



# RED HAT ACADEMY LEARNING PLATFORM

## STUDENT USER GUIDE



# Red Hat Academy Learning Platform User Guide

## For Academy Students

Below you will find detailed information on specific topics within the Red Hat Academy Learning Platform (RHALP). This document will continue to update with additional features and details as new updates are released.

### Student User Guide: For Red Hat Academy Students

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## Additional Questions?

Submit a Question [Here](#)



## INTRODUCTION AND GETTING STARTED

### How do I accept an email invitation to join a Red Hat Academy course as a student?

In order to sign up for the Red Hat Academy Learning Platform, as a student, you must have a [Red Hat ID](#) and accept an email invitation from your Academy Instructor before you can log in. Your institution will email your login information.

**Note:** If your institution is using RHALP and you are having trouble with your account, please refer to our FAQ at [www.redhat.com/academy](http://www.redhat.com/academy).

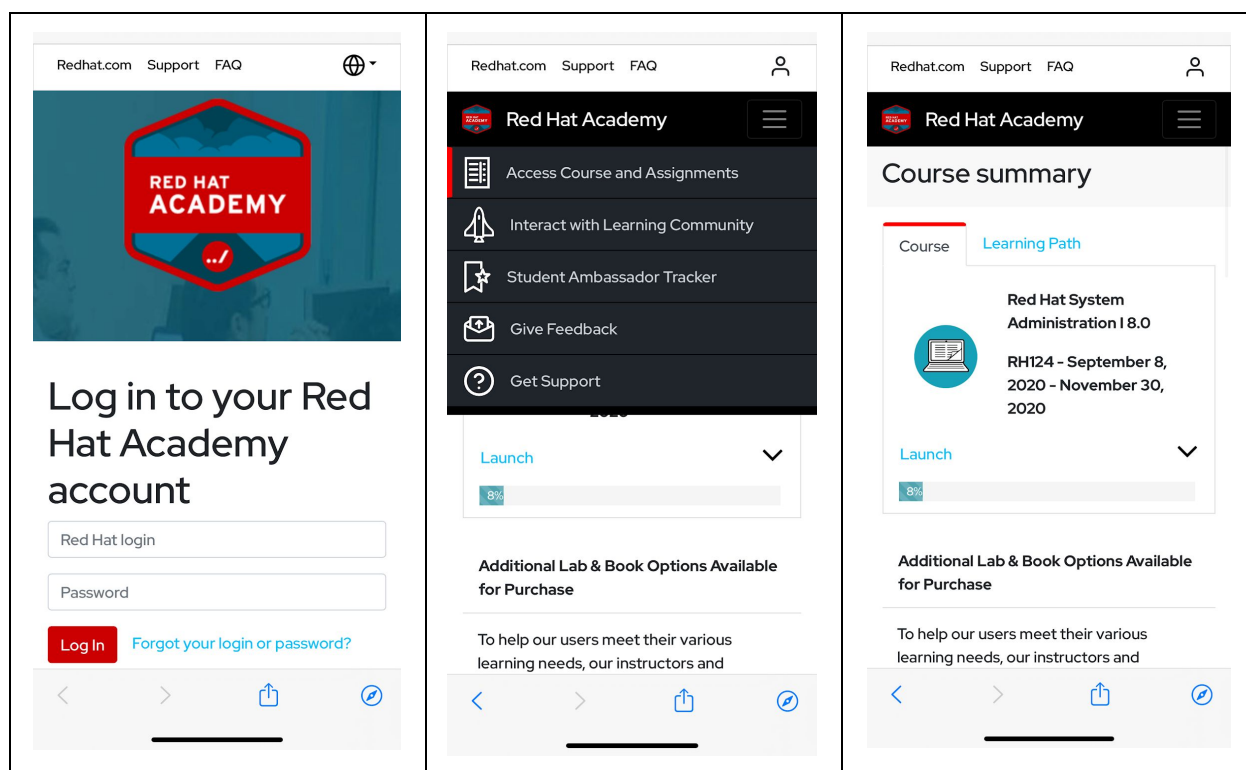
### What is a Red Hat ID?

A Red Hat account gives you access to product evaluations, knowledge management content and the Red Hat Academy Learning Platform. Red Hat will use the personal data collected, such as your contact information and account information, to create and administer your Red Hat account. We use the personal data to identify and authenticate you, fulfill your requests and provide you with information and customer service. Follow these instructions to [create a Red Hat ID](#).

**Note:** Red Hat Academy participants must create a Corporate account. This will be tied to your educational institution.

