



Reset Account Password Desktop Procedures

DESCRIPTION: Steps to [Reset Account Password](#) and [References](#)

PREREQUISITE: Access to Internet Browser (Chrome or Edge are recommended), MARS URL, Local Government Fire Agency's email address, Password

AUDIENCE: Local Government Fire Agencies

To do a self-service password reset, follow the steps below:

Reset Password

1. Enter MARS App URL

MARS URL: <https://mars.extranet.caloes.ca.gov>

2. Select 

Click on Forget my password located under Enter password screen.

3. Enter

Microsoft

Recover your account

We can help you reset your password and security info. First, enter your Microsoft account and follow the instructions below.

first.last@domain.com

Cancel Next

4. Click

Next

5. Select

Microsoft

Verify your identity

How would you like to get your security code?

Email

Text *****

[I don't have any of these](#)

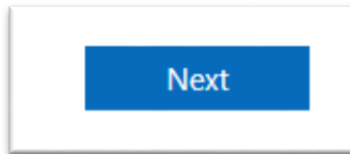
Cancel Next

Select your preference for account retrieval

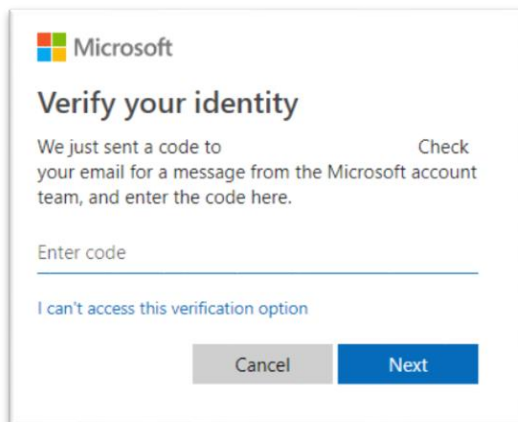
- *If Email is selected, proceed to step 6.*
- *If Text is selected, proceed to step 9.*

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6. Click

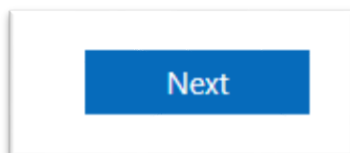


7. Enter

A screenshot of a Microsoft verification screen. At the top left is the Microsoft logo. Below it, the heading "Verify your identity" is displayed. The main text reads: "We just sent a code to your email for a message from the Microsoft account team, and enter the code here." To the right of this text is a link that says "Check". Below the text is a text input field with the placeholder "Enter code". Underneath the input field is a link that says "I can't access this verification option". At the bottom of the screen are two buttons: a grey "Cancel" button and a blue "Next" button.

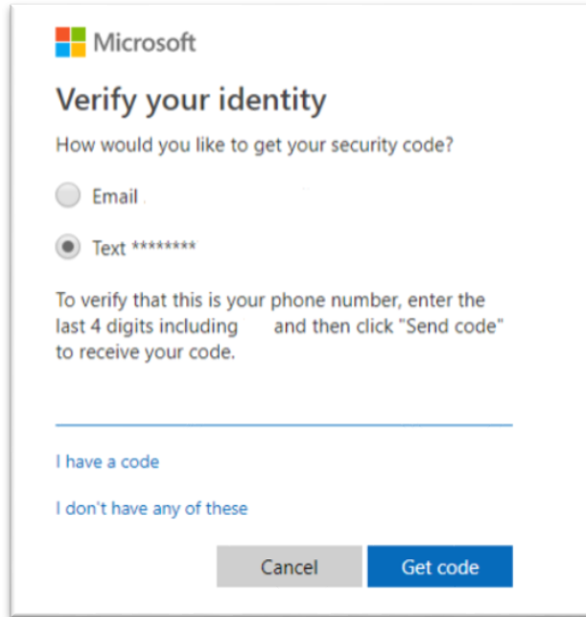
Once received via email, enter the verification code.

8. Click



Proceed to step 12.

