

Mutual Aid Reimbursement System (MARS) Help Guide for Authorized Incident Personnel



MARS

Mutual Aid Reimbursement System

California Governor's Office of Emergency Services
Fire and Rescue Division

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Account Set Up

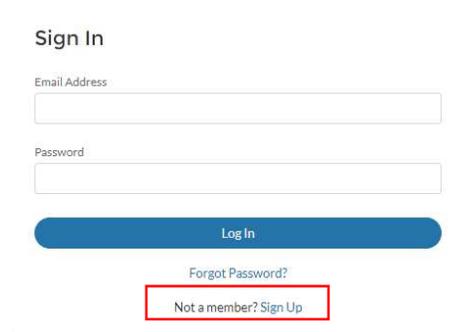
Authorized Incident Personnel users can set up a MARS account to easily review, sign, and submit F-42s for resources responding under the California Fire Assistance Agreement (CFAA).

Sign Up

Authorized Incident Personnel users will go through a one-time sign-up process to gain access to the MARS system.

STEP 1: Visit the MARS webpage at <https://engage.caloes.ca.gov/s/login/>.

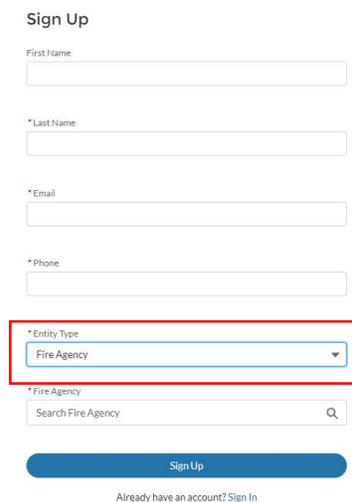
STEP 2: At the bottom of the sign in box, select Sign Up.



The screenshot shows a 'Sign In' form with the following elements:

- Form title: Sign In
- Input field: Email Address
- Input field: Password
- Button: Log In
- Link: Forgot Password?
- Link: Not a member? Sign Up (highlighted with a red box)

STEP 3: Complete the required fields and make sure you are selecting Fire Agency in the Entity Type dropdown.



The screenshot shows a 'Sign Up' form with the following elements:

- Form title: Sign Up
- Input field: First Name
- Input field: *Last Name
- Input field: *Email
- Input field: *Phone
- Dropdown menu: *Entity Type (highlighted with a red box, showing 'Fire Agency' selected)
- Input field: *Fire Agency (Search Fire Agency)
- Button: Sign Up
- Link: Already have an account? Sign In

STEP 4: Search for the three-letter MACS ID for your unit, forest, district, park, preserve, etc.

Sign Up
for the Cal OES Community Portal

First Name

* Last Name

Title

* Email

* Phone

* Entity Type
Fire Agency

* Fire Agency
Search Fire Agency

Sign Up

Already have an account? Sign In

STEP 5: The system will send you an email to verify your account. Select the link provided within the email to set up a password.

From: No Reply - Cal OES <noreply@caloes.ca.gov>
Date: Fri, Oct 15, 2021 at 10:54 AM
Subject: Sandbox: Validate your registration
To:



Hi,

Please validate your portal registration by clicking on below link:

<https://qa-caloes.cs3.force.com/s/user-validation?token=NuJst211r8pRMvWP10UquEXfFdEp3D>

Sincerely,
California Governor's Office of Emergency Services



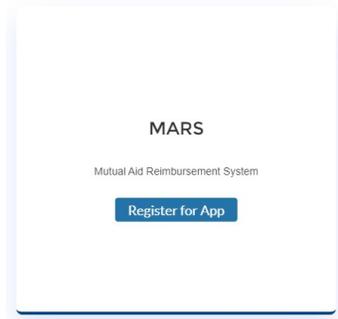
Enter Password

* Enter Password

* Confirm Password

Submit

STEP 6: Now that you have access to the platform you will need to request access to the application. Hover over the MARS logo and select Register for App.



STEP 7: Select the button to Request Secondary Access.

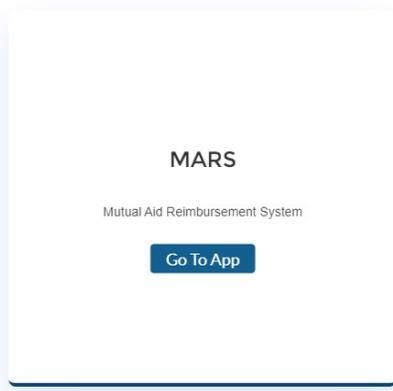
Request for MARS App

FirstName
LastName
Email
Phone
Entity Fire Agency
Organization Gov's Office of Emergency Services