### How can I use the RHALP on my mobile device as a student?

The Red Hat Academy Learning Platform is built on an interface which supports most features on mobile devices. You can access the RHALP from any browser on your Android/iOS device.





## GLOBAL NAVIGATION

### How do I log in to RHALP as a student?

To log into the Red Hat Academy Learning Platform, as a student, your email address must be first added by your Red Hat instructor at your institution. Once your instructor has added you to a class, you will be automatically sent an email to prompt you to either create a Red Hat ID or login at [academy.redhat.com](https://academy.redhat.com).

You MUST have a Red Hat ID, tied to the email address entered by your instructor, to access your profile.

### Log in to your Red Hat Academy account

[Log In](#)[Forgot your login or password?](#)

**Note:** You must provide your [Red Hat ID](#) to your instructor in order for them to add you to the class. Follow these instructions to [create a Red Hat ID](#).

### How do I view my Red Hat classes as a student?

To view your Red Hat classes, you will refer to the *Access Course and Assignments* Tab, where you will view all current Red Hat classes that you are enrolled in at your institution.

Access Course and Assignments → view all Red Hat classes you are enrolled in

Red Hat Academy

Access Course and Assignments

Interact with Learning Community

Student Ambassador Tracker

Feedback

Course summary

Course

Learning Path

Red Hat System Administration I

RH124 □ August 22, 2020 - November 30, 2020

21%

Launch

### How do I view grades as a student?

To view your grades for a specific assignment, you can refer to the assignment to view the grade in which you were assigned by the instructor. Under the *Access Course and Assignments* Tab, you will refer to the Assignments section of the page to click on your recent assignment to view the grade.

Access Course and Assignments → View Assignment area → grade will be automatically added



**Assignments aaa**

**Knowledge Check**

< > Due Date: **Nov 30 2020**

Posted **Aug 22 2020**

### How do I log out of RHALP as a student?

To log out of the Red Hat Academy Learning Platform, click on the user icon in the upper right hand side of the screen. There you will be able to log out of the platform.

Click the person icon at top right-hand side → Click Logout

Redhat.com Support FAQ English rhn-student1@email.com

Welcome, rhn-student1@email.com

Profile items will be added here

Logout

### How do I get help with RHALP as a student?

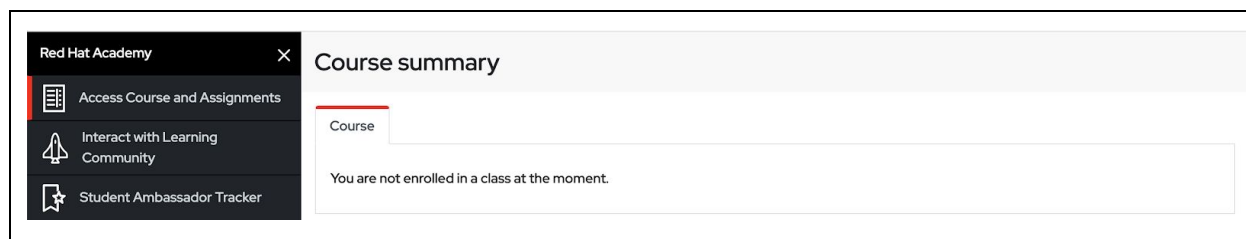
We have a variety of resources available to help you grow familiar with the Red Hat Academy Learning Platform.

- Explore the Red Hat Academy Learning Platform, [Video Tutorial](#)
- Refer to our [Migration FAQ](#)
- Explore the Get Support tab within your role in the Red Hat Academy Learning Platform
- Ask questions in the [Red Hat Learning Community](#)

### Why can't I access my course as a student?

If you are able to log into the Red Hat Academy Learning Platform, but unable to view the course you're enrolled in, then you may not be added to your class yet. Reach out to your instructor and they should be able to easily add you to the correct course.

If you are not enrolled in a Red Hat Class, this is what you will see. Reach out to your instructor if you require assistance.



If you are still experiencing issues outside of your instructor adding you to the class, then please complete the Feedback form, under the *Give Feedback* tab or have your instructor reach out to the Red Hat Academy program manager.

### How do I view the Video Tutorial as a student?

You can view the Student Video Tutorial by following the link below or view it within the *Get Support* tab.



[View the Student Tutorial here](#)

## PROFILE AND USER SETTINGS

### How do I change the language preference in my user account as a student?

After logging into your account, you can view the language settings in the upper right hand corner of the page. Click on the language icon and a dropdown of various languages will appear and you can choose your preferred language.

