The Red Hat Online Partner Enablement Network (OPEN) program offers dozens of online training courses, ensuring 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 customer's' environments
- Demonstrate and convey the use and value of offerings to customers

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

- E-Learning training (ELT): online, self-paced training with no personal instruction from Red Hat.
- E-Learning + lab (ELAB): online, self-paced training with instructor assistance via course forums. Courses contain online lab sessions via Red Hat Product Demo System.
- In-person training (ILT): in-person training taught by a Red Hat subject matter expert. Available by invite only, contact your Red Hat partner account manager for more information.

ACCESSING

As a Red Hat partner, you can access the Red Hat OPEN training system from within [Red Hat Connect for Business Partners](#). If this is your first time logging in, skip to the **"First time users"** section.
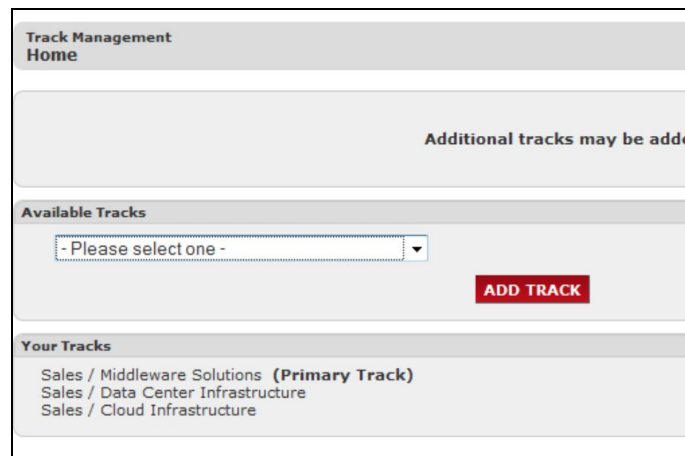
- [Log into](#) Red Hat Connect
- From the drop down menu select **Dashboard**. Under **My Profile** select the **My Training** link
- Select **Get Trained** - this will redirect you into the Red Hat OPEN training system

First time users

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

Track management setup

- [Track Management](#) will automatically appear during first time login
- Choose the skills track associated with your job role (sales, sales engineer, delivery)
- To add the track(s) to your account select **Add Track**
- From the drop down menu select **Dashboard**. Under **My Profile** select the **My Training** link
- Select **Get Trained** - this will redirect you into the Red Hat OPEN training system

> **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.

Language and time zone setup

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

- Language
  - To change the language select **Preferences**
  - Using the drop down **Regional Settings,** select the language desired.
- Time Zone
  - To change the time zone select **Preferences**
  - Using the drop down **Time Zone**, select the timezone desired.
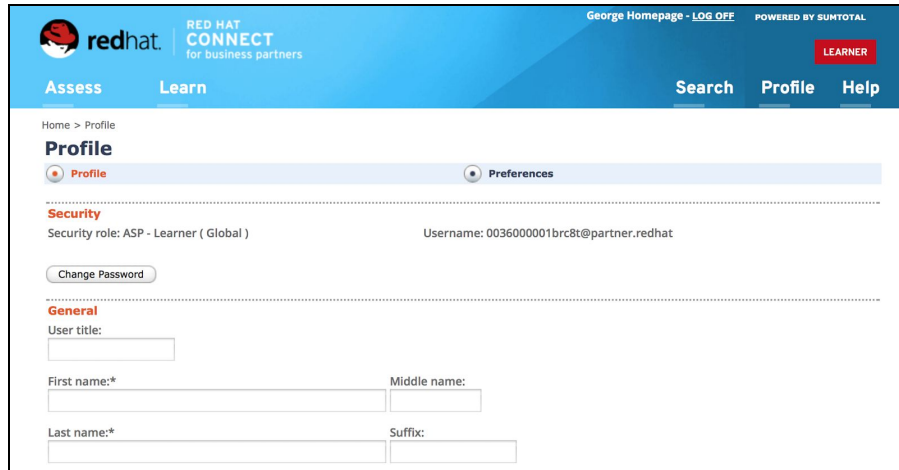
REGISTERING

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.
- Use the Red Hat OPEN course catalog to view available training
- Select your role or specialization area
- Expand/collapse the accreditation names to view courses required
- Select **Register**
- Activity Details page will appear and you can begin your course at any time

View all registrations

Red Hat OPEN course registration can be viewed by following these steps:
- Select **Learn**
- Select **Training Schedule**

- Select **Current Registrations**

Cancel registration

Red Hat OPEN 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

> **WARNING:** Cancellation of a registration will delete all course progress within the accreditation. Re-registration and retake of the course will be required for completion credit.

Exit and return to a course

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

> **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.

Exit and 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.

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

Course assessments

Red Hat OPEN training course 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.

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. Accreditation entries will show an expiration date in your Training Transcript.
- On the Red Hat OPEN training homepage select **My Transcript** to navigate to the Training Transcript page.
- Select an accreditation
- Select **Attempt History**
- Select the Certificate icon to view your accreditation.
- Select **Print**
- Select **Export to PDF** to save and share your accreditation.

Transcript

To access your Red Hat OPEN Training Transcript follow the steps below.
- On the Red Hat OPEN training system 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.

CONTACT INFORMATION

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