

# Red Hat Learning Subscription

Basic, standard, premium, developer, and enterprise

## Introduction

In today's IT environment, it is crucial for teams to stay up to date with the top skills in the industry, especially as new technologies emerge. As your business needs change, so do your teams' skills—which are vital to being competitive in the marketplace. Red Hat® Learning Subscription provides a single training solution to help alleviate the skills gap. This document covers frequently asked questions about Red Hat Learning Subscription.

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## Accessing Red Hat Learning Subscription

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**Question:** How do I log in to my Red Hat Learning Subscription?

**Answer:** You can log in through the [Red Hat Learning Subscription page](#) from anywhere you are connected to the internet.

**Question:** Where are the basic, standard, premium, and developer tier subscriptions available globally?

**Answer:** All tiers of Red Hat Learning Subscription are available globally, except in China. However, because Red Hat Learning Subscription is an online service with online content, customers should verify that their connectivity is sufficient to use the service. You can verify your network connectivity using our [compatibility tool](#).

**Question:** How and when do I get access to my Red Hat Learning Subscription after I purchase it?

**Answer:** You can access your subscription within 1 business day of the order being completed. Instructions for accessing the content are sent after the order is processed.

## Features of Red Hat Learning Subscription

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**Question:** What is Red Hat Learning Subscription?

**Answer:** Red Hat Learning Subscription is a learning solution that provides you with 1 year of access to self-paced training courses. There are 4 subscription tiers available for purchase: basic, standard, premium, and developer. Each tier offers additional features and an enterprise subscription package.

**Question:** What is included in the basic tier subscription?

**Answer:** The basic tier of Red Hat Learning Subscription includes access to our entire catalog of self-paced training courses, skills paths, and early access content. The subscription also includes up to 400 hours of lab access, Red Hat Training Bookshelf, and email support for access and technical questions.

**Question:** What is included in my standard tier subscription?

**Answer:** The standard tier includes access to our entire catalog of self-paced training courses, skills paths, early access content, and up to 400 hours of hands-on lab time—all of which is included in the basic tier. In addition, the standard subscription includes certification exams, expert extras, Red Hat Training Bookshelf, Lab Plus, and expert chat.

**Question:** What is included in my premium tier subscription?

**Answer:** Like the standard tier, the premium tier includes access to our entire catalog of self-paced virtual instructor courses, skills paths, early access content, and up to 400 hours of hands-on lab time. The premium subscription includes certification exams, expert extras, Red Hat Training Bookshelf, Lab Plus, and expert chat.

**Question:** What is included in the developer tier subscription?

**Answer:** The developer tier includes access to our entire catalog of developer content, including self-paced training courses and up to 100 hours of hands-on lab time. In addition, you can access 3 developer exam attempts that can be used for new exams or exam retakes.

**Question:** What are expert extras?

**Answer:** Expert extras are on-demand, high-definition videos offered as part of the standard tier of Red Hat Learning Subscription to complement course content. These expert extras are not scheduled and are available on demand at any time within the subscription term. These 8- to 15-minute videos are presented by Red Hat expert practitioners as demonstrations of innovative technologies and practices, based on real-world use cases and scenarios. Expert extras have a broad appeal to anyone involved with IT.

**Question:** What is early access content?

**Answer:** The early access content feature gives you exclusive access to course chapters and lab environments in development before they are released for public purchase. All early access content is available in all subscriptions and allows you to provide feedback on the material. Once the courses and labs are completed, they will be added to the full catalog in the subscription.

**Question:** What is Red Hat Training Bookshelf?

**Answer:** Optimize your learning journey with Red Hat through Red Hat Training Bookshelf—our learning portal designed to deliver flexible and convenient learning when and where you need. Red Hat Training Bookshelf enriches the Red Hat learning experience through centralized e-book access for all training courses, interactive tools, and ongoing skills development.

**Question:** What is Lab Plus?

**Answer:** Lab Plus is a series of concise courses designed to offer students hands-on experience through scenario-based lab exercises. These courses are specifically tailored to assist with the installed base of Red Hat products, covering areas such as optimization, operationalization, installation, migration, and readiness.

**Question:** Which courses are available in each subscription tier?

**Answer:** All current Red Hat self-paced training courses, along with any new courses that Red Hat Training releases during the subscription term, are included in the basic and standard tiers. This includes all of the same content and labs that students access in instructor-led classes. The premium subscription includes live, virtual, and instructor-led sessions. All developer-related courses and labs are available in the developer tier. However, the developer tier does not include all courses across the entire Red Hat Training portfolio. Contact your regional training team for a list of specific courses available.

**Question:** Will new training courses or updated versions of existing training courses be available to customers during the term of their subscription?

**Answer:** Yes. As Red Hat releases new courses, the content will be made available to Red Hat Learning Subscription customers. In addition, as the content is being developed, chapters will be released into the catalog under the early access filter with "EA" added to the beginning of the course title. The content will then move to the full catalog when the course is final.