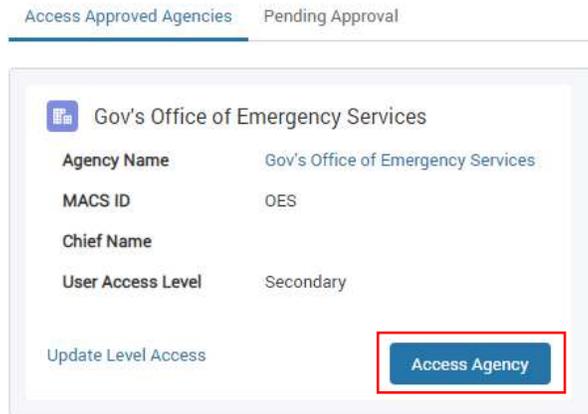
Primary Access <small>Primary Access is for personnel responsible for the agency's reimbursement including submittal of rates.</small>	Secondary Access <small>Secondary Access is for responding personnel that submit F-42s and travel only.</small>
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[Request Primary Access](#) [Request Secondary Access](#)

STEP 8: Once your request for access has been reviewed and approved by Cal OES, you will be able to select Go To App when you hover over the MARS logo.



STEP 9: On the welcome page you can access the profile by selecting Access Agency.



Managing F-42s

Authorized Incident Personnel users with an established MARS account can easily review, sign, and submit F-42s for resources responding under the California Fire Assistance Agreement (CFAA).

Requesting Incident Access

Authorized Incident Personnel users will need to contact Cal OES to be granted access to any incident where they are responsible for reviewing, signing, and submitting F-42s.

STEP 1: Contact Cal OES to request access to a specific incident as Authorized Incident Personnel.

Cal OES Agency Representative (if assigned)

Cal OES Main Fire Phone at (916) 845-8711

Cal OES Fire Duty Chief at (916) 845-8670

Finding F-42s

Authorized Incident Personnel users will have access to the F-42 Entries screen to view F-42s for any incident they are authorized to access.

STEP 1: Visit the MARS webpage at <https://engage.caloes.ca.gov/s/login/>.

STEP 2: Sign into your MARS account and navigate to the MARS application.

Sign In

to Cal OES Community Portal

Email Address

Password

Log In

[Forgot Password?](#)

| [Not a member? Sign Up](#)

[Need assistance? Contact Support](#)



MARS

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Mutual Aid Reimbursement System

STEP 3: On the welcome page you can access the profile by selecting Access Agency.

[Access Approved Agencies](#) | [Pending Approval](#)

	Gov's Office of Emergency Services
Agency Name	Gov's Office of Emergency Services
MACS ID	OES
Chief Name	
User Access Level	Secondary
Update Level Access	Access Agency

STEP 4: You will land on the F-42 Entries screen and have access to draft F-42s for any incident you are authorized to access.

F-42 Entries

EMERGENCY ACTIVITY RECORD (OES F-42)

Please Access F-42 Instructions Here



In order to expedite reimbursement, all information in this form must be filled out completely and accurately. It is the responsibility of the strike team leader, single resource, or overhead position to ensure that the Cal OES Fire and Rescue Division has received all OES F-42's associated with the specific assignment within the time frame required.

Please read the instructions linked above to complete the Emergency Activity Record (OES F-42). This form should also be used to track mutual aid responses.

ONCE COMPLETED, FORM WILL BE ELECTRONICALLY SUBMITTED TO CAL OES AND YOUR AGENCY

[Add New F-42 Entry](#)

Draft F-42 Entries

Search: Search incident number: [Lock Filters](#) [Unlock Filters](#)

MACS ID	F42 Entry Status	Incident Number	Incident Name	Incident Request Number	Strike Team	AREP	Last Modified By	Last Modified Date	Action
OES	Online Draft	CA-OES-000001	Incident #1	A-1	AIRCRAFT	No	Sage Test	6/8/2023, 10:27 AM	View Delete Print
AAA	Pending Signature	CA-OES-000001	Incident #1	E-23	OES-1802-F	Yes	Sage Test	6/8/2023, 10:25 AM	View Delete Print

STEP 5: Locate F-42s that are ready for a signature by using the F-42 Entry Status column and the AREP column when a Cal OES Agency Representative is present. Complete F-42s will have a status of 'Pending Signature' and if an AREP is present and has reviewed and signed the form, the AREP column will say 'Yes'.

Draft F-42 Entries

Search: Search incident number: [Lock Filters](#) [Unlock Filters](#)

MACS ID	F42 Entry Status	Incident Number	Incident Name	Incident Request Number	Strike Team	AREP	Last Modified By	Last Modified Date	Action
OES	Online Draft	CA-OES-000001	Incident #1	A-1	AIRCRAFT	No	Sage Test	6/8/2023, 10:27 AM	View Delete Print
AAA	Pending Signature	CA-OES-000001	Incident #1	E-23	OES-1802-F	Yes	Sage Test	6/8/2023, 10:25 AM	View Delete Print

Reviewing F-42s

From the F-42 Entries screen Authorized Incident Personnel users can open draft F-42s and review completed forms prior to signing.

