



LEARNING REFERENCE GUIDE

RED HAT ONLINE PARTNER ENABLEMENT NETWORK (OPEN) TRAINING

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1 INTRODUCTION

This guide is designed to help you understand the overall process of choosing, registering for, and taking Red Hat OPEN online training courses.

1.1 Learn with Red Hat OPEN training

Offering dozens of role-based online training courses ensures that partners are trained according to their roles: sales, sales engineer, or delivery specialist. Red Hat OPEN training courses build upon core product and use-case information to ensure partners' ability to:

- Understand the features and functionality of Red Hat technology
- Implement Red Hat technology in the customers' environments
- Demonstrate and convey the use and value of offerings to customers

1.2 Ways to Train

E-Learning Training (ELT)	<ul style="list-style-type: none">• Online – held through the Red Hat Connect for Business Partners partner portal• Self-paced• No personal Instruction from Red Hat• Registration via Red Hat Connect for Business Partners partner portal
E-Learning + Lab Training (ELAB)	<ul style="list-style-type: none">• Online – held through the Red Hat Connect for Business Partners partner portal• Instructor assisted via course forums• Contains lab sessions• Registration via Red Hat Connect for Business Partners partner portal
In-Person Training (ILT)	<ul style="list-style-type: none">• In-person• Taught by a Red Hat OPEN subject matter expert• Contact your partner account manager to schedule

Table 1-1: Red Hat OPEN Ways to Train

2 ACCESSING RED HAT OPEN

As a Red Hat partner, you can access Red Hat OPEN from within [Red Hat Connect for Business Partners](#).

- [Log in](#) to Red Hat Connect for business partners
- If this is your first log in, follow the steps in [Section 2.1: Track Management](#) before continuing
- From the drop down menu select **Dashboard**. Under **My Profile** select the **My Training** link – this will redirect you to the Red Hat OPEN Training homepage powered by SumTotal

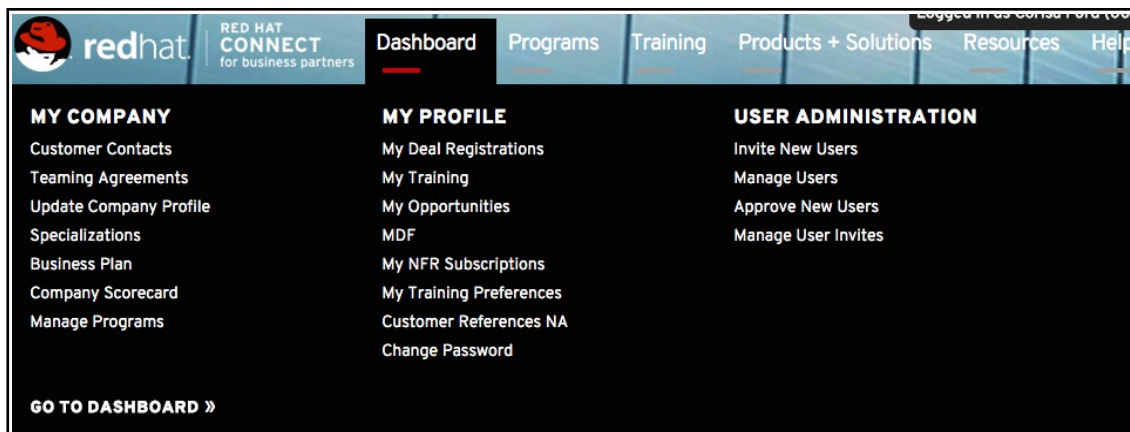


Illustration 2-1: My Training link

2.1 Track Management

First time users will need to set up their account before access is granted to the Red Hat OPEN training homepage.

- [Track Management](#) will automatically appear during first time login
- Choose the skills track associated with your job role (sales, sales engineer, delivery)

NOTE: Specialization (Middleware Solutions, Datacenter Infrastructure, and Cloud Infrastructure) is predefined. Multiple selection of skills track is enabled. Additionally, you will be able to modify this profile at a later date if needed.

