


HOW TO SUBMIT AN ON-DEMAND INTELLIGENCE ACCESS REQUEST

Complete the following workflow to submit a request for on-demand intelligence.

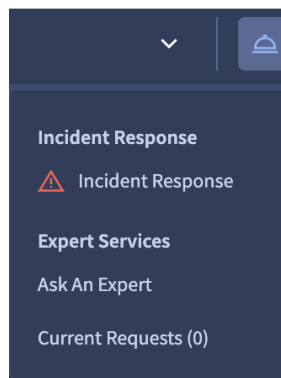


You must be a subscriber to the **On-Demand Intelligence Access service** (<https://docs.mandiant.com/home/what-is-on-demand-intelligence-access>) to submit a request for custom intelligence.

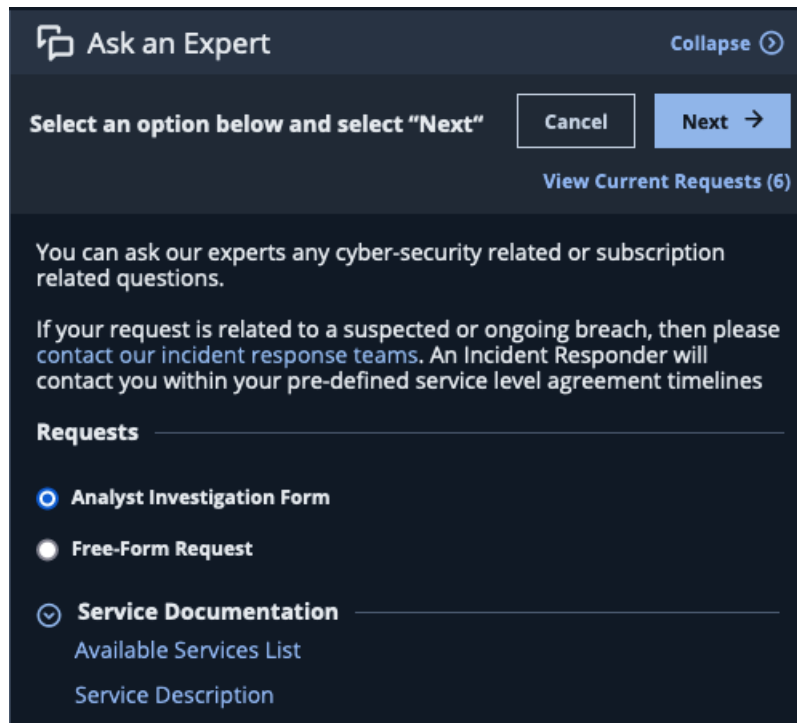
1. Log in to **Mandiant Advantage** (<https://advantage.mandiant.com>).
2. Click  **Managed Services** and select **Ask an Expert**.



If portal access is limited, email analystaccess@mandiant.com ().



