
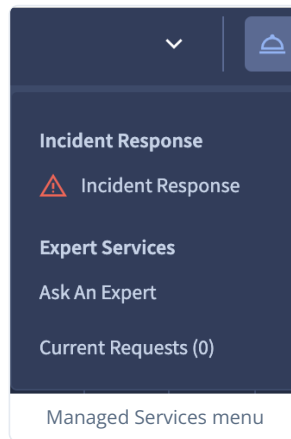


## HOW TO MANAGE EXISTING ON-DEMAND INTELLIGENCE ACCESS REQUESTS

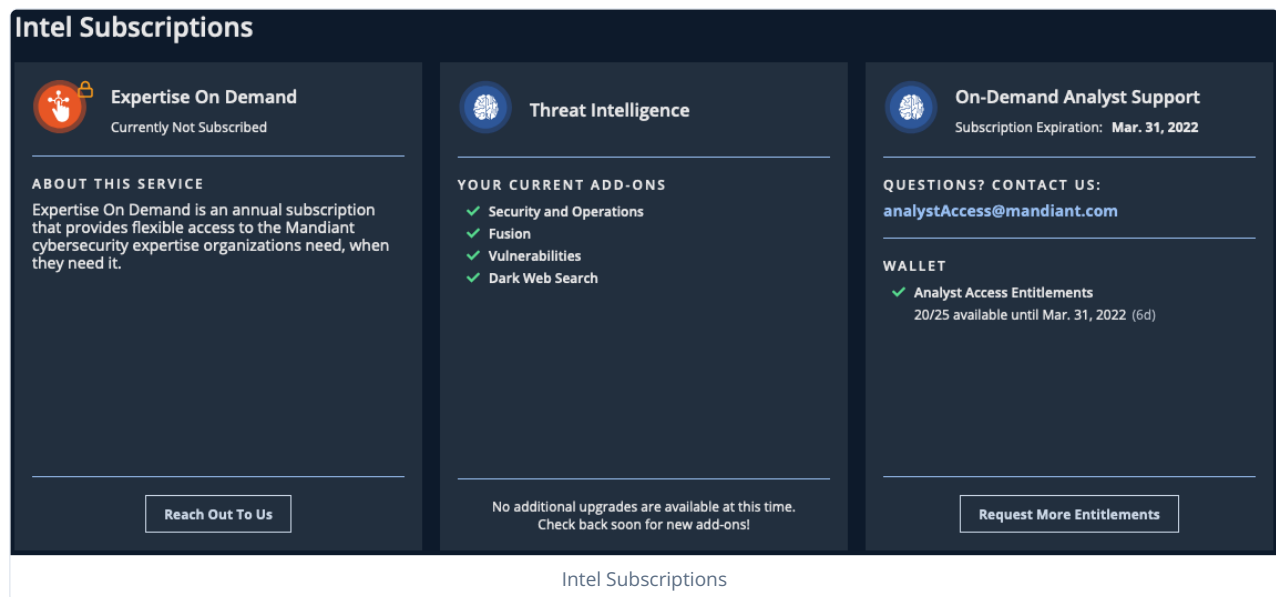
Existing requests and entitlement counts for the [On-Demand Intelligence Access service](https://docs.mandiant.com/home/what-is-on-demand-intelligence-access) (<https://docs.mandiant.com/home/what-is-on-demand-intelligence-access>) can be viewed by navigating to <https://advantage.mandiant.com/accountmanagement>. You can also select **Current Requests** (<https://docs.mandiant.com/home/mati-expertise-service-how-to-manage-existing-requests>) from the  **Managed Services** drop-down.






The subsequent page contains details about your current Intelligence Subscriptions and Requests.

### Intel Subscriptions

The **Intel Subscriptions** section displays current subscriptions, expiration dates, entitlements, and entitlement reset dates. For the On-Demand Intelligence Access Service, entitlements reset every three months, based on your contract start date.



### Intel Subscriptions

Expertise On Demand	Threat Intelligence	On-Demand Analyst Support
 <b>Expertise On Demand</b> Currently Not Subscribed	 <b>Threat Intelligence</b>	 <b>On-Demand Analyst Support</b> Subscription Expiration: <b>Mar. 31, 2022</b>
<b>ABOUT THIS SERVICE</b> Expertise On Demand is an annual subscription that provides flexible access to the Mandiant cybersecurity expertise organizations need, when they need it.	<b>YOUR CURRENT ADD-ONS</b> <ul style="list-style-type: none"><li>✓ Security and Operations</li><li>✓ Fusion</li><li>✓ Vulnerabilities</li><li>✓ Dark Web Search</li></ul>	<b>QUESTIONS? CONTACT US:</b> <a href="mailto:analystAccess@mandiant.com">analystAccess@mandiant.com</a>
<b>WALLET</b> <ul style="list-style-type: none"><li>✓ Analyst Access Entitlements 20/25 available until Mar. 31, 2022 (6d)</li></ul>	No additional upgrades are available at this time. Check back soon for new add-ons!	
<a href="#">Reach Out To Us</a>		<a href="#">Request More Entitlements</a>

Intel Subscriptions

### Service Requests

The **Service Requests** section shows current and past requests, and their status.

**Service Requests**

Please click on the case number to add comments and view case details.

Service Requested	Summary	Case Number	Date Requested	Date Completed	Status	Comments	Attachments
Analyst Investigation	Threats to Financial Inst...	01879471	Mar 8, 2022	---	<input type="radio"/> In Progress	2	---
Analyst Investigation	Request for Intelligence	01877430	Mar 3, 2022	---	<input type="radio"/> In Progress	2	1
Analyst Investigation	Malware Analysis	01877363	Mar 3, 2022	---	<input type="radio"/> Awaiting Customer	8	1
Analyst Investigation	APT29 Incident	01670285	May 10, 2021	---	<input checked="" type="radio"/> Complete	1	---

Show 10 | 1-4 of 4 | < > | 1

Service Requests

Clicking a specific case number lets you view details about that request and add comments for the analyst.

**Ask An Expert | Service Details** ✕

**Summary**

Attachment test

Title	<b>Request for Intelligence</b>	Completed	---
Service Name	<b>On Demand Analyst Support</b>	Contact Name	<b>John Doe</b>
Case ID	<b>01877430</b>	Status	<input type="radio"/> In Progress
Requested	<b>Mar 3, 2022</b>	Service Requested	<b>Analyst Investigation</b>
Unit Cost	---		

**Comments**   [My Uploads](#)   [Mandiant Documents](#)

TH [redacted] - March 7, 2022 at 12:56 PM  
Thanks, team. I would also like to discuss getting a report on APT28.

JN [redacted] - March 7, 2022 at 12:55 PM  
John, Thank you for your request. We'll reach out to discuss additional context shortly.

*Add a comment* 🗨️

Service Details

By default, you will see only your own requests. If there is a need to view their broader organization's requests, you can contact their Customer Success Manager.