

Education Services Training Credits

FAQ:

Training Credits are a new way to order and schedule training through Palo Alto Networks ecosystem of Authorized Training Partners (ATPs). You probably have questions. Let's answer them.

What are Palo Alto Networks Training Credits?

Palo Alto Networks Training Credits are an easy way of purchasing Palo Alto Networks authorized training. Training credits are redeemable through any participating Palo Alto Networks Authorized Training Partner (ATP) worldwide. Training credits are also redeemable for technical certification.

What are the benefits of Palo Alto Networks Training Credits?

Palo Alto Networks Training Credits give you a fast, convenient way to establish, protect, and manage a training budget. With Training Credits, you have the freedom to select authorized training content from any participating ATP worldwide.

How can I redeem Training Credits?

You can redeem Training Credits through participating ATPs worldwide. This flexible policy allows the ATP to deliver training on your timeline and in the language you find most familiar.

How do I know which ATP is right for me?

For a complete list of participating ATPs, visit: <https://www.paloaltonetworks.com/services/education/atc-locations>

Do Training Credits expire and, if so, for how long are they valid?

Yes, Training Credits expire. Training Credits are valid for one (1) year from the date of purchase giving you ample time to find the training that best suits your needs.

Can I redeem Training Credits for any course offered by the ATPs?

Training credits are valid for all Palo Alto Networks Authorized Courseware, Palo Alto Networks Technical Certification, and Palo Alto Networks – ATP co-branded training.

Can I use Training Credits for private online and/or on-site classes?

Yes, you can use Training Credits for private and on-site classes scheduled through an ATP.

Are Palo Alto Networks Training Credits valid worldwide?

Yes, Palo Alto Networks maintains a global ecosystem of ATPs, and Training Credits are valid for consumption worldwide. To view ATP locations and course schedules, visit: <https://www.paloaltonetworks.com/services/education/atc-locations>

If I purchase Training Credits in one country will I be able to redeem them in another country?

Yes, Palo Alto Networks Training Credits can be purchased in one country and redeemed in another country; however, Training Credits are sold in U.S. dollars (USD) only.

Do I need to know how to use my credits in order to buy them?

No. Training Credits are a way to lock in current budget to allow future training and certification planning.

What happens if I fail to use its Training Credits before they expire?

Unless other terms are set at time of purchase, Training Credits are valid for 12 months from date of sale. Training courses should be scheduled for use before the Training Credits expire. Actual use of Training Credits can begin after listed expiration. The Palo Alto Networks team will work with you to arrange training even if your credits have technically 'expired'.

How can I check my Training Credits balance or ask other questions about Training Credits?

Please email: training-credits@paloaltonetworks.com



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