Click language icon → Choose the language that best suits you



If you do not see your preferred language, please let us know by completing the Feedback form

### How do I change my password as a student?

To change your login password, you must go to [www.redhat.com](http://www.redhat.com) to log into your Red Hat account, using your Red Hat ID. Once logged in, you will click on *Account Details*, under the “Your Red Hat Account”.

Under Account Details, click Change Password and you will be prompted to change your password.

**Note:** The Red Hat Academy Learning Platform is a Single Sign-On with [www.redhat.com](http://www.redhat.com), so by changing your password within your Red Hat account, it will reflect when you log into the Learning Platform website.






### How do I reset my forgotten username or password as a student?

If you are unable to recall your username or password, simply click on “Forgot your login or password?” on the login page to follow the instructions to reset your login information.

Click [Forgot your login or password?](#) → Follow prompts to reset



**Log in to your Red Hat Academy account**

Red Hat login

Password

[Log In](#) [Forgot your login or password?](#)

## ACCESS CLASSES

### How do I view the Red Hat courses I’m enrolled in as a student?

Within the *Access Courses and Assignments* tab, you will be able to view all courses in which you are enrolled in under your course summary. Once a course has ended, you can enroll into another Red Hat course. You cannot be enrolled in two Red Hat courses simultaneously.

### How do I view the learning pathway for the course path I’m enrolled in as a student?

When viewing the Course Summary, under the *Access Course and Assignment* tab, you can click on the Learning Path section to view the course pathway. This course path will include all courses and exams that follow the course you are enrolled in.

[Access Course and Assignments](#) → [Learning Path](#)



The screenshot shows the 'Learning Path' tab for the course 'Red Hat Certified System Administrator (RHCSA): New to Linux' (LP114). It includes an introduction, prerequisites, and a list of three modules: 'Red Hat System Administration I' (RH124, 6% progress), 'Preliminary Exam in Red Hat System Administration I (PE124)' (PE124, 0% progress), and 'Red Hat System Administration II' (RH134, 0% progress). A vertical timeline on the left indicates the sequence of modules.

### How do I view the progress of my Red Hat course?

For any course you're enrolled, you can view your course progress for the Online Learning Material under the course name. This percentage shows where you are within the Online course material.

The screenshot shows the 'Access Course and Assignments → Course → Progress Percentage' path. It displays the 'Red Hat System Administration I' (RH124) course with a 6% progress bar. A 'Launch' button is visible on the right side of the course card.

### How do I view the details of my Red Hat course?

By clicking on the arrow on the far right hand corner of your Course, you can view the outline, audience, prerequisites and instructor information for your Red Hat course.

Access Course and Assignments → dropdown arrow (right-hand side)



The screenshot displays the 'Learning Path' tab for the course 'Red Hat System Administration I' (RH124). A progress bar indicates 6% completion. The 'Outline' section lists the following topics:

- Get started with Red Hat Enterprise Linux**  
Describe and define open source, Linux distributions, and Red Hat Enterprise Linux.
- Access the command line**  
Log in to a Linux system and run simple commands using the shell.
- Manage files from the command line**  
Copy, move, create, delete, and organize files from the bash shell prompt.
- Get help in Red Hat Enterprise Linux**  
Resolve problems by using online help systems and Red Hat support utilities.
- Create, view, and edit text files**  
Create, view, and edit text files from command output or in an editor.
- Manage local Linux users and groups**  
Manage local Linux users and groups, and administer local password policies.
- Control access to files with Linux file system permissions**  
Set Linux file system permissions on files and interpret the security effects of different permission settings.
- Monitor and manage Linux processes**  
Obtain information about the system, and control processes running on it.

### How do I view the instructor who is teaching the course?

Your instructors' contact information will be listed in the following locations.

- Under the *Get Support* tab
- Under the *Access Course and Assignments* tab, click the arrow on the right-hand side of the course summary and you can view your instructor contact at the bottom of the description.

### What is a certificate of attendance?

A Certificate of Attendance will be available for download through Red Hat Learning Community once a student has completed the percentage of the course predetermined by the instructor when setting up the class. This certificate will include the student's name and course title to confirm that he/she has successfully completed the course. Certificates of Attendance are not available for Custom Classes.

### How do I obtain a certificate of attendance?

Once a student completes a predetermined percentage of a course, he/she will be directed to the Red Hat Learning Community where he/she will be able to download the Certificate of Attendance confirming completion. Certificates of Attendance are not available for Custom Classes.

