



# **Red Hat Customer Portal Access Guide**

Red Hat Inc.  
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# Customer Portal Access for Students

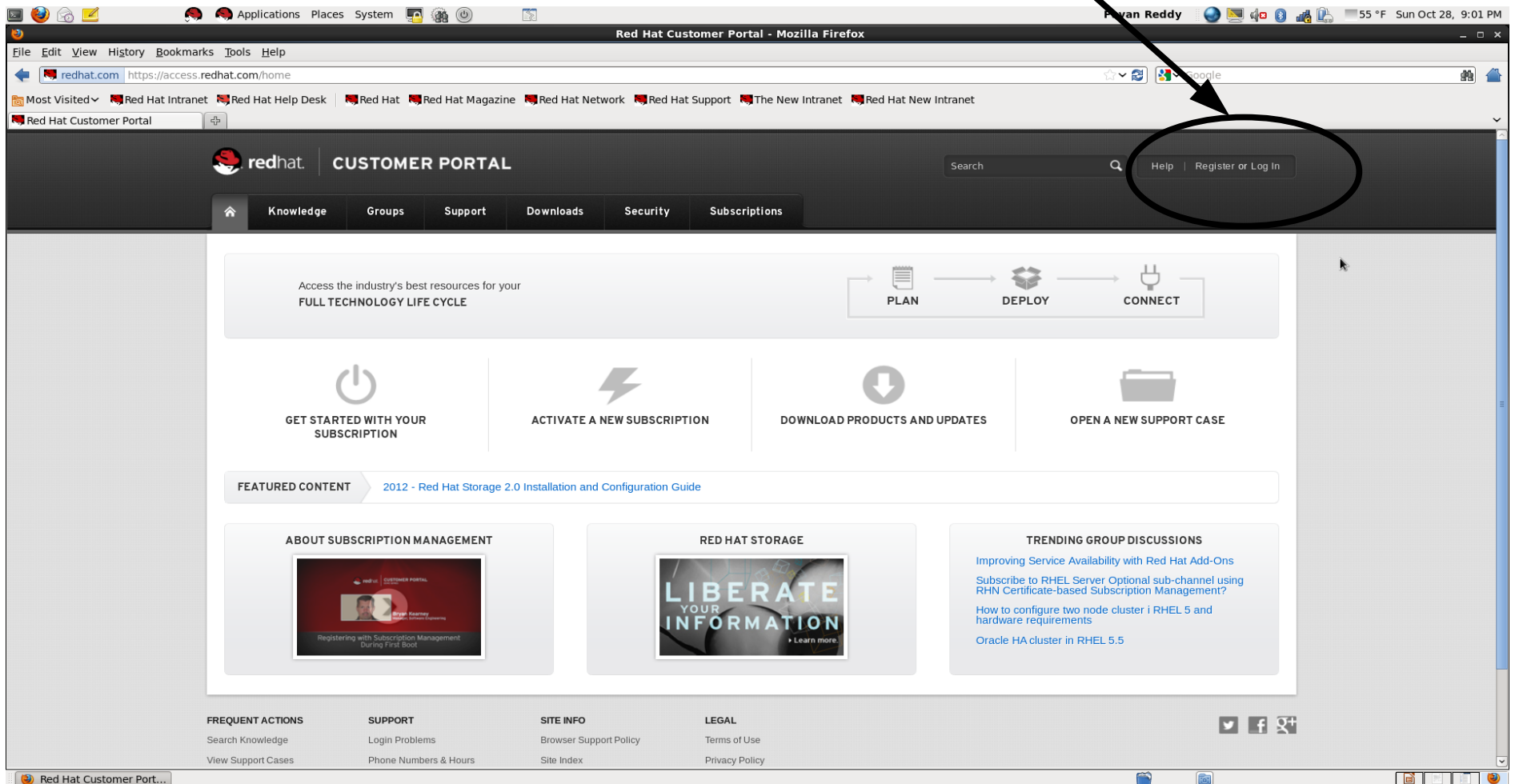
- With a Campus wide Academic Site subscription, academic institutions can provide customer portal access to students or teachers.
- This guide is a step by step process to give students or teachers access to Red Hat's customer portal so that they can take advantage of Red Hat's award winning knowledge base.

