



Training Credits

Customer FAQs

What are Palo Alto Networks training credits?

Palo Alto Networks training credits are an easy way to purchase and manage Palo Alto Networks authorized instructor-led training. Training credits are purchased from Palo Alto Networks through your reseller. One training credit = \$100 USD of purchasing value towards instructor-led training courses and can be redeemed through participating Palo Alto Networks Authorized Training Partners (ATPs) worldwide.

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 allows you to find an authorized training provider delivering classes in your time zone, and in the language you find most familiar.

How can I find an ATP?

For a complete list of participating ATPs, visit the ATP locator: <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 time to find the training that best suits your needs. Training must be scheduled and completed prior to the stated expiration date.

Can I redeem training credits for any course offered by the ATPs?

Training credits are valid for all Palo Alto Networks Authorized instructor-led courses. For a complete listing of courses, please visit the Palo Alto Networks Education website: <https://www.paloaltonetworks.com/services/education>, and filter to 'Instructor-Led'.

Can I use Training Credits for private and/or onsite classes?

Yes, you can use training credits for private and onsite classes scheduled through participating ATPs.

Can I use Training Credits to take Certification Exams?

Yes, you can use training credits to take certification exams. Work with an ATP to get a voucher.

How do I take a Certification Exam once I get a voucher?

Yes, you can use training credits to purchase Pearson VUE exam vouchers from any participating ATP

How much does an instructor-led course cost?

Palo Alto Networks lists the courses and manufacturer suggested retail pricing on the [Training Credits Datasheet](#), however ATPs set their own pricing, which can vary greatly depending on region and ATP. It is recommended to contact an ATP for a quote prior to purchasing training credits.

How do I find schedules of the ATP classes?

You may choose to find a class in one of two ways:

1. Visit the [ATP Locator](#). Select an ATP link to visit their individual website and view their training schedule.
2. Visit our consolidated [ATP Schedule](#). Set filters to desired course, ATP, region, time zone, language etc.

Are training credits required for Palo Alto Networks digital training?

At this time, all digital training offered on Palo Alto Networks Beacon learning center is free of charge. Please visit Beacon at: <https://beacon.paloaltonetworks.com>

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.

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 exactly what training will be needed before buying training credits?

While we recommend scoping and quoting training costs for the most accurate fit of purchase to usage, you may of course purchase a budgeted sum of training credits for the convenience of future training and certification planning.

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

Training Credits are valid for 12 months from date of sale. Training must be scheduled and completed before the stated expiration date. We recommend scheduling training well ahead of expiration to allow for any date adjustments.

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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