

NFR PROGRAM | FAQ

Create a New NFR

Red Hat business partners who have signed a partner agreement are eligible to receive limited quantities of free Not for Resale (NFR) software subscriptions as benefits of participating in partner programs. NFR subscriptions provide access to: all versions of Red Hat software, complete access to package updates and errata links, and access to our Knowledge base articles/Portal Discussion Groups/Magazines.

“HOW TO GUIDE” COVERS:

- Navigating to create a new NFR
- Selecting products
- System & Business Unit approvals

STEP 1: LOCATE NFR MODULE

- Go to <https://www.redhat.com/wapps/sfconnector> to log in to Red Hat Connect
- Select the “**My company**” tab, then select the link for the “**NFR Subscriptions**” from the drop down
- Scroll down to the bottom of the page, and in the “**My NFR Subscriptions**” section, select the “**Find your Subscriptions**” button

STEP 2: CREATE NEW NFR

- Select the “**New NFR**” button
- In the “**Contact at Partner (search by name)**” section, please provide the name of the person who will be receiving the NFR Entitlements
- Please provide the “**Purpose for Requested NFRs**”
- Select all “**NFR Request Use Cases**” that may apply
- Select available products
- Select desired quantity for each product (default quantity autofills)
- Agree to the “**NFR Request Terms**”
- Select the “**Save and Submit**” button

STEP 3: UNDERSTANDING APPROVALS

- The system creates an NFR request per product family
- Requests that are auto-approved are submitted for processing [Status “Approved”]
- Requests requiring approval will remain in “Submitted” status until final approval [Status “Submitted”]

Approved requests are submitted for processing. Please allow 24-48 business hours for activation in the Customer Portal. If you have questions, please reach out to your regional partner help desk.

Questions or issues? Contact your regional partner help desk:

Asia Pacific: apac-partner-helpdesk@redhat.com

Japan: partnercenter-jp@redhat.com

Europe, Middle East and Africa: emea-partner-team@redhat.com

Latin America: latam-partner-helpdesk@redhat.com

North America (commercial): na-partner-helpdesk@redhat.com

North America (public sector): napublicsector-partnerhelp@redhat.com