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## ACCESS ASSIGNMENTS

### How do I view Assignments as a student?

To view an assignment as a student, you will refer to the *Access Course and Assignments* tab. Under this tab, you will find your assignments listed under the assignments section of the page.


The assignment will include the due date and additional information regarding the requirements set by your instructor. If your instructor has not created any assignments, there will be none listed.



Access Course and Assignments → Assignments section

Course

Learning Path




Red Hat System Administration I  
RH124

6%


Launch

Assignments


quiz

 Submitted: 02/02/2020  
Grade: 25%

quiz

 Submitted: 02/02/2020  
Grade: 25%

quiz

 Submitted: 02/02/2020  
Grade: 25%

### How do I submit an online assignment?

To submit an online assignment, simply follow the prompts to answer the assigned questions and then click Submit at the bottom of the page. Once submitted, your instructor will receive a notification and you will be updated once the assignment has been graded.

### How do I submit a text entry assignment?

To submit a text entry assignment, you will answer the questions assigned and click Submit at the bottom of the page. Once submitted, your instructor will receive a notification and you will be updated once the assignment has been graded.


### How do I know when my assignment has been submitted?

Once you submit an assignment, you will view the date of the submission on the assignment box, located under the Assignment section of the *Access Course and Assignments* tab.

Access Course and Assignments → Assignments → Submitted Date

Assignments

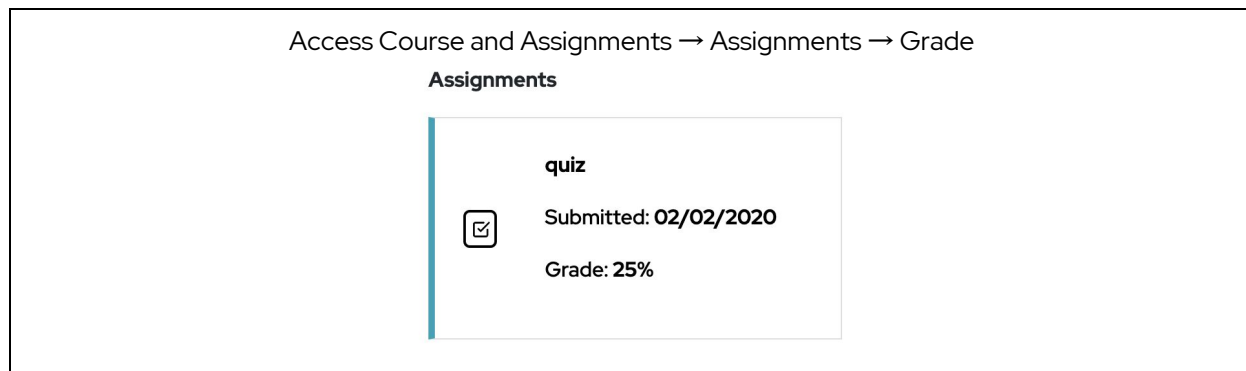
quiz

 Submitted: 02/02/2020  
Grade: 25%



### How do I know when my instructor has graded my assignment?

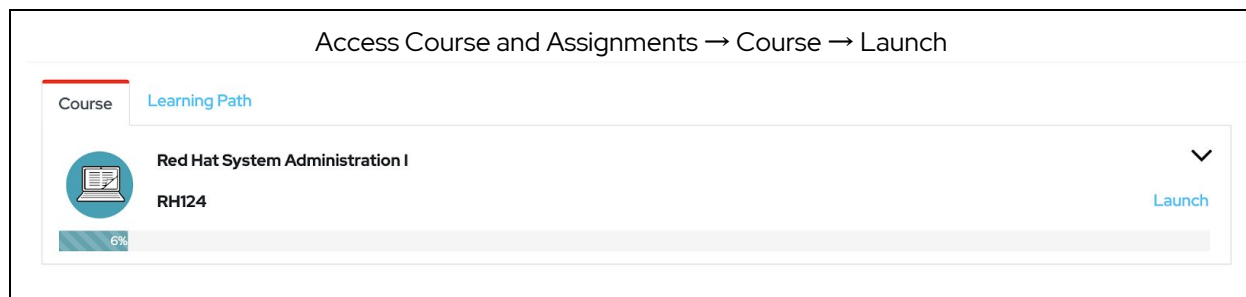
Once your assignment has been submitted, your instructor will receive a notification to grade it. Once it's been graded, you will be able to review the grade and assignment under the Assignment section.



## COURSEWARE

### How do I access courseware as a student?

To access the textbook for the Red Hat course that you're enrolled in, you will refer to the *Access Course and Assignments* tab. Your instructor will add you to the Red Hat course in which you are enrolled, where you will be able to locate and access the online courseware under this tab. To launch your online textbook, click the "Launch" button on the right hand side of the page.



