Quick Start Guide

Welcome to Red Hat® Learning Subscription Standard. You can now access Red Hat's entire portfolio of self-paced training courses. As a standard subscriber, you also have access to the following features:

- **5 certification exam vouchers** + **2 unique retake exams** that can be used to take the exam remotely or at various locations across the country. Your exams must be taken during the term of your subscription.
- **Early access** to course chapters and lab environments under development.
- **Expert extra videos**: high-definition video seminars from Red Hat field practitioners.
- **Cloud-based labs:** 400 hours of lab time in Red Hat environments.
- **Downloadable course e-books**: up to 10 per subscription.
- **Skills Paths**: course guidance towards Red Hat Certification exams, or create your own training plan in a customized path.
- **Expert chat**: live coaching from an expert on course material.
- **Reporting**: a user dashboard provides you with insight into your subscription usage.

LOGIN

All of the features listed above have been set up in a training portal that you can now access using the link provided below. Please use your Red Hat username associated with your subscription to log in. You will receive a welcome email with your login information and subscription start date.

EXPLORE THE PLATFORM

This guide provides you with a walkthrough of the key features available to you in the Red Hat Learning Subscription platform. You can also watch the welcome video provided to you in the homepage banner by clicking "View The Tour" or look for in-platform prompts to help you find your way around the features and functionality.

HOMEPAGE

Once you sign in, the homepage will provide access to all of your courses that are in progress. . When you start a self-paced course or enroll into a Skills Path, it becomes available to you in your homepage for easy access.
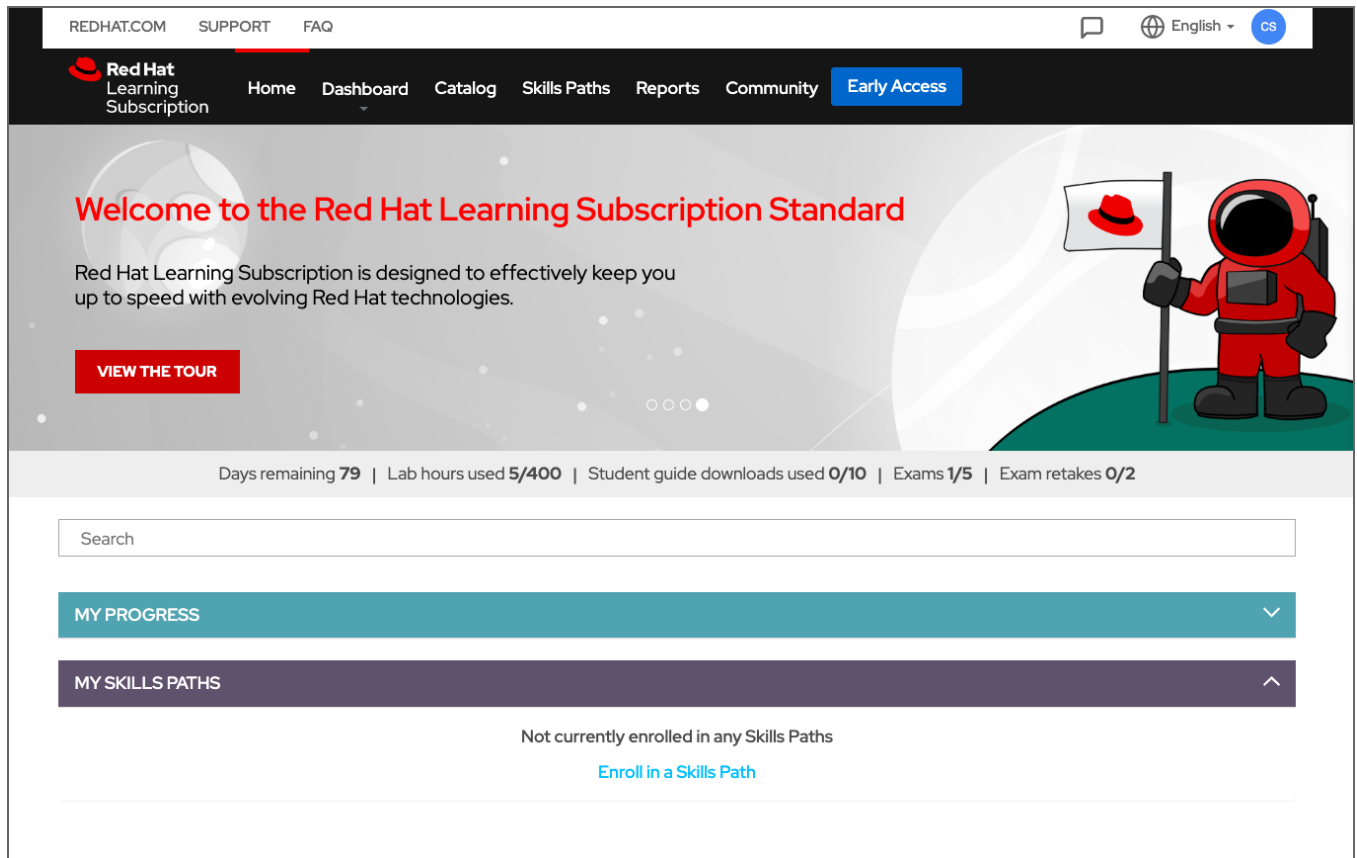

