

Red Hat OPEN Quick Start Guide for IBM

The Red Hat Online Partner Enablement Network (OPEN) program offers dozens of online training courses that help to ensure that partners are trained according to their role: sales, sales engineer, or delivery specialist. This guide is designed specifically for IBM employees to help you understand how to gain access to the system and best use it.

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How to join an existing IBM partner account to gain access to Red Hat Connect

To gain access to the courses in Red Hat OPEN, you must register for a Red Hat Partner Connect account as an IBM employee. Use the following procedure, designed specifically for IBM employees, to register:

Navigate to Red Hat Connect for Business Partners screen

1. Click the Red Hat Connect for Business Partners homepage link: <https://connect.redhat.com/>
2. Click the **Login** link in the banner.
3. Click the **Join an existing partner company** link, located in the Grow your business box.

Access the Partner Portal screen

1. Click the **REGISTER FOR A REDHAT.COM ACCOUNT** button.
2. Fill out the required fields and ensure you setup your account as a corporate account.

Important notes:

- Use your IBM **corporate email address** when registering because your corporate email is used for associating your account with the IBM partner account.
- The Red Hat login and password you enter will be your Red Hat Connect portal user credentials.

3. Click the **SAVE & CONTINUE** button.

Login using your Red Hat login and password

1. Enter your Red Hat login or email.
2. Click the **NEXT** button.
3. Enter your Red Hat password.
4. Click the **LOG IN** button.

Join an existing IBM partner company

1. In the **Company Country** dropdown list, select the country in which you are located.
2. If a field is displayed after Company Country, leave it blank.
3. In the **Partner Type** field, select the IBM partner account for your geo.

For this location...	Select this partner type...
NA	Alliance Partners / OEM
APAC	Alliance Partners / OEM
EMEA	Alliance Partners / OEM
LATAM	Solution Provider

4. Click the **NEXT STEP** button.
5. Click the company name displayed under **Select Company**. If more than one company name is displayed, refer to the following table for guidance.

For this country...	Select this company name...
Afghanistan	IBM East Europe/Asia Ltd

For this country...	Select this company name...
Albania	IBM East Europe/Asia Ltd
Andorra	IBM France
Armenia	IBM East Europe/Asia Ltd
Austria	IBM Deutschland Gmbh
Australia	IBM Australia Ltd.
Azerbaijan	IBM East Europe/Asia Ltd
Bahrain	IBM France
Bangladesh	IBM East Europe/Asia Ltd
Belarus	IBM East Europe/Asia Ltd
Belgium	IBM France
Bhutan	IBM East Europe/Asia Ltd
Bosnia and Herzegovina	IBM East Europe/Asia Ltd
Brunei	IBM East Europe/Asia Ltd
Bulgaria	IBM East Europe/Asia Ltd
Cambodia	IBM East Europe/Asia Ltd
China	IBM China/Hong Kong Limited
Croatia	IBM East Europe/Asia Ltd
Cyprus	IBM East Europe/Asia Ltd
Czech Republic	IBM East Europe/Asia Ltd
Denmark	Oy IBM Finland Ab
Egypt	IBM East Europe/Asia Ltd
Estonia	IBM East Europe/Asia Ltd
Finland	Oy IBM Finland Ab
France	IBM France
Georgia	IBM East Europe/Asia Ltd
Germany	IBM Deutschland Gmbh
Greece	IBM Global Services España SA
Hungary	IBM East Europe/Asia Ltd
Iceland	Oy IBM Finland Ab
India	IBM India Private Ltd.
Indonesia	PT. IBM Indonesia
Iran	IBM East Europe/Asia Ltd
Ireland	IBM (Location: Portsmouth, HAM, GB)
Israel	IBM France
Italy	IBM Italia S.p.A Pakistan
Japan	IBM Japan, Ltd.
Jordan	IBM France
Kazakhstan	IBM East Europe/Asia Ltd
Kosovo	IBM East Europe/Asia Ltd
Kuwait	IBM France
Kyrgyzstan	IBM East Europe/Asia Ltd
Laos	IBM India Private Ltd.