For additional textbook options, please refer to the *Additional Lab & Book Options Available for Purchase* at the bottom of the page. Here you will be directed to our web store, where you will be provided purchasable options for your Red Hat textbook.

### What courseware options do I receive as a student?

Within the Red Hat Academy program, you will have the option to choose between three formats of your Red Hat course material.

1. Online
2. eBook
3. Printed Manual



**Note:** Our Online offering is replacing the previous “HTML” option.

### What is the difference between online, eBook and hard copy courseware?

#### Online Learning

This no cost option is provided in a soft copy format, accessible directly through the Red Hat Academy Learning Platform for a limited duration. This option includes guided exercises and quizzes throughout the various chapters, where you can navigate by chapter. This option is available to all students who access the Red Hat Academy Learning Platform and has email and phone support available.

#### eBook

This purchasable option is provided in a soft copy format and available online for 1 year and permanently available if downloaded using the Bookshelf app. In addition, you can print up to 5 pages of the book at a time. The eBook allows easy navigation, ability to annotate, highlight and color code sections and has email and phone support. This option is sold and delivered by Gilmore Global.

#### Printed Manual

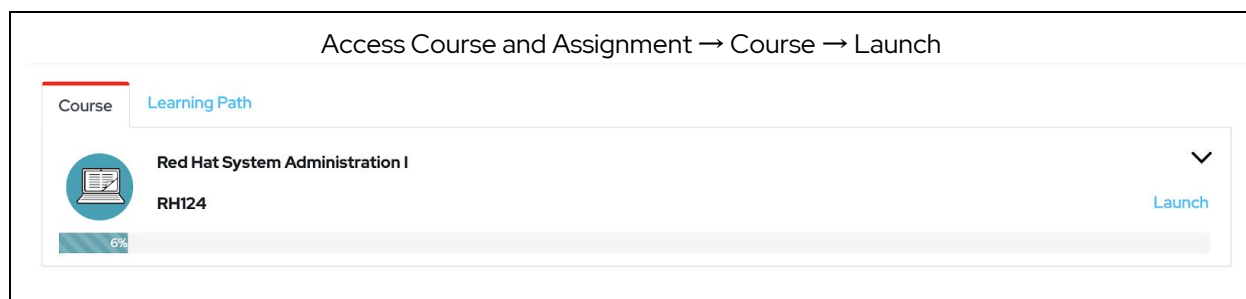
This purchasable option is provided in a hard copy format and is available for permanent use. This option is not applicable for support, but is tangible. This option is sold and delivered by Gilmore Global.

	Online	eBook	Print
Cost	No fee	Fee	Fee
Delivery format	Soft Copy	Soft Copy	Hard Copy
Availability	<ul style="list-style-type: none"> <li>✓ 6 months of access online</li> <li>✓ The content is available online only</li> <li>✓ Cannot be downloaded or printed</li> </ul>	<ul style="list-style-type: none"> <li>✓ 1 year of access online</li> <li>✓ Permanently available if downloaded using the Bookshelf App</li> <li>✓ <b>Print</b> up to 5 pages of the book at a time</li> </ul>	Personal copy to keep for life
Features	<ul style="list-style-type: none"> <li>✓ <b>Navigate</b> by chapter</li> <li>✓ <b>Mobile</b> browser friendly</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Navigate</b> by table of contents, <b>pagination</b> buttons, <b>scroll</b> by page</li> <li>✓ <b>Search</b> by Criteria</li> <li>✓ <b>Add notes</b> for future reference or <b>highlight</b> any section of text, <b>color code</b> them too</li> <li>✓ <b>Desktop Bookshelf App</b> - Windows, MAC, Chromebook</li> <li>✓ <b>Mobile Bookshelf App</b> - Android, iOS &amp; Kindle</li> </ul>	Tangible, <i>but not eco-friendly</i>
Support	<ul style="list-style-type: none"> <li>✓ <b>Email</b> and <b>phone</b> support (U. S. Eastern Standard time only)</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Email</b> and <b>phone</b> support (U. S. Eastern Standard time only)</li> </ul>	Not Applicable