**NOTE: Only Organization Administrators can create new users and give appropriate permissions.**



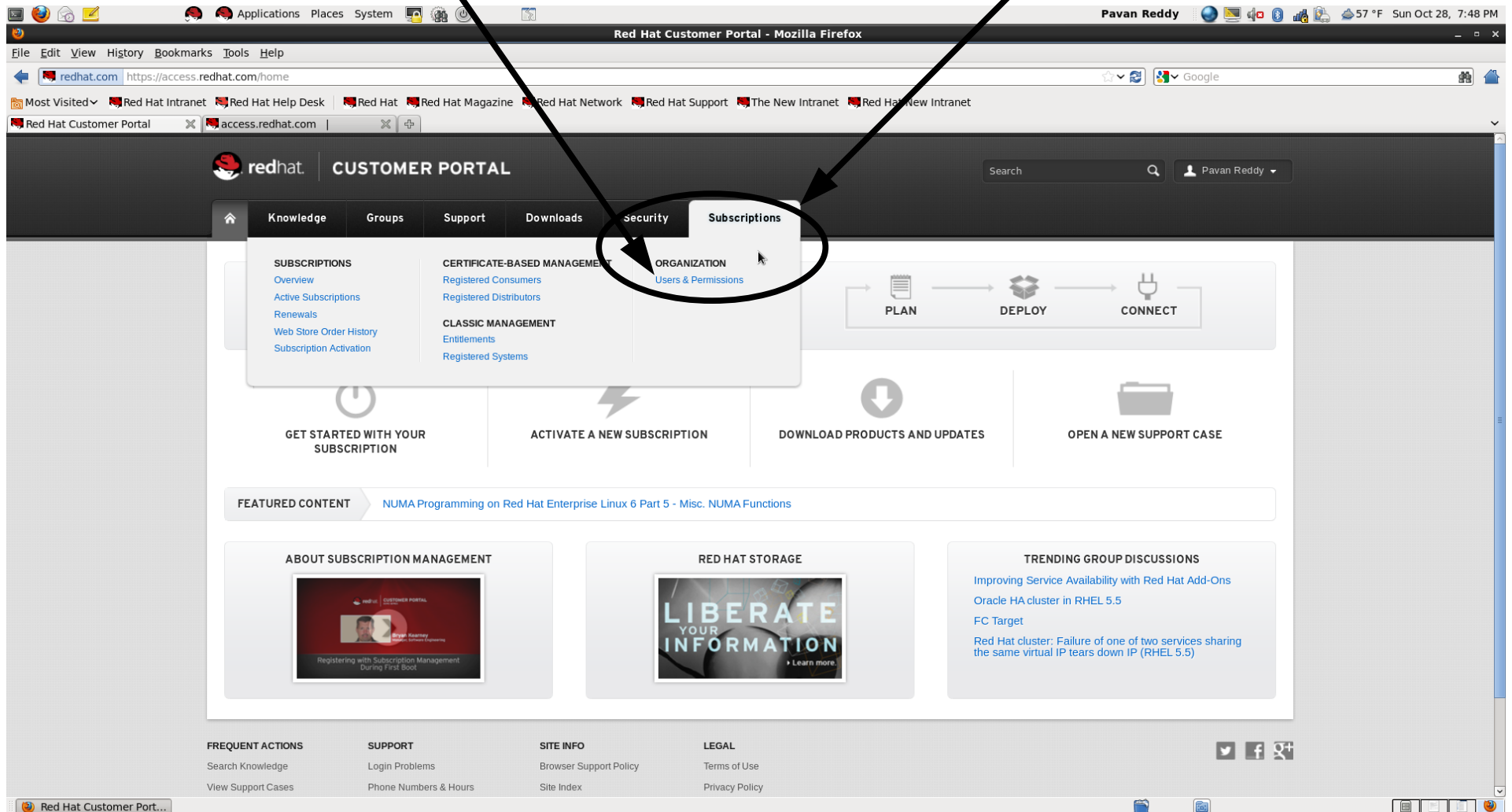
# Customer Portal Access

- Open <https://access.redhat.com/home> and login with your *organization administrator credentials*.