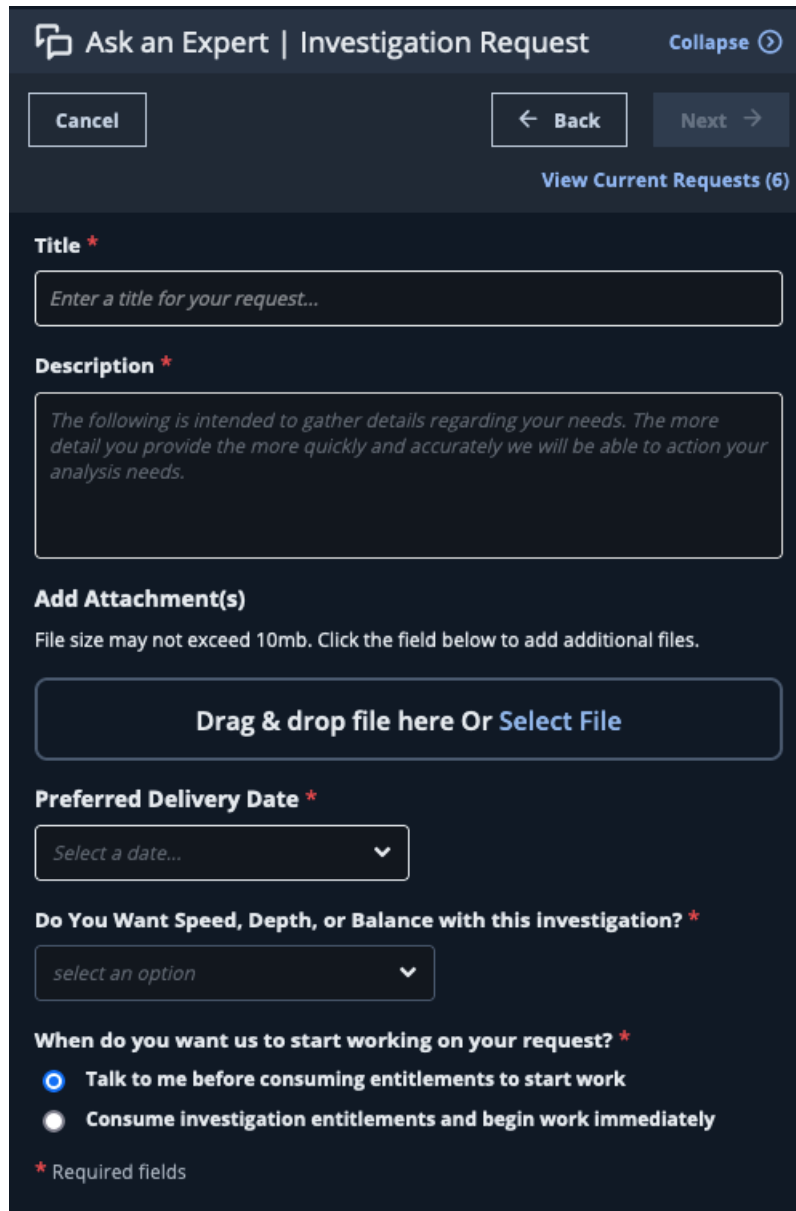
3. Select **Analyst Investigation Form** and click **Next**.



4. Fill in the following fields:
 - **Title:** Enter a short but descriptive title related to the need.

- **Description:** Describe your need with as much context and detail as possible.
- **Attachment:** Include any attachments related to the request.
- **Preferred Delivery Date:** Please select the date by when you'd like to have a completed response. Resolution time on the final deliverable varies, but Mandiant teams will make every attempt to provide analysis within requested timeframe. Our team will work with each user to confirm a timeline is feasible for the agreed-upon scope of their request.
- **Do You Want Speed, Depth, or Balance with this investigation?:** Please select your primary preference here, understanding that there is typically a tradeoff between speed and depth.
- **When do you want us to start working on your request? :** Select whether you'd like us to confer with you before beginning work (and thus consuming your On-Demand Intelligence Access entitlement) or whether beginning the work promptly is more important to you.

5. Click **Next**.



Ask an Expert | Investigation Request Collapse

Cancel Back Next

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Title *

Enter a title for your request...

Description *

The following is intended to gather details regarding your needs. The more detail you provide the more quickly and accurately we will be able to action your analysis needs.

Add Attachment(s)

File size may not exceed 10mb. Click the field below to add additional files.

Drag & drop file here Or [Select File](#)

Preferred Delivery Date *

Select a date...

