact form](#) if you have problems or questions related to Red Hat Certification. For questions related to your Credly digital badge earner account and profile, as well as issues related to claiming your digital badge after receiving a notification, please visit the [Credly support page](#).



## Sharing your Red Hat digital badge

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**Question:** May I share Red Hat digital badges on social and professional media sites?

**Answer:** Credly works with several popular social and professional networking platforms. You can easily share your Red Hat digital badge on social and professional networking sites, email to clients, or personal websites. The visual representation of your Red Hat digital badge also lets your contacts verify the credentials that you have earned. It is a user-friendly way to share your achievements with your contacts. Every credential and profile on Credly has a unique URL that can be embedded on a resume or website.

**Question:** How do I share my Red Hat digital badge on LinkedIn?

**Answer:** Follow Credly's step-by-step instructions to [add your digital badge to your LinkedIn profile](#).

## Digital badge management

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**Question:** What if I do not want my Red Hat digital badge to be public?

**Answer:** You are in control of how and when your Red Hat digital badge is shared. Information regarding you and your credentials can be configured within the profile you set up in the Credly system. If you do not want your digital badge or your profile to be visible to the public, you can make them private. You can discard the digital badge notification email if you do not wish to participate in the Red Hat digital badge program.

**Question:** How do I prevent someone from copying and using my Red Hat digital badge?

**Answer:** Red Hat digital badges are digital image files that are uniquely linked to data hosted on the Credly platform along with the issuing details provided by Red Hat. This linkage to the verified data makes them more reliable and secure than a traditional paper-based credential.

**Question:** Can I export digital badges issued through Credly to other digital badging platforms?

**Answer:** Yes. Your downloaded digital badge contains Open Badge Specification (OBS)-compliant metadata embedded in the image. This allows you to store your digital badge on other OBS-compliant digital badge sites, such as Mozilla Backpack.

**Question:** Can I import digital badges issued from other platforms into Credly?

**Answer:** Not at this time. Cross-platform sharing of digital badges is evolving within the industry, so check back in the future for potential updates on this capability.

## Support

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**Question:** Who do I contact for questions and support?

**Answer:** Visit the [Credly help center](#) for questions related to your Credly digital badge account and profile, as well as issues related to claiming your Red Hat digital badge after receiving a notification. For general inquiries, contact [Red Hat Digital Credentialing Program](#).

## Privacy information

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**Question:** Will my personal information be shared with Credly?

**Answer:** Yes. Red Hat uses the services of [Credly](#), a third-party data processor authorized by Red Hat and located in the United States, to assist in the administration of the Red Hat Digital Credentialing Program. To issue you a Red Hat digital badge, your personal information (such as name, email address, location, and digital badge earned) will be shared with Credly. You will receive an email notification from Credly with instructions for claiming the digital badge.

Your personal information is used to issue your digital badge and for program reporting and operational purposes. It will be handled in a manner consistent with Red Hat privacy practices. View the [Red Hat Privacy Statement](#). Red Hat employees can view the Red Hat Employee Privacy Statement on Red Hat's internal website under Legal Policies.

Note that to use Credly's services, you will need to sign up and create an account with Credly, and in doing so, you will be asked to agree to Credly's privacy policy and terms of use that apply to your use of Credly's website. View [Credly's privacy policy](#) or email [privacy@credly.com](mailto:privacy@credly.com). The privacy policy describes how Credly treats the information you and Red Hat share with them. Credly's privacy policy also describes how to exercise data subject rights.



### 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.

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