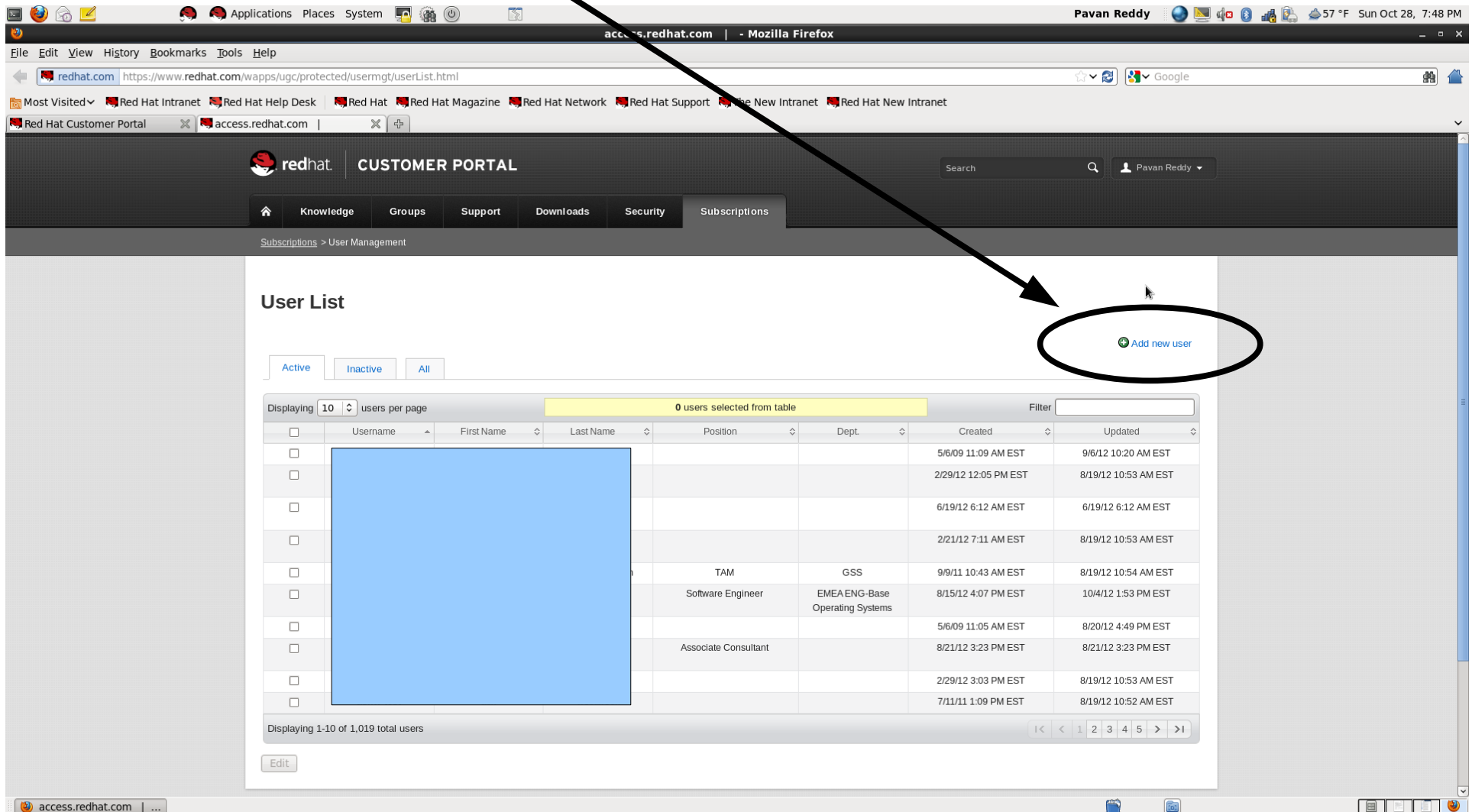
# Customer Portal Access

- Click on “***Users and Permissions***” in the “***Subscriptions***” Tab



# Customer Portal Access

- Click on ***“Add new User”***



The screenshot shows the Red Hat Customer Portal interface. The top navigation bar includes the Red Hat logo, the text "CUSTOMER PORTAL", a search bar, and a user profile dropdown for "Pavan Reddy". Below this is a secondary navigation bar with links for Knowledge, Groups, Support, Downloads, Security, and Subscriptions. The main content area is titled "User List" and includes tabs for "Active", "Inactive", and "All". A table displays a list of users with columns for Username, First Name, Last Name, Position, Dept., Created, and Updated. A large blue rectangular box obscures the first few columns of the table. The table shows 10 users, with the last one being "Associate Consultant" created on 7/11/11. At the bottom of the table, it says "Displaying 1-10 of 1,019 total users". A button labeled "Add new user" with a green plus icon is located in the top right corner of the table area. A black arrow points from the text "Click on 'Add new User'" to this button.

	Username	First Name	Last Name	Position	Dept.	Created	Updated
<input type="checkbox"/>						5/6/09 11:09 AM EST	9/6/12 10:20 AM EST