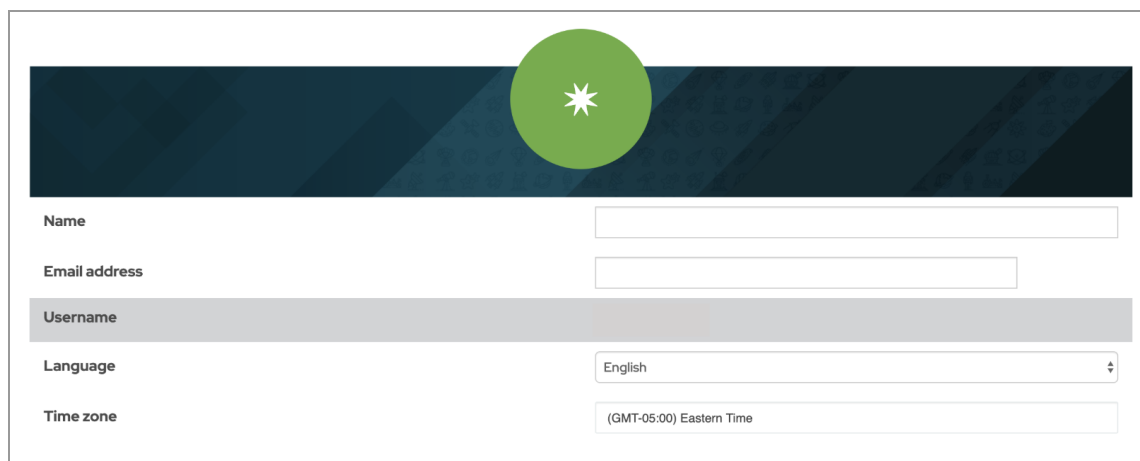There are a few additional features to note on the homepage:

Progress tracker: lab hours, exams, and course book download tracker

Language: Make your language selection in the drop-down menu found in the top right corner of your homepage to change the interface. This automatically updates course content if there is a translation available for your selected language. If translations do not exist, courses will default to English. Many courses are available in various languages. Selecting a specific course translation saves that setting separately from the global language setting.
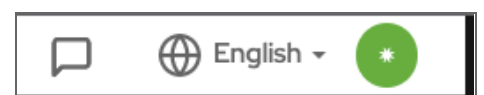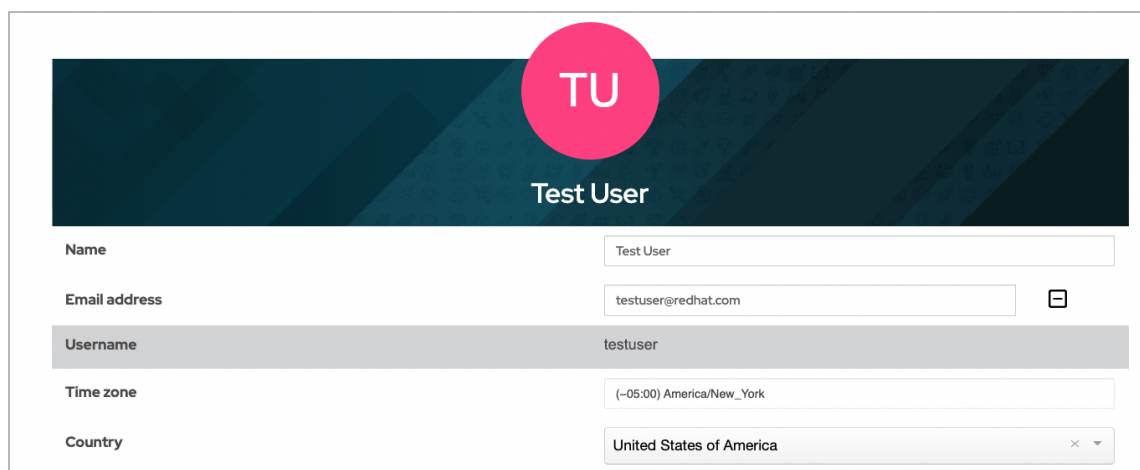
Your Profile: Click the star avatar image in the top right corner of your Red Hat Learning Subscription screen to update your profile information, limited to the fields shown below. Updating your name updates the star with your initials.