- To add the track(s) to your account select **Add Track**
- Select the **Training Tab**

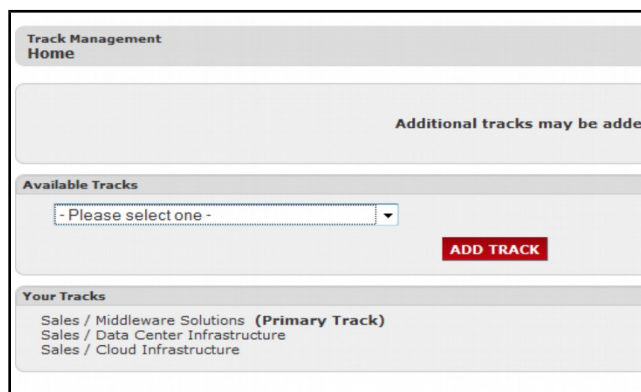
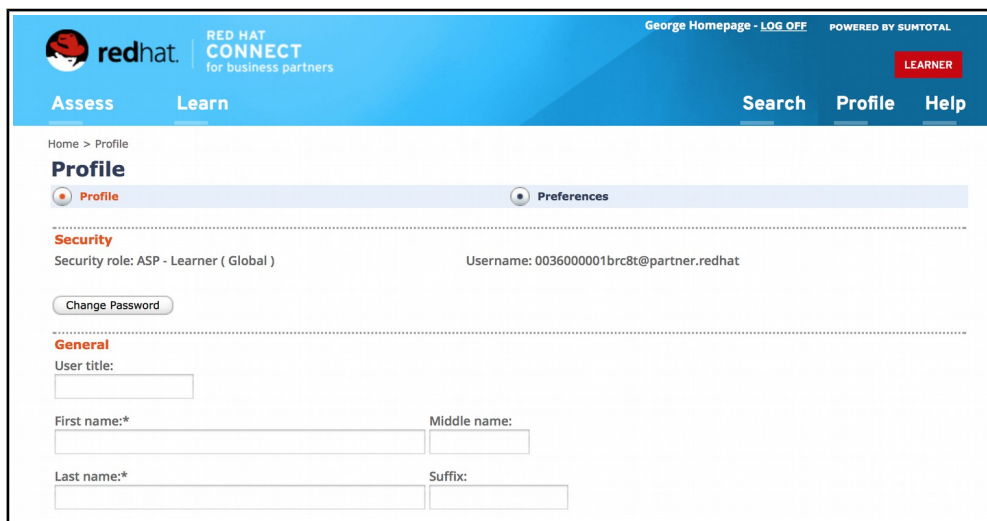


Illustration 2-2: First time login track selection

2.2 Profile and Preferences

Select **Profile** to set up your personal profile and preferences.

The screenshot shows the Red Hat Connect user interface. At the top, there's a blue header with the Red Hat logo, 'RED HAT CONNECT for business partners', and user information 'George Homepage - LOG OFF' and 'POWERED BY SUMTOTAL'. Below the header is a navigation bar with 'Assess', 'Learn', 'Search', 'Profile', and 'Help'. The 'Profile' tab is selected. The main content area has a breadcrumb 'Home > Profile' and a 'Profile' heading. There are two tabs: 'Profile' (selected) and 'Preferences'. Under the 'Profile' tab, there's a 'Security' section with 'Security role: ASP - Learner (Global)' and 'Username: 0036000001brc8t@partner.redhat'. A 'Change Password' button is below. Then there's a 'General' section with form fields for 'User title:', 'First name:*', 'Middle name:', 'Last name:*', and 'Suffix:'.

Home > Profile

Profile

Profile Preferences

Security

Security role: ASP - Learner (Global) Username: 0036000001brc8t@partner.redhat

[Change Password](#)

General

User title:

First name:* Middle name:

Last name:* Suffix:

Illustration 2-3: Profile and Preferences

2.2.1 Language

To change the language select **Preferences** - see *Illustration 2-3: Profile and Preferences*. Using the drop down **Regional Settings**, select the language desired.