### How do I access the online textbook as a student?

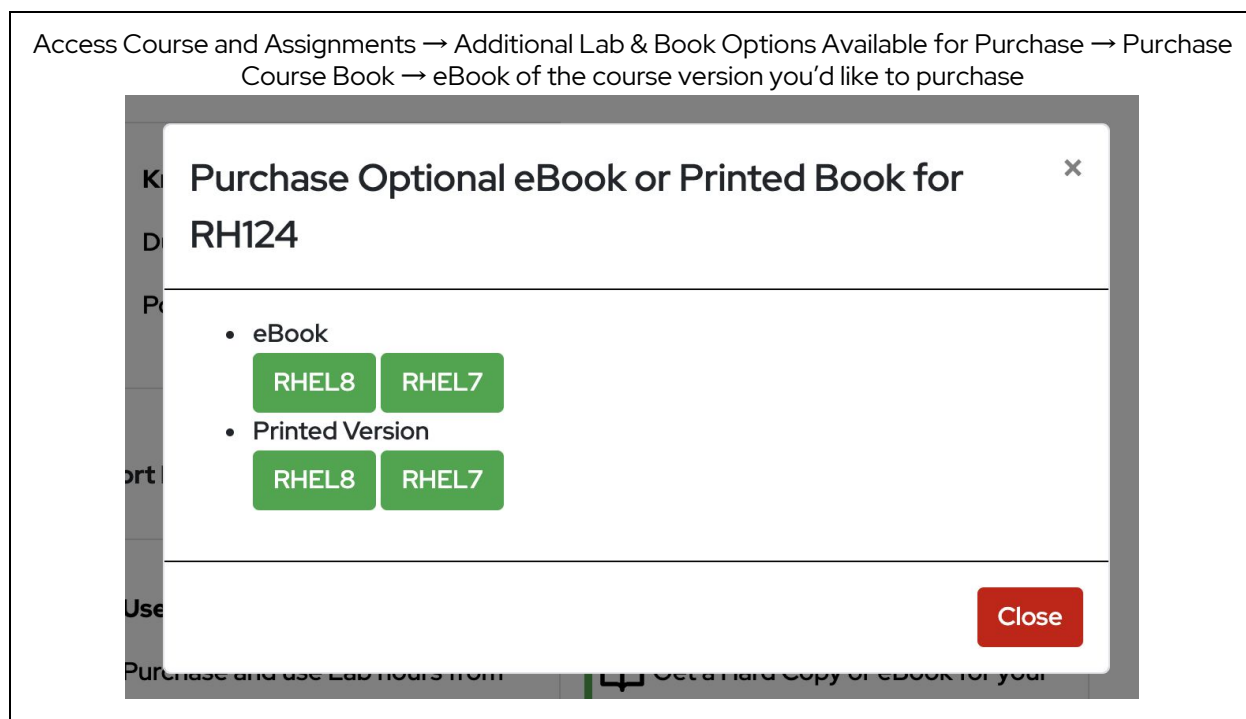


The online material will automatically be accessible upon your instructor adding you to the Red Hat course. You can find this material under the *Access Course and Assignments* tab.



### How do I access the eBook textbook as a student?

Under the *Access Course and Assignments* tab, you will refer to the *Additional Lab & Book Options Available for Purchase* section to view our additional textbook options. Here you will click on the textbook option and be linked to our web store, hosted by Gilmore Global. Upon being linked to their store front, you can purchase the eBook directly.