Do You Want Speed, Depth, or Balance with this investigation? *

select an option

When do you want us to start working on your request? *

Talk to me before consuming entitlements to start work

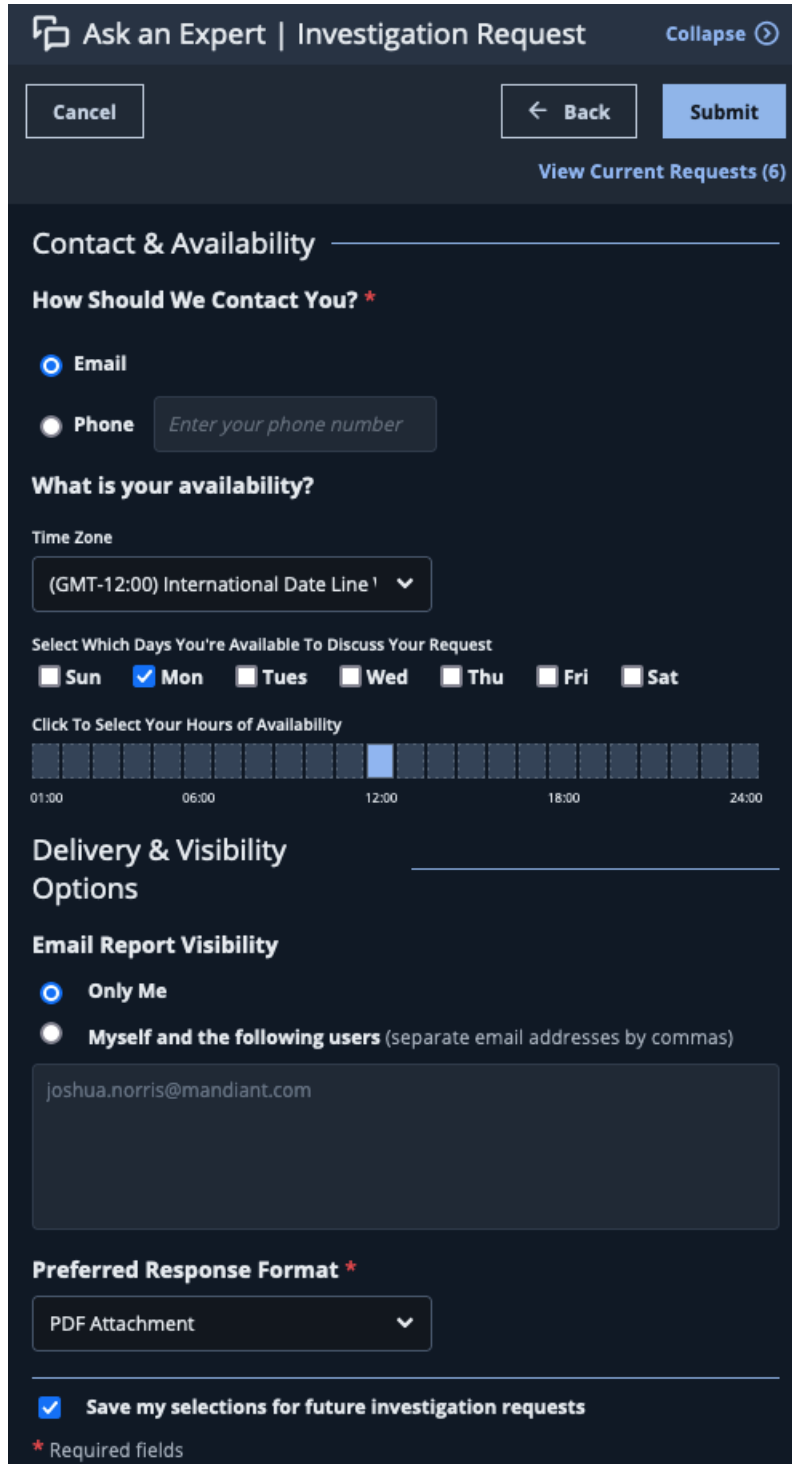
Consume investigation entitlements and begin work immediately

* Required fields

6. Fill in the following fields:

- How Should We Contact You?:** Enter your preferred contact method for scoping questions (Email or Phone).

- b. **What is your availability?:** Select what days and times you're generally available for a discussion in your specific time zone.
- c. **Email Report Visibility:** Select who should be able to view the case and receive notifications.
- d. **Preferred Response Format:** Select your preferred format for investigation response.
- e. Click **Submit** to send the request to our team of experts.



Ask an Expert | Investigation Request Collapse

Cancel ← Back Submit

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Contact & Availability

How Should We Contact You? *

Email

Phone

What is your availability?

Time Zone

(GMT-12:00) International Date Line ▼

Select Which Days You're Available To Discuss Your Request

Sun Mon Tues Wed Thu Fri Sat

Click To Select Your Hours of Availability

01:00 06:00 12:00 18:00 24:00

Delivery & Visibility Options

Email Report Visibility

Only Me

Myself and the following users (separate email addresses by commas)

Preferred Response Format *

PDF Attachment ▼

Save my selections for future investigation requests

* Required fields

You'll receive notifications of case changes and comments via email. You can also log into Mandiant Advantage and select

Current Requests (<https://docs.mandiant.com/home/mati-expertise-service-how-to-manage-existing-requests>) from the  **Managed Services** drop-down to view and interact with current or past requests, find current entitlements and reset dates, and more.