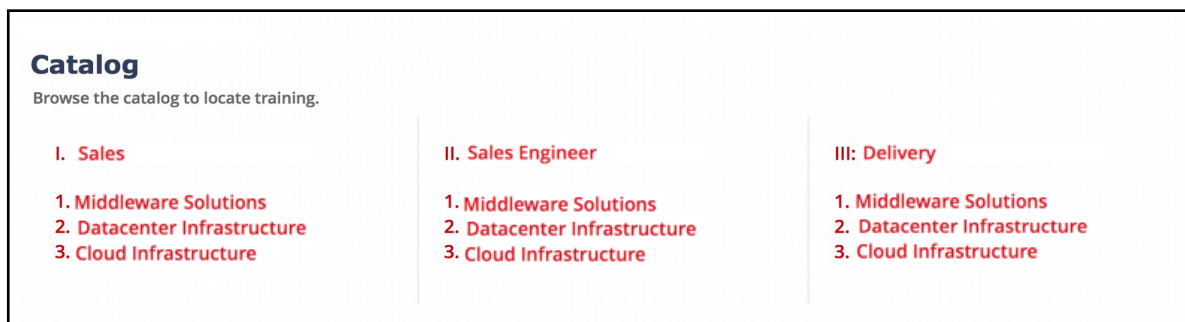
2.2.2 Time Zone

To change the time zone select **Preferences** - see *Illustration 2-3: Profile and Preferences*. Using the drop down **Time Zone**, select the time zone desired.

2.3 Choosing a Specialization and Role

Red Hat OPEN courses are grouped into training curriculums based on your personal role and area of specialization.

- On the Red Hat OPEN training homepage navigate to the **Get Trained** button.
- A catalog of Red Hat OPEN training courses will be visible. The catalog is grouped into training curriculum based on specialization and role.
- Select a role or specialization to browse available courses.

The screenshot shows the 'Catalog' page with the heading 'Browse the catalog to locate training.' Below this, there are three columns representing different specializations: 'I. Sales', 'II. Sales Engineer', and 'III: Delivery'. Each column contains a list of three course categories: '1. Middleware Solutions', '2. Datacenter Infrastructure', and '3. Cloud Infrastructure'.

Catalog

Browse the catalog to locate training.

I. Sales	II. Sales Engineer	III: Delivery
1. Middleware Solutions	1. Middleware Solutions	1. Middleware Solutions
2. Datacenter Infrastructure	2. Datacenter Infrastructure	2. Datacenter Infrastructure
3. Cloud Infrastructure	3. Cloud Infrastructure	3. Cloud Infrastructure

Illustration 2-4: Course Catalog

3 COURSE REGISTRATION

Use the steps below to register for Red Hat OPEN training courses or to cancel course registration. Red Hat OPEN courses are grouped according to specialization and role.

Registering varies slightly depending on the type of Red Hat OPEN course.

- Use the Red Hat OPEN course catalog to navigate course options - see *Illustration 2-4: Course Catalog*
- Select your role or specialization
- Select the course topic you are interested in
- Select **Register**