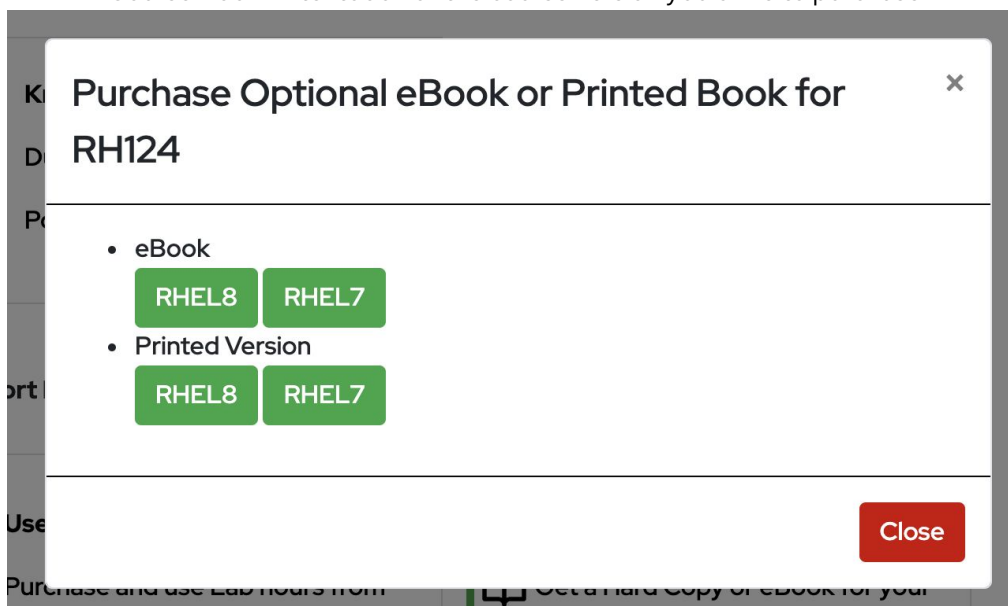


### How do I access the hard copy textbook as a student?

Under the *Access Course and Assignments* tab, you will refer to the *Additional Lab & Book Options Available for Purchase* section to view our additional textbook options. Here you will click on the textbook option and be linked to our web store, hosted by Gilmore Global. Upon being linked to their store front, you can purchase the hard copy textbook directly.



Access Course and Assignments → Additional Lab & Book Options Available for Purchase → Purchase Course Book → textbook of the course version you'd like to purchase



## LAB OPTIONS

### What lab options are available to me as a student?

We offer three types of lab solutions:

1. Do it yourself
2. Cloud Solution
3. Partner Solution

We provide details of all options within the Red Hat Academy Learning Platform and all labs are the same content, only delivered in different formats.

Note: Your instructor will communicate the option in which you and your classmates will use to host your Red Hat labs. If you have questions regarding the lab option, please contact your instructor.

### Where are Red Hat Academy lab options located within the RHALP as a student?

While students only have access to view and purchase the Cloud Solution, instructors have the ability to download the Do it yourself lab images and host within their own infrastructure, within the classroom.

Students can locate the various lab solutions under the *Access Course and Assignments* tab, then follow the prompts at the bottom of the page to view all the cloud solution lab options.

Access Course and Assignments → Additional Lab & Book Options Available for Purchase






### Additional Lab & Book Options Available for Purchase

To help our users meet their various learning needs, our instructors and students also have access to different types of materials at different cost levels. eBooks are purchasable at a low cost for the digital course book copy. You receive one year of access with this option, it can be permanently downloaded using the BookShelf app, and you are able to print up to five (5) pages at a time. Print materials are a higher cost for a physical, hard copy of our course books. These are available through Gilmore Global.


Our lab partners provide affordable cloud based labs for Red Hat System Administrator I, II and III, which can be accessed globally. The labs are available for purchase in multiple options to choose from through our vendors, Infosec Learning and NDG.

#### Use Labs



Purchase and use Lab hours from external providers

#### Buy Course Book



Get a Hard Copy or eBook for your current course

**Note:** As a student, you will follow the instructions that your instructor provides in terms of accessing your course labs. Please contact your instructor if you have any questions regarding which lab option you are to use.

### How do I know which lab option I am supposed to use for my Red Hat course?

Your instructor has various ways to communicate with you in terms of your Red Hat course, including through their syllabus, within the announcements (at the top of your Red Hat Learning Platform) or through additional communications outside of the platform.

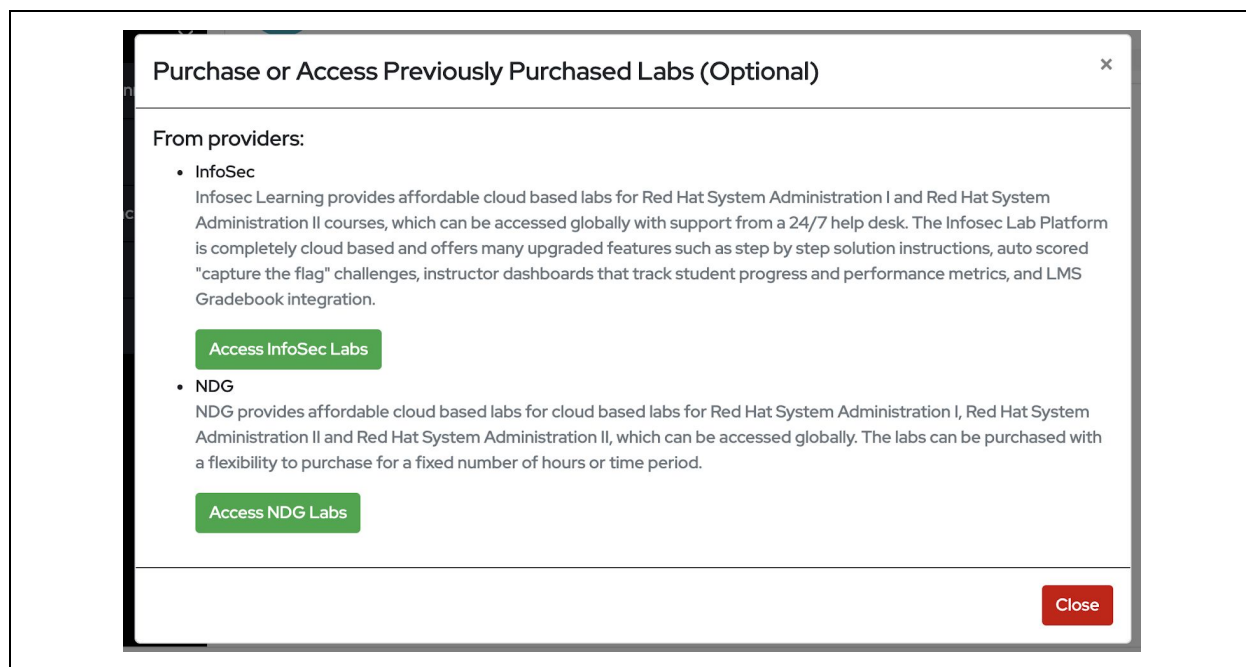
If you are ever uncertain which lab option to use, please contact your instructor.