For this country...	Select this company name...
Latvia	IBM East Europe/Asia Ltd
Lebanon	IBM France
Liechtenstein	IBM Deutschland Gmbh
Lithuania	IBM East Europe/Asia Ltd
Luxembourg	IBM France
Malaysia	IBM Malaysia Sdn Bhd
Maldives	IBM India Private Ltd.
Malta	IBM Italia S.p.A Pakistan
Moldova	IBM East Europe/Asia Ltd
Monaco	IBM France
Mongolia	IBM India Private Ltd.
Montenegro	IBM East Europe/Asia Ltd
Myanmar (formerly Burma)	IBM India Private Ltd.
Nepal	IBM India Private Ltd.
Netherlands	IBM Deutschland Gmbh
New Zealand	IBM New Zealand Limited
North Macedonia	IBM East Europe/Asia Ltd
Norway	Oy IBM Finland Ab
Oman	IBM France
Pakistan	IBM Italia S.p.A Pakistan
Palestine	IBM France
Philippines	IBM Philippines, Inc.
Poland	IBM East Europe/Asia Ltd
Portugal	IBM Global Services España SA
Qatar	IBM France
Romania	IBM East Europe/Asia Ltd
Russia	IBM East Europe/Asia Ltd
San Marino	IBM Italia S.p.A Pakistan
Saudi Arabia	IBM France
Serbia	IBM East Europe/Asia Ltd
Singapore	IBM Singapore Pte Ltd.
Slovakia	IBM East Europe/Asia Ltd
Slovenia	IBM East Europe/Asia Ltd
South Africa	IBM East Europe/Asia Ltd
South Korea	IBM Korea Inc.
Spain	IBM Global Services España SA
Sri Lanka	IBM India Private Ltd.
Sweden	Oy IBM Finland Ab
Switzerland	IBM Deutschland Gmbh
Taiwan	IBM Taiwan Corporation
Tajikistan	IBM East Europe/Asia Ltd
Thailand	IBM Thailand Co., Ltd.

For this country...	Select this company name...
Timor-Leste	IBM Australia Ltd.
Turkey	IBM East Europe/Asia Ltd
Turkmenistan	IBM East Europe/Asia Ltd
Ukraine	IBM East Europe/Asia Ltd
United Arab Emirates (UAE)	IBM France
United Kingdom	IBM (Location: Portsmouth, HAM, GB)
Uzbekistan	IBM East Europe/Asia Ltd
Vietnam	IBM Vietnam Co., Ltd.
Yemen	IBM France

6. Click the **SUBMIT FOR APPROVAL** button.

The Thank you screen is displayed.

Upon submission, you will receive an email with a link to confirm receipt.

Once confirmed, you will be successfully joined to your company's portal account.

Log in using your Red Hat Login credentials to access Red Hat OPEN and start exploring all the benefits of Red Hat Connect for Business Partners.

How to log into Red Hat OPEN training system

Once you have obtained your Red Hat Login credentials and registered for a Red Hat Partner Connect account, you can now access the training courses in Red Hat OPEN. Use the following procedure to log into the Red Hat OPEN training system:

1. Click the following link https://partnercenter.redhat.com/Dashboard_page or copy and paste the link into your browser. (You may need to enter your Red Hat Id and password.)
2. If necessary, login to Red Hat external SSO.
3. Click the **Go To OPEN Training** button.

Result: This will redirect you to the Red Hat OPEN training system.

Red Hat OPEN support

How you contact Red Hat support depends on the type of issue. This section provides information about contacting support if you have issues with:

- Account access
- Course content and labs

Account access

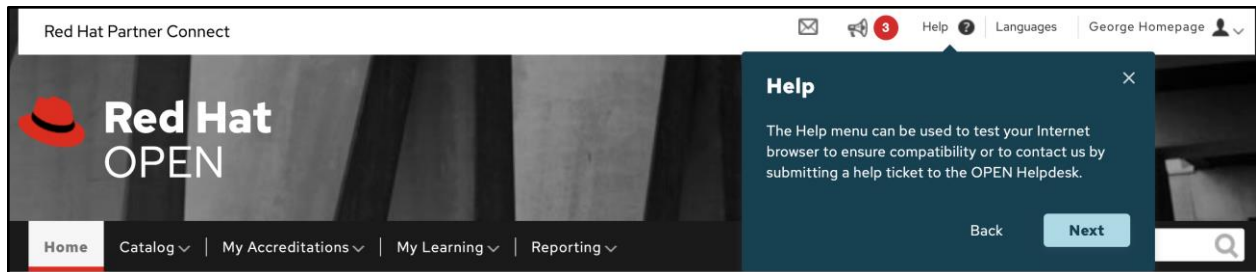
For help with **account access and other account related issues** or questions please reach out to the Red Hat Partner Help Desk.