MENU OVERVIEW

In this section, we discuss each of the pages for the learning subscription:
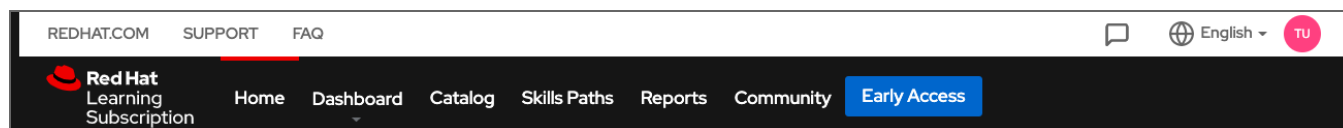
Catalog: Provides a list of all training content in your subscription, including courses, expert extras, and exams. Content is searchable by using keywords in the search bar. You can filter search results by delivery format, product, category, or language. This allows you to easily find the content you are searching for. Every available course modality is accessible from the catalog page.
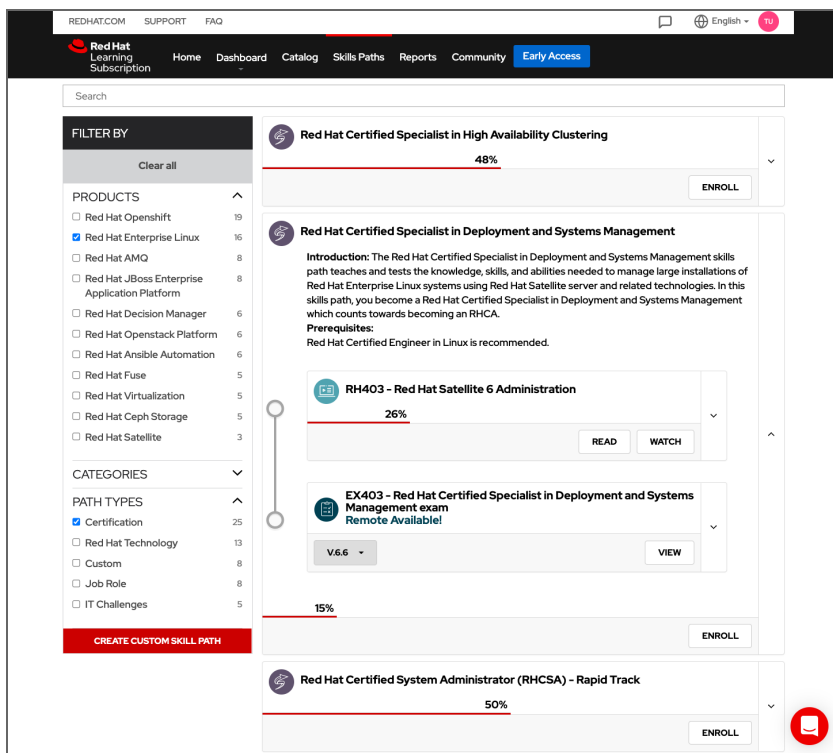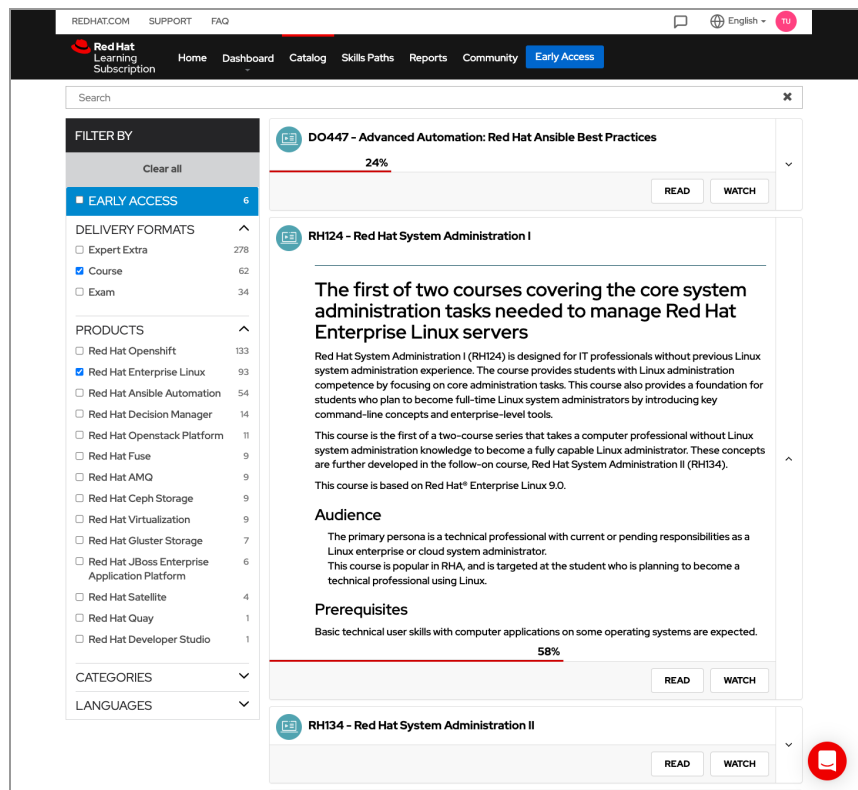
Skills Paths: These provide a roadmap to a specific learning goal. Each is unique to the product sets you select or your skill set. Currently there are over 50 different pathways provided by Red Hat, which can guide you to skills development, job role growth or certification. In addition to Red Hat's predefined paths, you can create your own custom paths based on the courses and exams that are important to your goals. Click Create Custom Skills Path to get started.

