



Training Credits Program Guide

Training Credits Description

The Palo Alto Networks Training Credits Program simplifies training purchasing and consumption management, giving customers:

- Options when selecting an Authorized Training Partner (ATP) from our global partner ecosystem.
- Full 12-month consumption period.
- Simplified ordering and tracking process.
- Easy, upfront budgeting, which alleviates the need to allocate training funds on an ad hoc basis.

Palo Alto Networks training credits provide customers with a convenient way to establish, protect, and manage their training budgets while offering the flexibility to choose authorized training courses from participating ATPs worldwide. Balances are verified at the time of course registration and debited upon training completion. Customers receive a welcome email with redemption details and periodic notifications about their balance and expiration, ensuring they stay informed. These training credits not only simplify the process but also empower customers with the hands-on knowledge needed to confidently understand and leverage the technical capabilities of Palo Alto Networks security platforms.

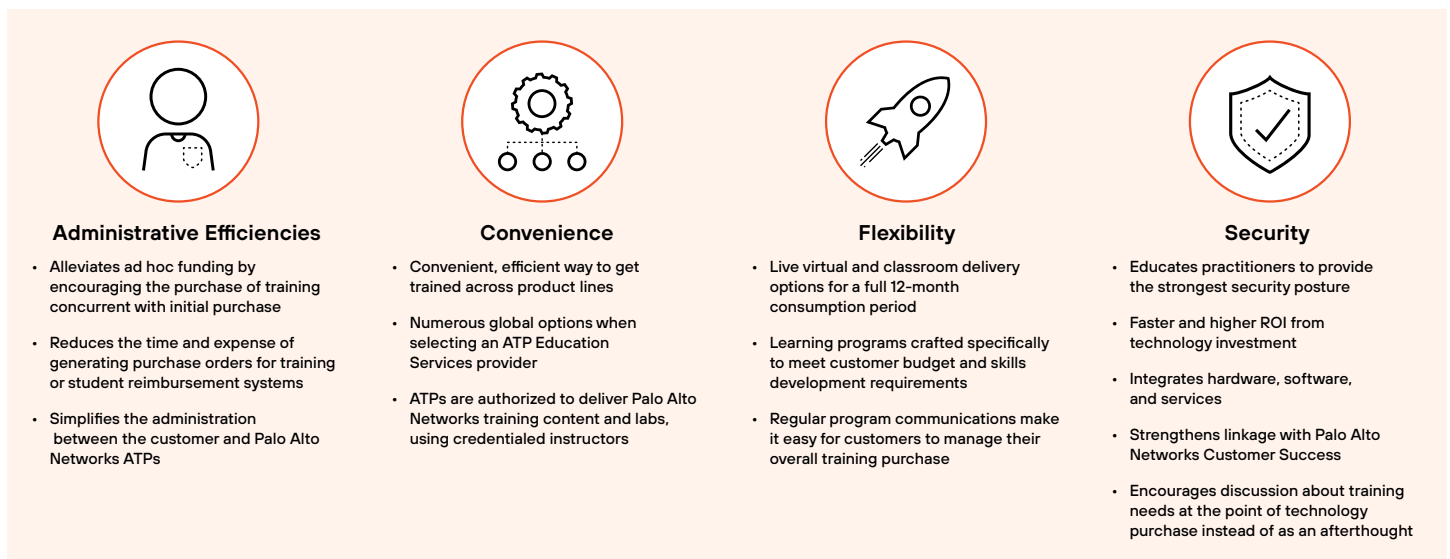


Figure 1: Training credits ease the administrative burden

Definitions

Training Credits

Palo Alto Networks training credits are used to purchase prepaid, instructor-led training (ILT) courses or certification vouchers offered through Palo Alto Networks ATPs. Training credits are available in the Palo Alto Networks portfolio and may be purchased with a hardware, software, services order, or as a standalone item. Credits must be used with any participating ATP within one year (365 days) from the date of the Palo Alto Networks closed sales order:

- Training credits can be redeemed with participating ATPs for authorized instructor-led courses (in-class, virtual, or customized), private training, certification exam vouchers, and lab environment rentals. They can't be used for hardware, software licenses, or non-ATP services.

Authorized Training Partner

To view a listing of all current Palo Alto Networks ATPs, please [visit](#).

Instructor-Led Training

For a complete list of all current authorized instructor-led course offerings, please [visit](#).

Certification Offering

Palo Alto Networks has a range of certification offerings as found [here](#). Certification exams will be proctored with Pearson VUE at a testing center or with OnVUE. Training credits may be used to purchase Pearson VUE exam vouchers from any participating ATP.

