Splunk Intelligence Management (TruSTAR)

Begin your Splunk Intelligence Management journey

TruSTAR is now Splunk Intelligence Management!

If you just joined our community, welcome! We are pleased to have you as a customer and want to make your customer journey a success. You might be feeling overwhelmed by all the resources Splunk offers, so we suggest starting with the following guided learning path.

Getting Started with Splunk Intelligence Management

- Overview - Splunk Intelligence Management (TruSTAR)
  Learn about what Splunk Intelligence Management is and how it can help your security team.

- Getting Started - Splunk Intelligence Management (TruSTAR)
  Learn about the initial configuration steps to begin using your new Intelligence Management Solution.

- Managing Users and Permissions - Splunk Intelligence Management (TruSTAR)
  Learn how to create and manage users, assign permissions, and collect a user's API keys in your new Splunk Intelligence Management.

- Working With Intelligence Sources - Splunk Intelligence Management (TruSTAR)
  Learn about the different types of intelligence sources available in the Intelligence Marketplace, how to subscribe to them, and how intelligence is downloaded to Splunk Intelligence Management.

- Manually Submit Intelligence - Splunk Intelligence Management (TruSTAR)
  Learn how to manually submit Intelligence (get data in) via the Splunk Intelligence Management User Interface.

- Working with Intelligence Reports - Splunk Intelligence Management (TruSTAR)
  Learn about intelligence reports in Splunk Intelligence Management, what they include, how to review them, and how to manage them.

- Intelligence Flows - Indicator Prioritization - Splunk Intelligence Management (TruSTAR)
  Learn how to configure the Indicator Prioritization Intelligence Flow and a Safelist in Splunk Intelligence Management.

- Using the TruSTAR Chrome Extension - Splunk Intelligence Management (TruSTAR)
  Learn how to install, configure, and take advantage of the Chrome extension for Splunk Intelligence Management.

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Are you a member of the Community Edition?

Watch our welcome video [here](#) and learn about the benefits of your membership.

**Integrations and use cases**

- **Splunk Intelligence Management + Splunk Enterprise Security Demo**
  - Check our configuration video path [here](#).
- **Splunk Intelligence Management + Splunk SOAR: Indicator Enrichment Playbook - Demo**
- **Splunk Intelligence Management for Emerging threats - A Log4j use case - NEW!**

**Discover more Splunk Intelligence Management resources**

In addition to the self-help resources available here on Splunk Lantern, try some of these.

- [TruSTAR support portal](#)
- [Our integrations (sources and applications)](#)
- [Our Intelligence Community Partners](#)
- [Splunk + TruSTAR blogs](#)
- [TruSTAR Intelligence Management resources](#)

**Discover more Splunk resources**

**Training**

Splunk offers a number of EDU training courses to help you get up to speed on how to make the most of your deployment. Completion of these courses to some effect is an essential building block to success. If you’d like to explore education options here, please get in touch with us via this [contact form](#) or get in touch with your account manager.

**Technical help - OnDemand Services**

Engage our experts directly to help clarify our documentation or enablement, get answers to technical questions, or to get started quickly. Most customers have [OnDemand Services](#) included as a part of their license purchase. Getting help is easy! Follow the instructions from the [OnDemand Services Portal End User Guide](#). If you cannot open a case, reach out to [OnDemand@splunk.com](mailto:OnDemand@splunk.com) and they can look into the issue for you.

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### Project-based services

Project-Based Services are much more involved, typically larger-scale services engagements compared to ODS. With these, you will work with a Splunk Engagement Manager to determine and finalize the scope of the project. Once everything is signed off, we will work with you in lockstep to deliver on the agreed-upon project. If you'd like to explore options here, please get in touch with us via this contact form or get in touch with your account manager.

### Support

Even the most savvy customer will need a little help. Whether it’s error messages, unexplained or unexpected behaviors, or incidents and outages, Technical Support is the first line of defense for all of your post-sales issues. Splunk Support Engineers will partner with you to ensure your environment is optimized to drive your journey with a focus on long-term technical health, so you can realize your ROI as soon as possible.

To review what is included with the Standard and Premium support programs, click here.

The Support Portal can be accessed from the Splunk.com home page for logged in users, or from the Splunk product application user interface. Bring up the navigation menu, scroll to the bottom of the side-bar, select Help & Support, and then select Support and Community. From there you will be able to open a support case.