Dashboard: The dashboard is a convenient summary of your training progress and content consumption. The metrics help you track your education throughout your learning journey. In addition to course progress, lab usage, and exam status, the dashboard also provides data about the amount of training content you have reviewed and the total time spent within the Red Hat Learning Subscription. You can download a report of these progress metrics any time you like.

Reports: The reports page provides you with a summary of your course progress, scheduled and attended virtual training sessions, lab usage, and any exam completions. You are also able to download reports showing your progress.

Community: The Red Hat Learning Community is an open, collaborative place where you can contribute, learn, build, and adopt technical skills. Become a member to connect with others, including (but not limited to) other Red Hat Learning Subscription users. Once you log in, you will have full access to join discussions, ask questions, unlock badges, preview learning videos, share best practices and connect with technical professionals who are passionate about mastering the Red Hat product portfolio. Fuel your open source learning journey by leveraging the community to compliment the learning available in your subscription.

Early Access: The Red Hat training team continuously develops new content. Early Access is an exclusive subscriber benefit where you get advance access to course chapters and labs that are in development before they are released to the public. Please check out the content and provide feedback on courses. Early Access content changes frequently so check back often. Learn more about how the Red Hat curriculum team makes courses available with agile and devops practices.

SUPPORT AND COACHING

- **Red Hat advisor:** Your training specialist will reach out periodically throughout the year by phone or email to check in. They will serve as your primary point of contact with Red Hat Training and can answer questions or perform demos for you. They can also assist with renewing your subscription.

- **Support**: For technical support issues, open a support case by clicking support in the top left corner of the portal and filling out the form. This puts you in contact with those who can help you with technical issues.

