Partner Support | Quick Start Guide

Red Hat® Customer Portal

The Red Hat® Customer Portal delivers technical documentation and useful tools to help you manage your Red Hat products throughout their life cycle. If you encounter an issue that you cannot resolve using the Customer Portal, you can open a support case online or call your region's technical support **hotline:**



Visit **<u>Red Hat® Customer Portal</u>** today to experience the value of your subscription.

Red Hat® Partner Acceleration Desk

The Partner Acceleration Desk (PAD) is a Products and Technologies (PnT) level partner help desk and provides a central 'get help' capability for current and prospective partners to ask queries throughout their journey with Red Hat. Available via Red Hat Connect:

Create a Case

PAD is a global team of associates focused on enhancing the partner experience available 24/5. The no cost service allows our partners a central location to ask technical and non-technical questions pertaining to Red Hat offerings, partner programs, product certification, engagement process, etc.

Red Hat[®] Partner Technical Account Management

Red Hat® Partner Technical Account Managers (PTAMs) are highly technical product specialists who proactively work with our partners to develop and support their value-added offerings. A PTAM will build a personal relationship to understand our valued partners' unique business needs, proactively engage alongside their technology journey, and work toward faster issue resolution. A PTAM's technical knowledge, cross-organizational reach, and deep understanding of support and engineering workflows will help our partners build, deliver, or support more stable and secure enterprise solutions.



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