Partner Help Desk Contacts: <https://www.redhat.com/en/partners/Help>

- APAC
 - Email: apac-partner-helpdesk@redhat.com
 - Email (Japan): partnercenter-jp@redhat.com
- EMEA
 - Email: emea-partner-team@redhat.com
 - Phone: Toll-free 00800 7334 2888 (English, German, French, Italian, Spanish)
- LATAM
 - Email: latam-partner-helpdesk@redhat.com
- NA
 - Email: na-partner-helpdesk@redhat.com

Course content and labs

For help with **course content and labs**, contact support (OPEN Help Desk) by clicking the **Help** button once you have logged in. (See the following image.)



You can also directly access the support case form by clicking <https://partnercenter.redhat.com/500/e> and setting the **Issue Type Classification** to Open Program.

OPEN Help Desk details

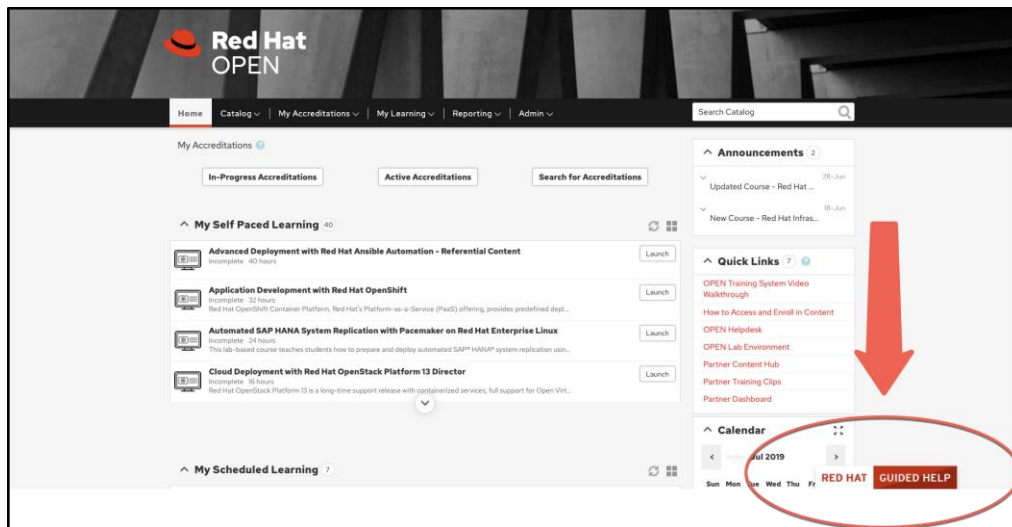
- Primary working hours: Monday-Friday 9am-5pm EST
- Response times: Will vary due to the increasing caseload coming into the system. Cases are handled in order that they are received.
- Scope of support for OPEN Help desk: Any content, enablement, or lab environments employed with the Red Hat OPEN enablement. All OPEN content and enablement is free to Red Hat Business Partners.

Red Hat OPEN courses and lab best practices

This section provides some best practices Red Hat recommends IBM employees follow to have a better experience with Red Hat courses and labs.

Initial steps for a successful learning system experience

1. Create your account and sign into Red Hat OPEN. (Instructions were provided in previous section.)
2. Perform the Browser Check before you begin any training by clicking Help -> Browser Test.
3. Explore the Guided Help in the training system that will walk you through the OPEN interface by clicking the button below.



4. Enroll in a course to verify your account is setup properly.

Initial steps for a successful lab experience

1. Getting started: [Red Hat OPEN ELAB Enrollment Instructions](#)
2. Set up your SSH Key: <http://www.opentlc.com/ssh.html>
3. Know your lab's lifecycle: <https://www.opentlc.com/lifecycle/>
4. Read and follow all lab instructions carefully.

Additional browser configuration recommendations

The following is general guidance for browser settings that will help ensure a better experience working with Red Hat OPEN.

Note: Based on previous support cases, Red Hat has seen instances where browser add-ons used by some IBM users conflicted with these browser settings.

- Trust the following sites
 - <https://cloud.scorm.com>
 - <https://training-lms.redhat.com>
- Allow the following as they are used by the Red Hat OPEN courses
 - JavaScript
 - Flash (You must manually enable flash from within the browser you are using to launch the course.)
 - Images
 - Pop-ups

Additional helpful resources

- [Red Hat OPEN Training System: How to access & enroll](#)
- [Red Hat OPEN FAQ](#)