Red Hat Learning Subscription

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Basic, standard, developer, and enterprise

Introduction

In today's IT environment, it is crucial for teams to stay up to date with the top skills in the industry, especially as new technologies emerge. As your business needs change, so do your team's skills—which are vital to being competitive in the marketplace. Red Hat® Learning Subscription provides a single training solution to help alleviate the skills gap. This document covers frequently asked questions about Red Hat Learning Subscription.

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Accessing Red Hat Learning Subscription

Question: How do I log in to my Red Hat Learning Subscription?

Answer: From anywhere there is an internet connection, subscribers can log in through the Red Hat Learning Subscription page.

Question: Where are the basic, standard, and developer tier subscriptions available globally?

Answer: All tiers of Red Hat Learning Subscription are available globally, except in China. However, because Red Hat Learning Subscription is an online service with online content, customers should verify that their connectivity is sufficient to use the service. You can verify your network connectivity using our compatibility tool.

Question: How and when do I get access to my Red Hat Learning Subscription after I purchase it?

Answer: You can access your subscription within one business day of the order being completed. Instructions for accessing the content are sent after the order is processed.

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Features of Red Hat Learning Subscription

Question: What is Red Hat Learning Subscription?

Answer: Red Hat Learning Subscription is a learning solution that provides users with one year of access to self-paced training courses. There are three subscriptions available for purchase that include additional features: standard, basic, and developer. For each of these tiers, there is also an enterprise subscription package.

Question: What is included in my basic tier subscription?

Answer: The basic tier of Red Hat Learning Subscription includes access to our entire catalog of self-paced training courses, skills paths, and early access content. The subscription also includes up to 400 hours of lab access, up to 10 e-book downloads, and email support for access and technical questions.

Question: What is included in my standard tier subscription?

Answer: The standard tier includes access to our entire catalog of self-paced training courses, skills paths, early access content, and up to 400 hours of hands-on lab time that are included in the basic tier. In addition, the standard subscription includes certification exams, expert extras, and expert chat.

Question: What is included in my developer tier subscription?

Answer: The developer tier includes access to our entire catalog of developer content, including self-paced training courses, and up to 100 hours of hands-on lab time. In addition, you can access three developer exam attempts that can be used for new exams or exam retakes.

Question: What are expert extras?

Answer: Expert extras are on-demand, high-definition videos offered as part of the standard tier of Red Hat Learning Subscription to complement course content. These expert extras are not scheduled and are available on demand at any time within the subscription term. These videos of 8 to 15 minutes are presented by Red Hat expert practitioners as demonstrations of innovative technologies and practices, based on real-world use cases and scenarios. These videos have a broad appeal to anyone involved with IT.

Question: What is early access content?

Answer: The early access content feature gives subscribers exclusive access to course chapters and lab environments in development before they are released for public purchase. All early access content is available in all subscriptions and allows users to provide feedback on the material. Once the courses and labs are completed, they will be added to the full catalog in the subscription.

Question: Which courses are available in each subscription tier?

Answer: All current Red Hat self-paced training courses as well as any new courses that Red Hat Training releases during the subscription term are included in the basic and standard tiers. This includes all the same content and labs that students access in instructor-led classes. All developer-related courses and labs are available in the developer tier. The developer tier does not include all courses across the entire Red Hat Training portfolio. Contact your regional training team for a list of specific courses available

Question: Will new training courses or updated versions of existing training courses be available to customers during the term of their subscription?

Answer: Yes. As Red Hat releases new courses, the content will be made available to Red Hat Learning Subscription customers. In addition, as the content is being developed, chapters will be released into the catalog under the early access filter with "EA" added to the beginning of the course title. The content will then move to the full catalog when the course is final.

Question: What level of support is included in the basic subscription?

Answer: Red Hat Learning Subscription Basic customers have email support that covers access, connectivity, and technical issues. Support tickets can be opened from within the platform by clicking the Support button on the top of any page. A web form will pop up where users can describe what they need help with. Our service-level agreement (SLA) states that you will receive a response in one business day on all support tickets, and resolution times will depend on the specific issue. Support is provided in English only. There is also a chat option that will allow users to communicate in real time with our technical support team.