<input type="checkbox"/>						2/29/12 12:05 PM EST	8/19/12 10:53 AM EST
<input type="checkbox"/>						6/19/12 6:12 AM EST	6/19/12 6:12 AM EST
<input type="checkbox"/>						2/21/12 7:11 AM EST	8/19/12 10:53 AM EST
<input type="checkbox"/>				TAM	GSS	9/9/11 10:43 AM EST	8/19/12 10:54 AM EST
<input type="checkbox"/>				Software Engineer	EMEA ENG-Base Operating Systems	8/15/12 4:07 PM EST	10/4/12 1:53 PM EST
<input type="checkbox"/>				Associate Consultant		5/6/09 11:05 AM EST	8/20/12 4:49 PM EST
<input type="checkbox"/>						8/21/12 3:23 PM EST	8/21/12 3:23 PM EST
<input type="checkbox"/>						2/29/12 3:03 PM EST	8/19/12 10:53 AM EST
<input type="checkbox"/>						7/11/11 1:09 PM EST	8/19/12 10:52 AM EST



# Customer Portal Access



- Enter user details as required

**Login Information**

Red Hat login: john\_doe@unc

Password: .....

Confirm Password: .....

**Preferences**

\* Language: English

\* Time Zone: (GMT-0800) United States (Pacific)

**Customer Portal Access Permissions**

☐ Manage support cases

☐ View/Renew Subscription Information

☒ Groups, Videos, Tech Briefs & Reference Architecture

☒ Knowledgebase

☐ Download middleware software and updates

☐ Manage Your Subscriptions

**RHN Roles**

Note: You can edit RHN roles after the user is created.