Identifying Training Needs

Many Palo Alto Networks ATPs have established a consultative training practice that enables them to perform a needs assessment for student candidates. Customers should contact a participating ATP to develop a custom training plan that fully addresses their specific technical training needs and the number of training credits required. The customer can select from a list of providers in their area by visiting <https://www.paloaltonetworks.com/services/education/atc-locations>.

Training Credit Order Confirmation Welcome Email

After purchasing training credits, the customer's primary contact will receive a welcome email from the Palo Alto Networks Training Credits Administrator. The welcome email includes:

- Name of the customer organization.
- Unique Training Credit ID per sales order number.
- Number of training credits available (quantity purchased).
- Redemption value of training credits (quantity purchased x US\$100).
- Date of expiration (booking date of the sales order + 1 year).
- Instructions for redeeming training credits, including a copy of this guide.
- A list of ATPs delivering training and a link to their contact information.

Redeeming Training Credits

Each training credit order is assigned a unique 10-digit Training Credit ID, used as the payment method during course registration. Customers present the Training Credit ID to the ATP, which validates the balance with the Palo Alto Networks Training Credits Administrator. The administrator reserves the required amount, and upon service delivery, the balance is permanently debited. If one ID has insufficient funds, multiple IDs can be combined to complete the payment.

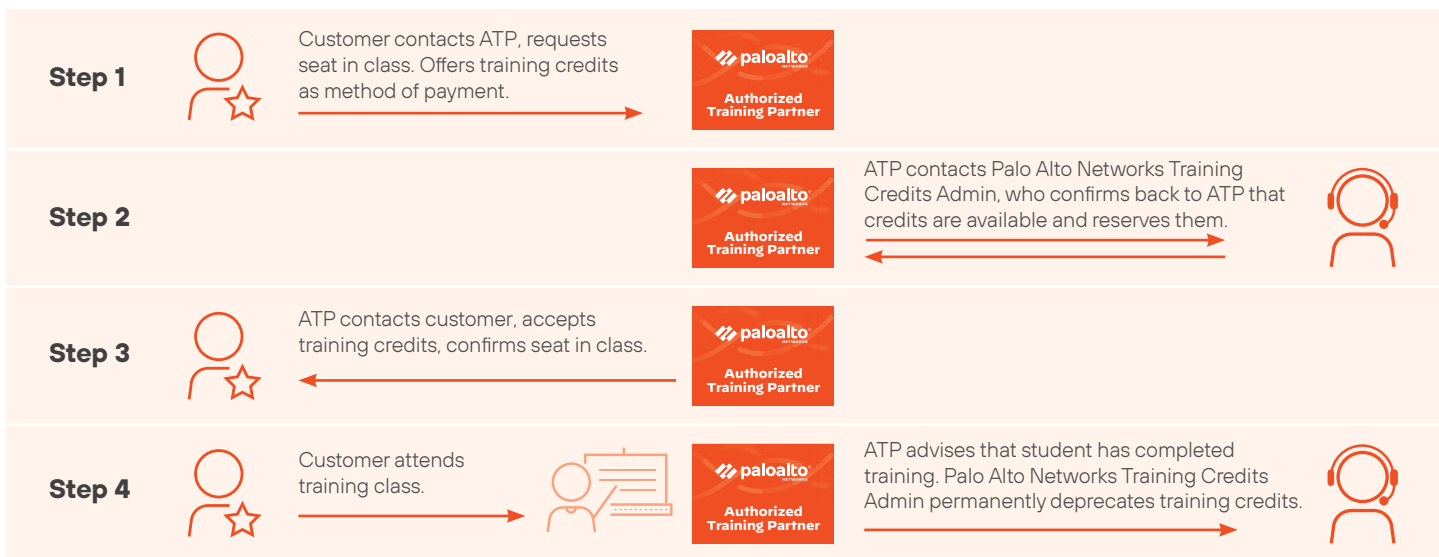


Figure 2: Training credits redemption process flow

The training credits redemption process flow (figure 2) offers a visual guide for customers using training credits to purchase class seats. It outlines interactions among Palo Alto Networks, ATPs, and customers, and is subject to periodic updates by Palo Alto Networks.

Course Registration

To register for a course, please [visit](#). Note that multiple Training Credit IDs can be used for a registration.

If the cost of the training is more than the amount of available training credits, the customer is responsible for the remaining amount due, directly payable to the ATP.

Changes to Registration

For changes to an existing registration (e.g., date, course, or participant), please contact the partner where the original registration was completed.

Cancellations

To cancel a registration, please contact the partner with whom you registered. Please note that last-minute cancellations or no-shows may result in the partner charging the full class amount, in accordance with their policy.