Question: What level of support is included in the standard subscription?

Answer: Red Hat Learning Subscription standard subscribers have the same level of support as provided with a basic subscription and also have access to expert chat, which provides additional assistance with course content from a subject matter expert. Chat support uses machine translations so users can converse with Red Hat experts in any of our supported languages: English, International Spanish, Brazilian, Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese. Note that the availability of subject matter experts for chat may be limited based on the course, schedule, or assistance of other customers. In the event that your questions cannot be answered through the chat tool, you may schedule an instructor office hour session with a course expert.

Question: What level of support is included in the developer subscription?

Answer: Red Hat Learning Subscription Developer customers have email support that covers access, connectivity, and technical issues. Support tickets can be opened from within the platform by clicking the Support button on the top of any page. A web form will pop up for users to describe what they need help with. Our service-level agreement (SLA) states that you will receive a response in one business day on all support tickets, and resolution times will depend on the specific issue. Support is provided in English only. There is also a chat option that will allow users to communicate in real time with our technical support team.

Question: Is any course content available offline?

Answer: Yes, you can generate a PDF formatted e-book for up to 10 courses (limited to 1 course per day).

Question: How is lab usage calculated?

Answer: Users are limited to 400 hours of lab usage per subscription period for standard and basic subscriptions and 100 hours of lab usage per developer subscription. This limited lab time is consumed when one or more of the lab machines in a lab environment are running. When all machines are stopped, the lab environment is no longer consuming lab time. Lab consumption is measured in hours, rounded up to the nearest whole hour and is tracked in the dashboard.

Question: What is expert chat used for? When is it available?

Answer: Expert chat allows standard subscribers to have a one-on-one conversation with a certified instructor about topics covered in the course portfolio. Expert chat sessions are available Monday through Friday from 8 a.m. until 5 p.m. in the user's time zone. Users are allowed one session per day, with a maximum duration of 30 minutes per session.

Question: How can course completion certificates be generated from the subscription?

Answer: Once users complete 85% of a course, they are eligible to receive a certificate of completion for that particular course. Within the subscription, a Certificate button will appear to the user. Selecting this button directs the user to the Red Hat Learning Community, where the certificate can be viewed, downloaded, and printed.

Question: How can I track my team's progress in Red Hat Learning Subscription?

Answer: You can access management-level reports which include team member course progress, lab hours used, exam status, hours spent within the Red Hat Learning Subscription platform, and last login date. Reports can also be exported to PDF.

Question: When will the video be added to a new course or a course update?

Answer: Video will be added within 90 days following the release date of the course ebook content.

Certification exam information

Question: How many certification exams are available in the standard subscription?

Answer: Certification exams are not included in the basic tier of Red Hat Learning Subscription. Subscribers of the standard tier can take up to five exams and can retake two exams during the duration of their subscription.

Question: How many developer exams are available in the developer subscription?

Answer: The developer subscription includes three total exam attempts to pass developer exams. The three attempts include exam attempts and retakes. The full list of exams available to developer subscribers is available in the RHCEMD/RHCJD section on the bottom of the exams tab on the Red Hat Certified Architect page.

Question: How do I take certification exams?

Answer: You can register for your certification exam through the subscription portal. Regardless of your location, you may only take individual exams through your subscription. Exams are offered remotely or in person. Certification exams must be scheduled and completed within the 12-month subscription period. More information about taking remote certification exams can be found on the remote exam FAQ page.

Question: What is a preliminary exam and how is it counted toward my exam attempts?

Answer: A preliminary exam is a hands-on exam that tests skills and knowledge of a subject area but not in sufficient depth to warrant Red Hat certification. These exams assess progress toward proficiency for those on a path toward certification. Preliminary exams are available in the standard tier of Red Hat Learning Subscription. Subscribers receive up to five first attempts and two retakes of both preliminary or certification exams.

Question: Are there any course completion requirements before an exam attempt?

Answer: No, you are not required to complete any amount of any specific courses to be eligible for a certification exam.

Question: What are the terms of unique exams and unique retakes?