Save or Cancel

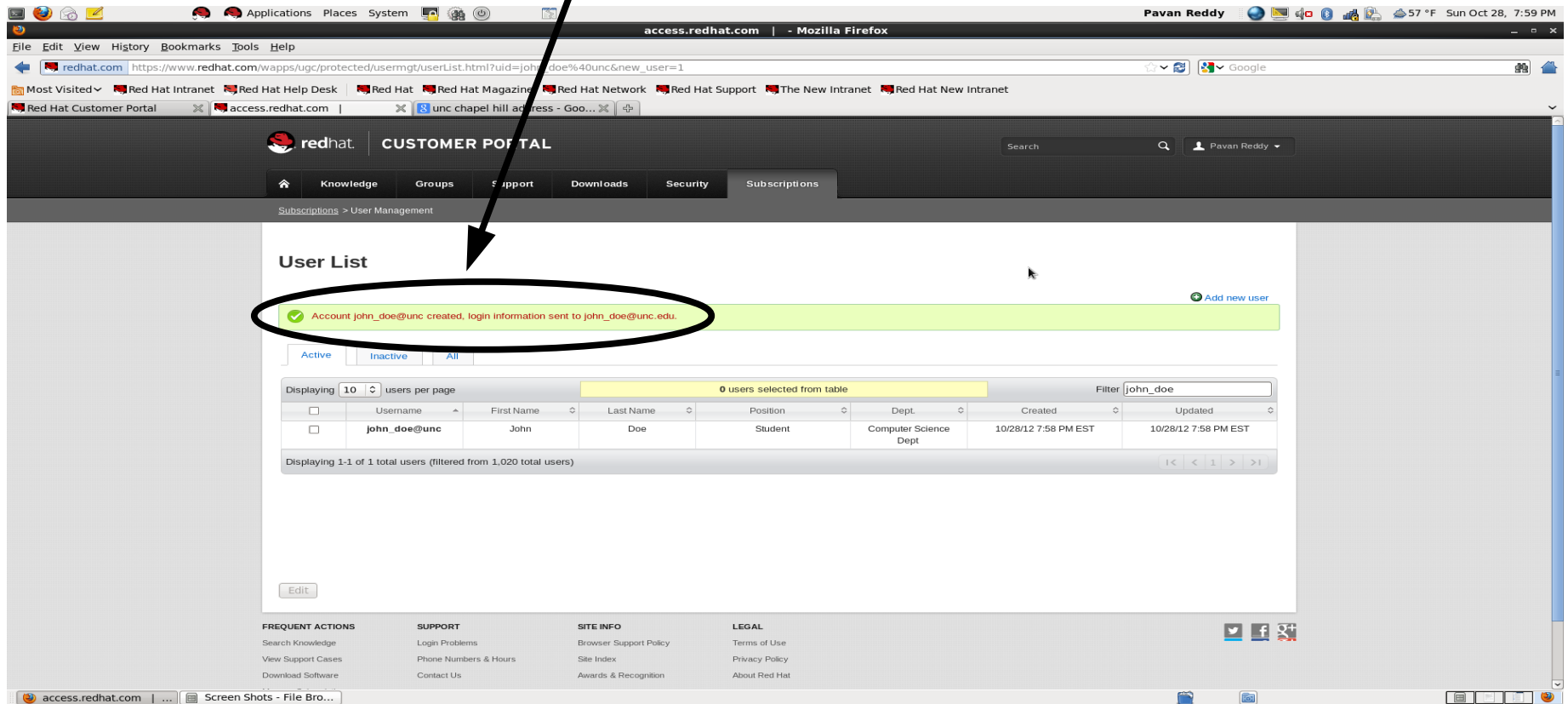
- Create a new login with the password.
- Make sure that you check **“Knowledgebase”** and click **“Save”**

**NOTE: Please do not check “Manage support cases” as this access is restricted to Knowledge Base access only.**



# Customer Portal Access

- A message as shown below will appear if the account is created successfully



The screenshot shows the Red Hat Customer Portal interface. A black arrow points from the text above to a green message bar that reads: "Account john\_doe@unc created, login information sent to john\_doe@unc.edu." Below this message is a table of users. The table has columns for Username, First Name, Last Name, Position, Dept., Created, and Updated. The user john\_doe@unc is listed with details: John Doe, Student, Computer Science Dept., created on 10/28/12 7:58 PM EST, and updated on 10/28/12 7:58 PM EST. The footer contains links for Frequent Actions, Support, Site Info, and Legal.

	Username	First Name	Last Name	Position	Dept.	Created	Updated
<input type="checkbox"/>	john_doe@unc	John	Doe	Student	Computer Science Dept.	10/28/12 7:58 PM EST	10/28/12 7:58 PM EST

NOTE: These steps will need to be repeated to create multiple logins with Knowledge Base access for students/teachers.





**END OF PRESENTATION**