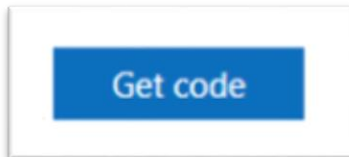
9. Enter



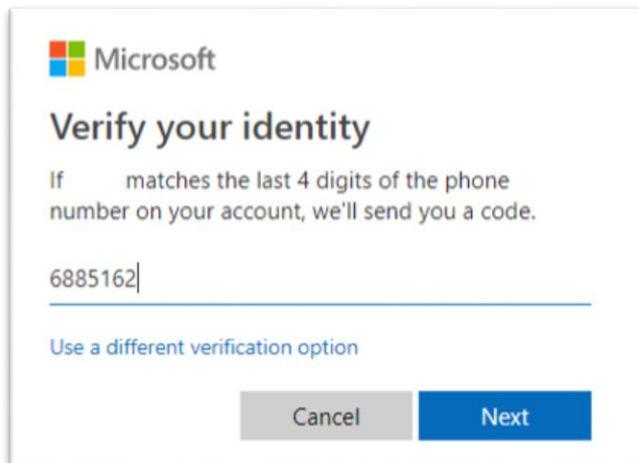
The dialog box features the Microsoft logo at the top left. Below it, the title "Verify your identity" is displayed. The main text asks, "How would you like to get your security code?". There are two radio button options: "Email" (unselected) and "Text *****" (selected). Below the options, a paragraph of instructions reads: "To verify that this is your phone number, enter the last 4 digits including [redacted] and then click 'Send code' to receive your code." A horizontal line separates this text from two links: "I have a code" and "I don't have any of these". At the bottom, there are two buttons: a grey "Cancel" button and a blue "Get code" button.

Enter the last 4 digits of your previously entered phone number to receive the verification code.

10. Click



11. Enter

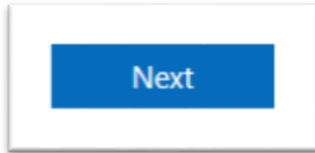


This dialog box is similar to the one in step 9. It has the Microsoft logo and the title "Verify your identity". The main text says, "If [redacted] matches the last 4 digits of the phone number on your account, we'll send you a code." Below this, there is a text input field containing the number "6885162" with a cursor at the end. A horizontal line is below the input field. Below the line is a link that says "Use a different verification option". At the bottom, there are two buttons: a grey "Cancel" button and a blue "Next" button.

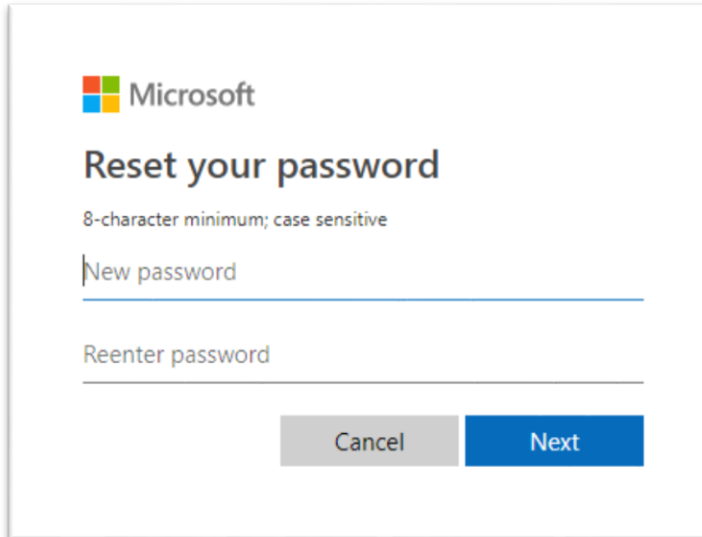
Enter verification code from text sent to the previously indicated phone.

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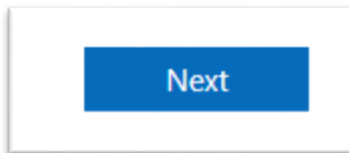
12. Click



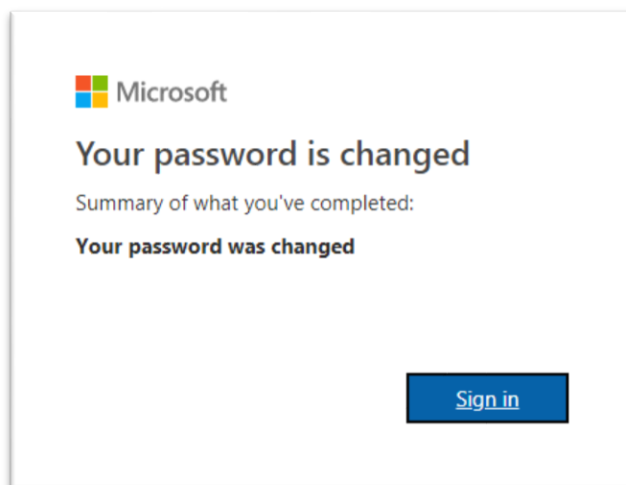
13. Enter

The Microsoft password reset form. It features the Microsoft logo at the top left. The main heading is "Reset your password" in a large, bold font. Below the heading is a note: "8-character minimum; case sensitive". There are two input fields: "New password" and "Reenter password", each with a horizontal line below it. At the bottom right, there are two buttons: a grey "Cancel" button and a blue "Next" button.

14. Click



15. Click

The Microsoft password change confirmation screen. It features the Microsoft logo at the top left. The main heading is "Your password is changed" in a large, bold font. Below the heading is a note: "Summary of what you've completed:". Underneath, it says "Your password was changed" in a bold font. At the bottom right, there is a blue button with the text "Sign in".

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References

- [Login MARS Application Desktop Procedures](#)
- [Update MARS Agency Desktop Procedures](#)