- **Expert chat**: If you are having issues with a course concept, the expert chat feature puts you in contact with course experts who can provide coaching and help. You are allocated
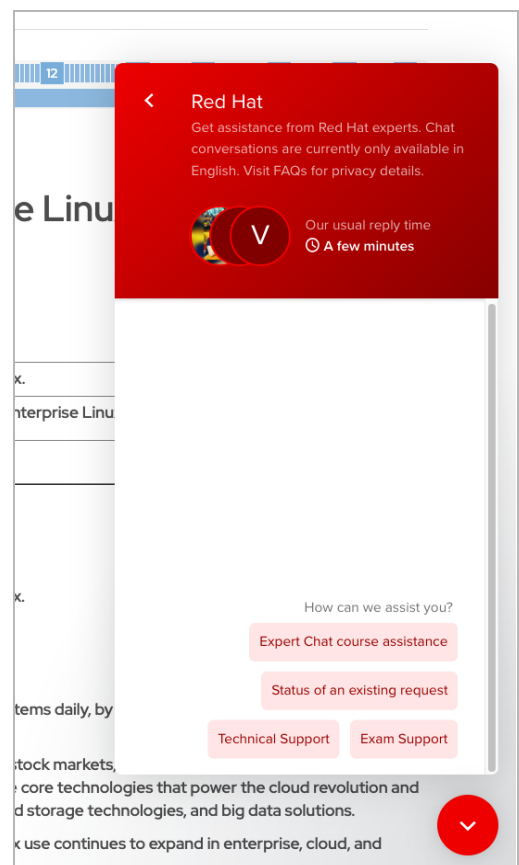
one chat of up to 30 minutes per day. Start by typing into the chat and someone will assist you. Expert chat is available in your region 8:00 am Monday to 5:00 pm on Friday.

- **Technical chat support tool:** For expedited support, you can use the chat support (this is the same bot as the Expert Chat tool) to speak directly with someone who can help you. Chat support is available in your region 8:00 am Monday to 5:00 pm on Friday. Depending on the severity of the issue, the support team may work with you over chat to fill out a support ticket to ensure the issue is routed to the appropriate team and that you are then contacted about the resolution.

START LEARNING

Now that we reviewed the platform and features, let's move on to how to access training.

Take a self-paced course: You have two self-paced course types available to you within the subscription. You can switch between each of these options, but in order to get a certificate of course completion, you must complete one or the other with a minimum of 75% completion rate:

- **Red Hat Online Learning** : Red Hat online learning courses cover the course content in an interactive textbook format. To start your Red Hat Online Learning course, you will need to click on the "Read" button.

- **Video Classroom**: Are high definition videos featuring instructors teaching the material, working on labs, and discussing the quizzes in the text. These cover the same content as Red Hat online learning courses, however, the video classroom modality is not available for every course. To start your video classroom, you will need to click on the "Watch" button.

Enroll in a Skills Path: Take a look at all of the Skills Paths and determine which path best fits your goals, or create your own path. Enrolling in a path adds it to the "My Skills Paths'' section on the homepage.

Expand a Skills Path to see:
- The courses and exams that make up that path
- Details, prerequisites and the audience for each course
- Percentage complete of the courses in the path
- Percentage complete of the overall path

Helpful tips: When you start taking a course, there are a few useful features that you will want to be aware of.

- **E-book downloads**: You can download 10 e-books during the year, with a limit of one per day. Once you launch a course, you will see a textbook icon at the top of the video