Answer: Certification exams are not included in the basic tier of Red Hat Learning Subscription. Exams are included only in the standard tier and developer tier. A standard subscription provides five first attempts for five different exams and retakes for two of these. For example, you could take the EX200 Red Hat Certified System Administrator exam twice and the EX300 Red Hat Certified Engineer exam twice, and you still would have three first attempts at three different exams remaining. If you needed two attempts to pass the EX200 RHCSA® exam but passed the EX300 RHCE® exam in one attempt, you would have three first attempts at three different exams remaining and could retake one of those if needed. Renewing your subscription does not extend your first year's exams, but it gives you a new set of five exams and two retakes.

Translated content in Red Hat Learning Subscriptions

Question: Which languages are Red Hat Learning Subscription courses offered in?

Answer: All subscription content is available in English. Red Hat's most popular courses are available in as many as eight languages: International Spanish, Brazilian Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese. Red Hat cannot guarantee that a class will be published in another language.

Question: What languages is expert chat available in?

Answer: Expert chat is offered in English and with machine translations in: International Spanish, Brazilian Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese. It is only available with a standard subscription.

Question: Do the courses within the subscriptions have captions?

Answer: Videos within the course use machine translations to subtitle instructor-led lessons into other languages. Translations are included for Chinese, English, French, German, Hindi, Italian, Japanese, Korean, Portuguese, Russian, and Spanish. E-books for some courses are available in some of these languages: International Spanish, Brazilian Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese.

Purchasing, payment, and terms

Question: When does a subscription start to count toward days used?

Answer: At purchase time, customers can choose a date on which to start the subscription (within a 90-day window of purchase). This delayed start is noted in the order itself. If no other date is specified, the order date is used as the start date.

Question: When starting my subscription access, what should I avoid when creating my Red Hat account ID for login?

Answer: It is best to use your individual corporate or company email address when setting up your Red Hat account ID. Avoid using general corporate email addresses such as support@company.com.

Question: Is there a discount if I purchase subscriptions for multiple users?

Answer: There are tiered discounts available for purchasing multiple subscriptions. For more information, visit our page on maximizing your budget.

Question: Is there an enterprise-level subscription service?

Answer: Yes, Red Hat Learning Subscription Enterprise offers a flexible, economical way to deliver the critical skills your team needs. Tailored to organizations seeking to train many users on Red Hat technologies, Red Hat Learning Subscription Enterprise offers up to 100 standard subscriptions, 100 basic subscriptions, or 100 developer subscriptions for the same price. For more information, visit the pricing information page.

Question: Can a Red Hat Learning Subscription be shared by multiple users?

Answer: No. A subscription is for one named user. In order to access Red Hat Learning Subscription content, the subscription will be assigned to one user's Red Hat network account only.

Question: Can I reassign my named user license to someone else if an employee leaves the company?

Answer: No, the terms and conditions of Red Hat Learning Subscription indicate that subscriptions are not transferable.

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Question: Can a Red Hat Certified Architect (RHCA) purchase Red Hat Learning Subscription at a discount? Are there discounts for other levels of Red Hat Certified Professionals?

Answer: Yes, we offer current RHCAs a 50% discount. At this time, this discount is exclusive to RHCAs. We do not offer any discounts for other levels of Red Hat Certified Professionals.

Question: Can I get access for more than one year?

Answer: Red Hat Learning Subscription is sold on a 12-month/1-year subscription basis. You can purchase consecutive subscriptions or renew your subscription to fulfill multiple-year needs.

Question: When I renew my subscription, does the next year start when the previous year ends?

Answer: By default, subscriptions begin on the date they were ordered or purchased, including renewed subscriptions. However, while ordering a subscription, users can select a date (within 90 days) when they would like the subscription or renewal to begin. For customers renewing their subscription before their existing subscription ends, we strongly suggest using this feature during their renewal purchase.

Question: Does course progress get carried through on renewal?

Answer: Yes. The course progress is attached to your login ID, so if you maintain your account and renew your subscription, the progress will carry through to the next year. Any unused resources from a subscription, such as exams, lab hours, and e-book downloads, do not carry over into renewals. Instead, those consumption limits are reset so that customers can use up to the product limit included with their new subscription purchase. We cannot guarantee that progress will be saved for expired subscriptions.

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 integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

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