**Note:** The announcement feature will not be available until October 2020.

### How do I access my labs if I have already purchased them from a Red Hat Academy lab partner?

If you have previously purchased labs at NDG or Infosec for your Red Hat course, you can simply click on Access Labs and you will directly sync with the lab provider and login to your account to access your labs.

Access Course and Assignments → Additional Lab & Book Options Available for Purchase → Click Access Labs for your lab provider



### How do I use Infosec Learning Labs as a student?

To purchase and redeem an access code for Red Hat labs on the Infosec platform, please [watch this video](#) for further instruction. If you have any other questions, please visit their website at <https://www.infoseclearning.com/redhat>. Once you've purchased your access, you can access your labs directly through the Red Hat Academy Learning Platform through LTI Integration.

### How do I use NDG Online Labs as a student?

To purchase the NDG Online Labs as a student, please visit their website at <https://www.netdevgroup.com/online/content/redhat> and follow the prompts to purchase your lab access. Once you've purchased your access, you can access your labs directly through the Red Hat Academy Learning Platform through LTI Integration.

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## GET SUPPORT

### How do I get help with the Red Hat Academy Platform as a student?

If you need additional support with your questions, you can refer to the *Get Support* tab within the Learning Platform. Within this section, you will find contact information regarding your Instructor, technical support and courseware support. You can also refer to resources such as our frequently asked questions, video tutorials and user guides.

### How do I get in touch with my Red Hat Academy instructor as a student?

Your instructors' contact information will be listed in the following locations.

- Under the *Get Support* tab



- Under the *Access Course and Assignments* tab, click the arrow on the right-hand side of the course summary and you can view your instructor contact at the bottom of the description.

### How do I get help with eBook or hard copy textbooks as a student?

Under the *Get Support* tab, you will find the contact information for Gilmore Global, who provides the purchasable eBook and printed options for our textbooks. If you have questions regarding your order, textbook or overall understanding of the process, please reach out to the contact listed within the Red Hat Academy Learning Platform.

### How do I get help with labs or technical questions as a student?

Always refer to your instructor with courseware questions, otherwise under the *Get Support* tab, you will find our Red Hat technical support teams' contact information. If you have any questions regarding your Online textbook, you can reach out to the contact provided.

### How do I get help with the Infosec labs as a student?

For questions regarding Infosec Learning labs, our cloud solution lab partner, then you can refer to the *Access Course and Assignments* tab and refer to the *Additional Lab & Book Options Available for Purchase* section of the page. Here you will find a direct link to their website with information on support.

### How do I get help with the NDG Labs as a student?

For questions regarding NDG Online labs, our cloud solution lab partner, then you can refer to the *Access Course and Assignments* tab and refer to the *Additional Lab & Book Options Available for Purchase* section of the page. Here you will find a direct link to their website with information on support.

### How do I view the Red Hat Academy FAQ?

Within the *Get Support* tab, you will find our frequently asked questions (FAQ) linked directly within our platform. You can also locate our FAQ on our website at [www.redhat.com/academy](http://www.redhat.com/academy).

### How do I view a video tutorial of the Red Hat Academy Learning Platform?

Under the *Get Support* tab, you will find the video tutorial of the student role within the Red Hat Academy Learning Platform at the top of the page.