MARS Reference Guide and FAQ

1. **How do I set up my MARS account?**
    Get started by accessing the login procedures located on the Cal OES website.
    Follow this link for more information

2. **What if I forgot my password?**
    Reset your password by accessing the password reset procedures located on the Cal OES website.
    Follow this link for more information

3. **What is the recommended web browser?**
    The preferred web browsers for MARS are Microsoft Edge or Google Chrome.

4. **What is the MARS URL?**
    The URL to access the MARS webpage is https://mars.extranet.caloes.ca.gov.

5. **What if I do not receive the login credentials invite from Microsoft?**
    If you do not receive the email from Microsoft Invitations to set up your account, contact the MARS Help Desk at MARShelpdesk@caloes.ca.gov or call (916) 845-8711.

6. **How do I update my agency information?**
    Follow this link for more information

7. **What if I need to change or update a blocked field?**
    If you need to change or update information in a blocked field, submit a request to the MARS Help Desk at MARShelpdesk@caloes.ca.gov or call (916) 845-8711.

8. **What if I do not have or know my Supplier ID?**
    It is now required for Local Government fire agencies to obtain a Supplier ID from FI$Cal in order to receive reimbursement. The agency name and address entered in MARS needs to match what is on file with FI$Cal. To find your Supplier ID or obtain a new one contact the FI$Cal Service Center at (855) 347-2250.

9. **What if my Cal OES Equipment information needs to be updated?**
    If any information on the OES Equipment tab needs to be updated, email Cal OES Fleet at Fire.Rescue.Fleet-Repairs@caloes.ca.gov

10. **How can personnel in my agency request access to MARS?**
    If you would like another individual in your department to have access to MARS, submit a request to the MARS Help Desk at MARShelpdesk@caloes.ca.gov or call (916) 845-8711.