classroom screen which allows you to download the e-book. You can also click the download ebook button for online learning.
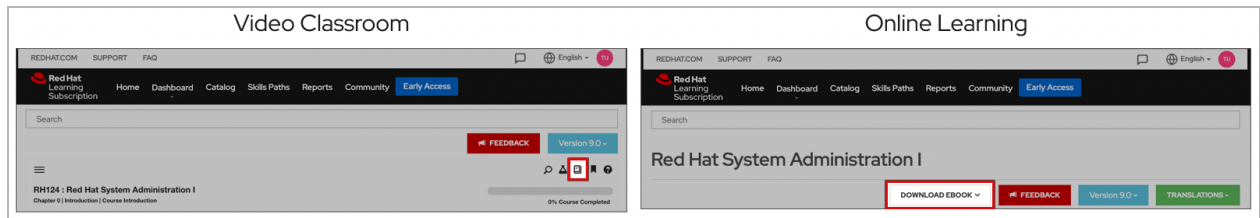
- **Labs**: Each course comes with its own lab environments to practice the material while you learn. When you start a course, you should click "Create" while you are working on the other materials to ensure they are ready when you need them (some labs take a few minutes to load). If you can't find the labs, look for the beaker icon within the video courses or the Lab Environment tab within the online training courses.
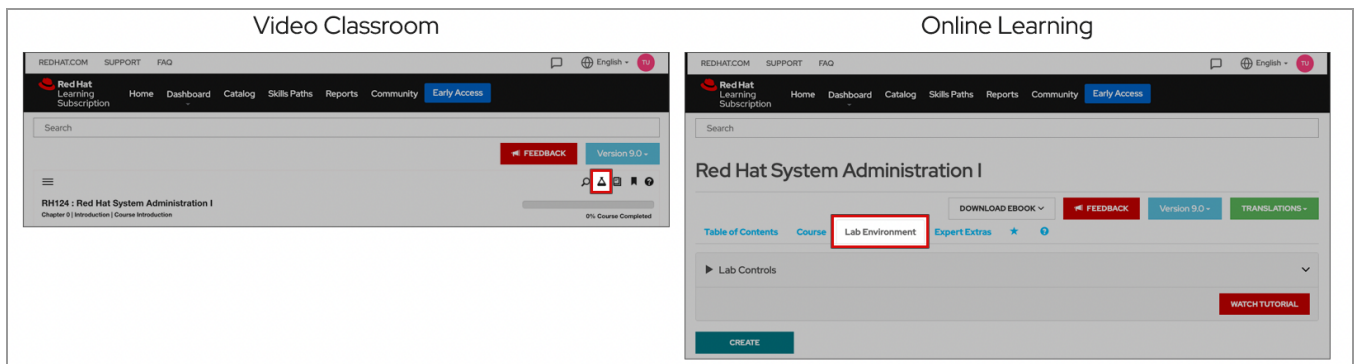
- **Certificates of Attendance:** You can download a certificate of attendance for any of your self-paced courses once you are at **75% completion** by clicking on the download button located at the top of the course page.
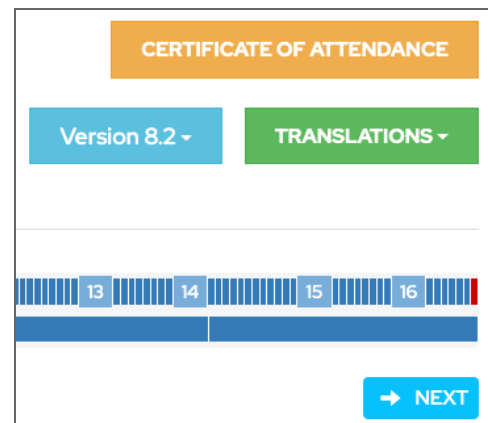
Watch an Expert Extra: These are on-demand 5 to 15-minute videos presented by Red Hat experts which include tips, best practices, and use cases for products featured in Red Hat courses. You can search for these videos in your catalog by selecting "Expert Extra" in the delivery format filters..

Register for an exam: Exams can be found in both the Catalog and within Skills Paths.

- Click the "View" button on an exam to see the details. The details page includes information about the exam including the description, prerequisites, format, and audience.
- Make sure to select the correct version of the exam from the drop-down menu on the right-hand side.
- Click on the "Enroll" button to activate the exam eligibility.
- Click on the "Schedule" button to schedule your exam using the scheduling tool.
  - [Find a testing facility](). The Red Hat exams included as part of your subscription are limited to Individual Exams, which can be scheduled at a testing center or taken as a remote exam. Please make sure to ONLY select the [Red Hat Individual Exam locations]() when scheduling your exam and searching for a testing center.

Reminder: **you must use your Red Hat exam attempts during the term of your subscription.** You get 5 unique Individual Exam attempts and 2 unique retakes with Red Hat Learning Subscription.

MORE INFORMATION

If you need any additional information regarding your subscription, please check the Red Hat Learning Subscription [frequently asked questions]() or contact your training advisor.