Key Considerations for Using Training Credits

- You're responsible for managing and controlling your Training Credit ID number. Purchasing training credits doesn't automatically guarantee a reservation in a specific class or event.
- To schedule training, contact an ATP to arrange services at mutually agreed-upon dates.
- Inform the ATP in advance if you intend to use training credits as your payment method.
- You may combine multiple training credit balances to pay for an authorized service.
- Training costs are determined by the ATP. Please contact your ATP directly to confirm pricing.
- Training must be scheduled and completed before the credits expire, as expired credits can't be redeemed.
- ATPs have full authority to set pricing and may offer services at a premium or discount when accepting training credits.

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- If an ATP cancels a class, the credits will be restored to your balance. Refunds for student cancellations are subject to the ATP's refund policy. The original credit expiration date remains unchanged.
 - If a student needs to transfer their seat to another participant, notify the ATP before the class begins. The ATP will update the student information with the Training Credits Administrator.
 - Ensure that Palo Alto Networks has your organization's most up-to-date point of contact information to receive important notifications.
 - If payment for training credits isn't received or your account is placed on credit hold, the training credits account will be deactivated and remaining credits will be unavailable for redemption.
 - Once a credit hold is removed, the training credits account is reactivated, and credits become available again. However, the original expiration date still applies.

Note: Customers who don't have their Training Credits ID may contact their purchasing manager, Palo Alto Networks sales representative, or Palo Alto Networks Training Credits Administrator at training-credits@paloaltonetworks.com to obtain it.

Managing Training Credits

Training credits balances are monitored by the Palo Alto Networks Training Credits Administrator. The administrator ensures:

- A balance is created in the Palo Alto Networks Training Credits Tracking System with customer contact information, available balance, and expiration dates aligned to the sales order on which the training credits were booked.
- ATPs have a single point of contact to validate training credits prior to scheduling.
- ATPs confirm service delivery details with the Palo Alto Networks Training Credits team when accepting training credits as payment.
- Customers receive expiration notices periodically for any balance remaining prior to expiration. Customer questions sent to training-credits@paloaltonetworks.com are answered in a timely manner.

Expiration Notices

Training credits expire one year from the date of sale. Palo Alto Networks places tremendous value on customer relationships and enablement and makes reasonable efforts at reminding customers to consume their training credits prior to expiration. Education Services sends proactive reminders periodically encouraging customers to consume their remaining balances. The customer's sales representative is copied on the notices to ensure that all parties are aware of the training credits balance at risk of expiration.

Extension Request

To request a training credit extension, clients must ensure that their request is submitted before the current expiration date. Small extensions may be granted if clients are actively utilizing their credits and require additional time to use the remaining balance. To be considered for approval, clients must provide a clear plan for utilizing the extended credits. Each request will undergo a review process involving the Training Credits team, Finance, Revenue, and Legal departments, with approval contingent on their collective decision and the circumstances surrounding the request.

Palo Alto Networks Commitment

Under the structure of the Education Services Training Credits Program, Palo Alto Networks agrees to:

- Maintain training credits balances in a central tracking tool.
- Supply third parties with participant information as is required for performance of the program.
- Employ reasonable efforts to provide advance notice of any changes to the guide or program.
- Update this Program Guide on an ongoing basis to keep customers informed of the latest guidelines.

Note: Palo Alto Networks reserves the right to amend this guide, training portfolio, training duration.

Resources

- The latest revision of this guide can be downloaded [here](#).
- For any general questions regarding training, certification, or Palo Alto Networks ATPs, contact **training-credits@paloaltonetworks.com**.
- To locate the nearest ATP, visit www.paloaltonetworks.com/services/education/atc-locations.
- To locate a class from a consolidated ATP class schedule, visit: atpschedules.paloaltonetworks.com.

About the ATP Program

Palo Alto Networks Commitment to Quality

We're committed to the success of our customers, with the assurance that our ATPs have the best preparation, training, tools, techniques, and information available. We provide our ATPs with the following:

- Advanced classroom management and training delivery technique.
- Instructor guides to ensure consistent, high-quality customer experiences.
- New product release technical training and resources.
- Ongoing product recertification and accreditation.
- Access to Palo Alto Networks technical subject matter experts (SMEs).
- Access to Palo Alto Networks ATP community discussion forums.

We also regularly monitor classroom deliveries for quality, thus ensuring the ongoing success and customer satisfaction created by our ATPs. The Palo Alto Networks Education Services team also conducts customer surveys, instructor audits, Train-the-Trainer (TTT) events, and quarterly business reviews. Our ATPs must meet rigorous authorization requirements to ensure the highest possible standards and quality of service.

Customer Support

Support for the Training Credits Program is provided by the Palo Alto Networks Education Services team. Send balance inquiries and program-related questions to **training-credits@paloaltonetworks.com**.



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