Introduction
The OnDemand Services program is a credit-based subscription service that allows direct access to Splunk Technical Consultants. These consultants provide a variety of remote technical services to assist with the overall success of the Splunk deployment. OnDemand allows the customer to choose from a predefined service catalog with task offerings for Core, Security or ITOA use cases and includes planning, implementation guidance, usage and optimization services.

Access to OnDemand services is governed by a number of quarterly credits. Credits are decremented from your account based on the credit cost of the specific task. An exhaustive list of tasks available to request can be found in the Service Catalog.

This guide will help you through the process of accessing and submitting OnDemand Cases through our Service Portal. If you have questions or need help, review this FAQ for answers to common questions. You can also reach out to your Customer Success Manager (CSM) or account team or the OnDemand team directly at ondemand@splunk.com with questions, to report an issue with the portal, or to escalate a request.

Splunk OnDemand Portal

Accessing the OnDemand Entitlement
To access the OnDemand portal and submit requests, you will first need to be added to the OnDemand entitlement assigned to your account. To do that follow these steps:

- Create an account on Splunk.com with your proper contact information. If you already have an active Splunk.com account, you don’t need to repeat this.
- Have your Portal Admin, or your Splunk Account Team add you to the OnDemand entitlement. If you are having issues contacting your admin or the Splunk team, please email ondemand@splunk.com and we will be happy to assist.
- Once you are added to the entitlement, you are clear to proceed with the below.

How to Submit an OnDemand Ticket (End User)

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<th>Instructions</th>
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<td>1</td>
<td>From the <a href="http://www.splunk.com">www.splunk.com</a> homepage, click on the Support link in the top-right corner.</td>
<td><img src="image.jpg" alt="Sample Picture" /></td>
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www.splunk.com
2 Select **Support Portal**.

3 Log in using your Splunk Support credentials.

4 In the left-hand navigation bar, select **Submit Request** under **OnDemand Services**.

5 Select an **Entitlement**. You may have multiple entitlements listed. When you select your entitlement, you will see available credits. Make sure to select an entitlement with available credits remaining. Credits reset on the 1st of each calendar quarter (January 1, April 1, July 1, October 1 respectively), and any unused credits for the previous quarter do not rollover.
6. Select which Splunk product family you need assistance with under the **Pick Your Product** field.

   If you are not sure which selection to choose, ask your Splunk account team for clarification, email ondemand@splunk.com for guidance, or select one option to see the tasks available under each product category.

7. Next, select the **Task** that you need assistance with.

   If you are not sure which task to choose, ask your Splunk account team for clarification, email ondemand@splunk.com for guidance, or select one option to see the task description.

8. Following this, you’ll be asked to select the version of Splunk you are running (if known), the time zone you prefer for delivery, and the type of Splunk installation you have.

   Next, please include a detailed description of your request, paying mind to the required information presented for each task type. The more details you can provide upfront, the quicker we can assist you!

   Once sufficient information has been provided, click **Submit Request**.
Review your case details. Optionally, you can attach a file at this time, to provide additional information so that our consultants can be prepared prior to calling you.

How to Manage OnDemand Cases (End User)

1. In the left-hand navigation, select **Manage Requests**.

2. Click on the **case number** and review your case details. If you have an open case you wish to be closed, you can update with a comment and your consultant will proceed with closure.

Escalating Your OnDemand Case:

Can’t get a hold of your consultant? Would you like to discuss your case with an escalation manager?

Contact **ondemand@splunk.com** for any additional questions or items you may have.

Thank you and happy Splunking!