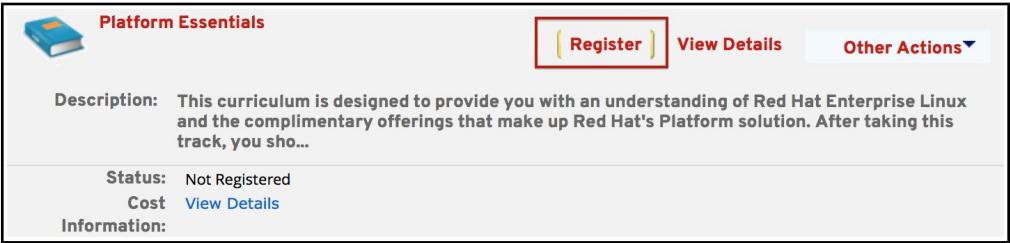


Illustration 3-1: Register for Red Hat OPEN training course

- You will be redirected to the course registration page

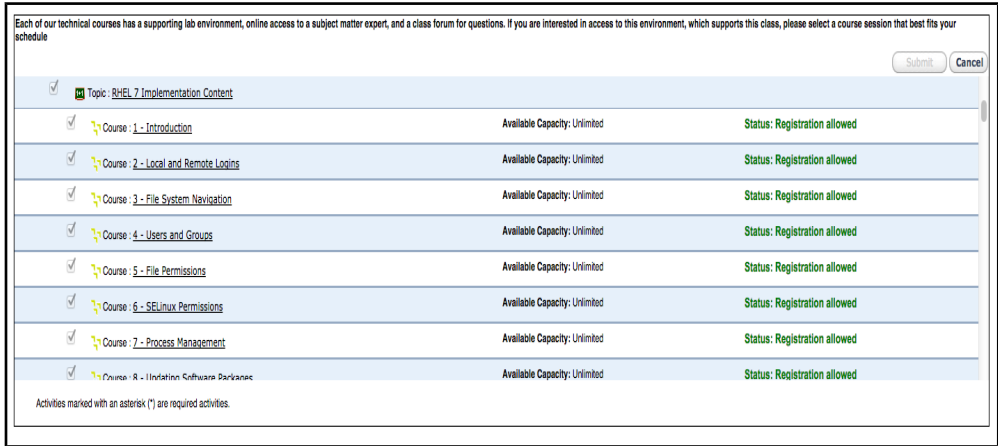


Illustration 3-2: Course registration example

- Activity Details page will appear and you can begin your course at any time
- Select **Submit**

3.1 View all Registrations

Red Hat OPEN course registration can be viewed by following these steps:

- Select **Learn**
- Select **Training Schedule**
- **Select Current Registrations**

3.2 Cancel Registration



Illustration 3-3: Cancel Registration

WARNING: Cancellation of a registration will delete the course progress. Retake of the course will be required for completion credit.

Red Hat OPEN course registration can be cancelled by following these steps:

- Select **Learn**
- Select **Training Schedule**
- Select **Current Registrations**
- Check the course you want to cancel registration
- Select **Cancel Registration**
- Click **Cancel Marked** to cancel the registrations that are marked with a red X

4 EXIT AND RETURN TO A COURSE

NOTE: Always use the power button to exit any learning activity. Exiting the activity in any other way will result in the loss of course progress.

You can stop in the middle of a course and return to it at any time.

- To exit select the **EXIT** icon at the top right of the course window
- Course will close and status of course will be labeled as incomplete
- Select **OK** to return to the Training Schedule
- To return to a course:
 - Select **Current Activities** from the **view** list
 - Select **Start** to begin

4.1 Return to a Lab session

Lab sessions are available on-demand. Images without activity after 4 hours will be shut down, however, progress will be saved for 6 calendar days. After 6 days the student will receive notification that their lab environment is going to expire.

5 ACCESS A COMPLETED COURSE

- Select **Learn**
- Select **Training Schedule**
- Select **Completed Registrations** from the **View** list
- Select **Start** to access the course or activity that you already completed
- Click **Start** again to view the course

6 ASSESSMENT

Assessments are available with course registration. Students must pass with a 70% or above. Assessments are on-demand.

Follow the steps below to start an assessment:

- On the Red Hat OPEN training homepage select **Learn**
- Select **Training Schedule**
- Using the drop down **View**, select **Current Activities**
- Click **Start** to begin the assessment

After the assessment has been submitted a final score of pass or fail is displayed. Passing requires a score of 70% or above.

7 ACCREDITATION

Red Hat OPEN gives you instant access to PDF certificates that you can share. Follow the steps below to view, print, save, and share your accreditations.

- On the Red Hat OPEN training homepage select **My Transcript** to navigate to the Training Transcript page.
- Select an accreditation

NOTE: Accreditation entries will show an expiration date in your Training Transcript

- Select **Attempt History**
- Select the **Certificate** icon to view your accreditation.
- Select **Print**
- Select **Export to PDF** to save and share your accreditation.

8 TRANSCRIPT

To access your Red Hat OPEN Training Transcript follow the steps below.

- On the Red Hat OPEN training homepage select **My Transcript**.
- Select **Export to PDF** to view and save a PDF of your transcript.
- Click on an activity name to view details about a completed course.

9 CONTACT INFORMATION

Still have questions? Check out our FAQ located in Red Hat Connect for Business Partners or contact us using the information below.

- [North America](#)
- [Latin America](#)
- [Asia Pacific](#)
- [Europe, Middle East, and Africa](#)