**Question:** What level of support is included in the basic subscription?

**Answer:** Red Hat Learning Subscription Basic customers have email support provided that covers access, connectivity, and technical issues. Support tickets can be opened from within the platform by clicking the Support button at the top of any page. A web form will pop up for you to describe what you need help with. Our service level agreement (SLA) states that you will receive a response in 1 business day on all support tickets, and resolution times will depend on the specific issue. Support is provided in English only. There is also a chat option that will allow you to communicate in real time with our technical support team.

**Question:** What level of support is included in the standard and premium subscriptions?

**Answer:** Subscribers in the standard and premium tier have the same level of support that is provided with a basic subscription and also have access to expert chat, which provides additional assistance with course content from a subject matter expert (SME). Chat support uses machine translations so you can converse with Red Hat experts in any of our supported languages: English, International Spanish, Brazilian, Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese. Note that the availability of subject matter experts for chat may be limited, based on the course, schedule, or assistance of other customers. In the event that your questions cannot be answered through the chat tool, you may still schedule an instructor office hours session with a course expert.

**Question:** What level of support is included in the developer subscription?

**Answer:** Developer customers have email support that covers access, connectivity, and technical issues. Support tickets can be opened from within the platform by clicking the Support button at the top of any page. A web form will pop up for you to describe what you need help with. Our service level agreement (SLA) states that you will receive a response in 1 business day on all support tickets, and resolution times will depend on the specific issue. Support is provided in English only. There is also a chat option that will allow you to communicate in real time with our technical support team.

**Question:** Is any course content available offline?

**Answer:** Yes. You can generate a PDF-formatted e-book for up to 10 courses (limited to 1 course per day).

**Question:** How is lab usage calculated?

**Answer:** Users are limited to 400 hours of lab usage per subscription period for standard and basic subscriptions and 100 hours of lab usage per developer subscription. This limited lab time is consumed when 1 or more of the lab machines in a lab environment are running. When all machines are stopped, the lab environment is no longer consuming lab time. Lab consumption is measured in hours, rounded up to the nearest whole hour, and tracked in the dashboard.

**Question:** What is expert chat used for? When is it available?

**Answer:** Expert chat allows standard and premium subscribers to have a one-on-one conversation with a certified instructor about topics covered in the course portfolio. Expert chat sessions are available Monday through Friday, from 8:00 AM - 5:00 PM, in the user's time zone. You are allowed 1 session per day, with a maximum duration of 30 minutes per session.

**Question:** How can course completion certificates be generated from the subscription?

**Answer:** Once you complete 85% of a course, you are eligible to receive a certificate of completion for that particular course. Within the subscription, a Certificate button will appear to the user. Selecting this button directs the user to the [Red Hat Learning Community](#), where the certificate can be viewed, downloaded, and printed.

**Question:** How can I track my team's progress in Red Hat Learning Subscription?

**Answer:** You can access management-level reports, which include team member course progress, lab hours used, exam status, hours spent within the Red Hat Learning Subscription platform, and last log-in date. Reports can also be exported to PDF.

**Question:** When will the video be added to a new course or a course update?

**Answer:** Video will be added within 90 days of the release date of the course e-book content.

## Certification exam information

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**Question:** How many certification exams are available in the standard subscription?

**Answer:** Certification exams are not included in the basic tier of Red Hat Learning Subscription. Subscribers of the standard tier can take up to 5 unique exams and can retake any of those exams in the event you do not successfully pass. Exams must be completed during the duration of the subscription.

**Question:** How many certification exams are available in the premium subscription?

**Answer:** Certification exams are not included in the basic tier of Red Hat Learning Subscription. Subscribers of the premium tier can take up to 5 unique exams and can retake any of those exams in the event you do not successfully pass. Exams must be completed during the duration of the subscription.

**Question:** How many developer exams are available in the developer subscription?

**Answer:** The developer subscription allows for 3 total exam attempts to pass developer exams. The 3 attempts include exam attempts and retakes. The full list of exams available to developer subscribers is available in the RHCEMD and RHCJD section at the bottom of the exams tab on the [Red Hat Certified Architect page](#).

**Question:** How do I take certification exams?

**Answer:** You can register for your certification exam through the subscription portal. Regardless of your location, you may only take individual exams through your subscription. Exams are offered remotely or in person. Certification exams must be scheduled and completed within the 12-month subscription period. More information about taking remote certification exams can be found on the [remote exam FAQ page](#).

**Question:** What is a preliminary exam and how is it counted toward my exam attempts?

**Answer:** A preliminary exam is a hands-on exam that tests skills and knowledge of a subject area but not in sufficient depth to warrant Red Hat certification. These exams assess progress toward proficiency for those on a path toward certification. Preliminary exams are available in the standard tier of Red Hat Learning Subscription. Preliminary exams are subject to the same retake policies as certification exams.

**Question:** Are there any course completion requirements before an exam attempt?

**Answer:** No. You are not required to complete any number of specific courses to be eligible for a certification exam.

**Question:** What are the terms of unique exams and unique retakes?

**Answer:** Exams are included in every tier but basic. A standard or premium subscription provides 5 first attempts for 5 different exams and retakes for all 5. For example, you could take the EX200 Red Hat Certified System Administrator (RHCSA®) exam twice and the EX294 Red Hat Certified Engineer (RHCE) exam twice, and you would still have 3 first attempts for 3 different exams left. Plus, you could retake 3 of those if needed. Say you need 2 attempts to pass the EX200 RHCSA exam but passed the EX294 RHCE exam in 1 attempt. You would have 3 first attempts for 3 different exams left, and you could retake 3 of those if needed. Subscribers of the premium and standard tier can take up to 5 unique exams and can retake any of those exams in the event you do not successfully pass. Exams must be completed during the duration of the subscription.

## Translated content in Red Hat Learning Subscriptions

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**Question:** Which languages are Red Hat Learning Subscription courses offered in?

**Answer:** All subscription content is available in English. Red Hat's most popular courses are available in as many as 8 languages: International Spanish, Brazilian Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese. Red Hat cannot guarantee that a class will be published in another language.

**Question:** What languages is expert chat available in?

**Answer:** Expert chat is offered in English and with machine translations in International Spanish, Brazilian, Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese. It is only available with a standard subscription.

**Question:** Do the courses within the subscriptions have captions?

**Answer:** Videos within the courses use machine translations to subtitle instructor-led lessons into other languages. Translations are included for Chinese, English, French, German, Hindi, Italian, Japanese, Korean, Portuguese, Russian, and Spanish. E-books for some courses are available in some of these languages: International Spanish, Brazilian Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese.

## Purchasing, payment, and terms

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**Question:** When does a subscription start to count toward days used?

**Answer:** At purchase time, customers can choose a date on which to start the subscription (within a 90-day window of purchase). This delayed start is noted in the order itself. If no other date is specified, the order date is used as the start date.

**Question:** When starting my subscription access, what should I avoid while creating my Red Hat account ID for login?

**Answer:** It is best to use your individual corporate or company email address when setting up your Red Hat account ID. Avoid using general corporate email addresses, such as support@company.com.

**Question:** Is there a discount if I purchase subscriptions for multiple users?

**Answer:** There are tiered discounts available for purchasing multiple subscriptions. For more information, visit our page on [maximizing your budget](#).

**Question:** Is there an enterprise-level subscription service?

**Answer:** Yes. Enterprise plans offer a flexible, economical way to deliver the critical skills your team needs. Tailored to organizations seeking to train many users on Red Hat technologies, Enterprise plans offer up to 100 standard subscriptions, 100 basic subscriptions, or 500 developer subscriptions for the same price. For more information, visit the [pricing information page](#).

**Question:** Can a Red Hat Learning Subscription be shared by multiple users?

**Answer:** No. A subscription is for 1 named user. To access Red Hat Learning Subscription content, the subscription will be assigned to 1 user's Red Hat network account only.

**Question:** Can I reassign my named user license to someone else if an employee leaves the company?

**Answer:** No. The terms and conditions of Red Hat Learning Subscription indicate that subscriptions are not transferable.

**Question:** Can an RHCA® purchase Red Hat Learning Subscription at a discount? Are there discounts for other levels of Red Hat Certified Professionals?

**Answer:** Yes. We offer current RHCA's a 50% discount. At this time, this discount is exclusive to RHCA's. We do not offer any discounts for other levels of Red Hat Certified Professionals.

**Question:** Can I get access for more than 1 year?

**Answer:** Red Hat Learning Subscription is sold on a 12-month/1-year subscription basis. You can purchase consecutive subscriptions or renew your subscription to fulfill multiple-year needs.

**Question:** When I renew my subscription, does the next year start when the previous year ends?

**Answer:** By default, subscriptions begin on the date they were ordered or purchased, including renewed subscriptions. However, while ordering a subscription, you can select a date (within 90 days) that you would like the subscription or renewal to begin. For customers renewing their subscription before their existing subscription ends, we strongly suggest using this feature during the renewal purchase.

**Question:** Does course progress get carried through on renewal?

**Answer:** Yes. The course progress is attached to your login ID, so if you maintain your account and renew your subscription, the progress will carry through to the next year. Any unused resources from a subscription—such as exams, lab hours, and e-book downloads—do not carry over into renewals. Instead, those consumption limits are reset so that customers can use up to the product limit included with their new subscription purchase. We cannot guarantee that progress will be saved for expired subscriptions.



### About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. [A trusted adviser to the Fortune 500](#), Red Hat provides [award-winning](#) support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

**f** facebook.com/redhatinc  
**t** @RedHat  
**in** linkedin.com/company/red-hat

**North America**  
1 888 REDHAT1  
www.redhat.com

**Europe, Middle East,  
and Africa**  
00800 7334 2835  
europe@redhat.com

**Asia Pacific**  
+65 6490 4200  
apac@redhat.com

**Latin America**  
+54 11 4329 7300  
info-latam@redhat.com