STEP 1: Use the eye icon on the right-hand side, under the Action column to open a draft F-42.

MACS ID	F42 Entry Status	Incident Number	Incident Name	Incident Request Number	Strike Team	AREP	Last Modified By	Last Modified Date	Action
OES	Online Draft	CA OES 000001	Incident #1	A 1	AIRCRAFT	No	Sage Test	6/8/2023, 10:27 AM	  
AAA	Pending Signature	CA-OES-000001	Incident #1	E-23	OES-1802+	Yes	Sage Test	6/8/2023, 10:25 AM	  

STEP 2: Use the left-hand navigation bar to skip to box 18.

F-42 Entries

EMERGENCY ACTIVITY RECORD (OES F-42)

- 1-4. Agency/Incident
- 5. Dispatch Information
- 6. Dispatched From
- 7. Redispached To
- 8. Overhead
- 9-10. Support Vehicle Information
- 11. Equipment Resource Information
- 12-13. Personnel Information
- 14. Comments
- 15-16. Supply Number
- 17. Responding Agency Information
- 18. Incident Information - PAYING AGENCY ONLY**

STEP 3: Use the Summary table to review the F-42.

1-4. AGENCY/INCIDENT		5. DISPATCH INFORMATION	
Field	Value	Field	Value
1. AGENCY DESIGNATOR	CA-AAA	INCIDENT NAME	Incident #1
2. RESOURCE TYPE	OES-1802-F	REPORTING LOCATION	ICP
3. INCIDENT ORDER NUMBER	CA-OES-000001	MOBILIZATION CENTER / PREPOSITION	No
4. INCIDENT REQUEST NUMBER	E-23	COMMITTED TO INCIDENT	4/4/2023 1200
		RETURN FROM INCIDENT	4/13/2023 0300
		REDISPATCHED	

STEP 4: Below the summary table, locate the Authorized Incident Personnel fields in box 18.

18. INCIDENT INFORMATION (PAYING AGENCY ONLY)

ONLY TO BE COMPLETED BY THE DESIGNATED INCIDENT PERSONNEL AND BY THE ON-SCENE CAL OES AGENCY REPRESENTATIVE (IF ASSIGNED).

Cal OES REPRESENTATIVE (if assigned) DATE

PAYING AGENCY
 CAL OES CAL FIRE USFS BLM NPS
 BIA FWS LRA/MMA OTHER

*PRINTED NAME *DATE

*ICS POSITION / TITLE

Signing F-42s

Authorized Incident Personnel users can sign and submit F-42s for reimbursement processing.

STEP 1: Select the appropriate Paying Entity to enable and complete the Authorized Incident Personnel fields.

The screenshot shows a form titled "PAYSING AGENCY" with a red box highlighting the selection options. Below this are four input fields: "PRINTED NAME", "DATE", "SIGNATURE OF AUTHORIZED INCIDENT PERSONNEL", and "ICS POSITION / TITLE". A "Reset" button is located at the bottom left of the form area.

PAYSING AGENCY

CAL OES CAL FIRE USFS BLM NPS
 BIA FWS LRA/MMA OTHER

Clear

*PRINTED NAME

*DATE

*SIGNATURE OF AUTHORIZED INCIDENT PERSONNEL

*ICS POSITION / TITLE

Reset

STEP 2: Once complete, navigate to the top of the screen and select the Submit button.

The screenshot shows the top of the F-42 summary screen. At the top right, there are three buttons: "Save Draft", "Close", and "Submit". The "Submit" button is highlighted with a red box. Below the buttons is a "SUMMARY" section with two tables.

Please Access F-42 Instructions Here [Save Draft](#) [Close](#) [Submit](#)

SUMMARY

1-4. AGENCY/INCIDENT		5. DISPATCH INFORMATION	
Field	Value	Field	Value
1. AGENCY DESIGNATOR	CA-AAA	INCIDENT NAME	Incident #1

STEP 3: If you would like to receive an emailed copy of the signed F-42, enter an email address in the Authorized Incident Personnel Email field otherwise, leave the field blank. Select the submit button.

Confirmation

NOTE: Once submitted you will not be able to make updates. If you have any corrections after submission please contact Cal OES at CFAAreimbursement@caloes.ca.gov or the Fire and Rescue Main Line at (916) 845-8711. Once you select submit, a copy of your F-42 will be electronically routed to Cal OES and your agency.

Email a Copy of the Completed F-42

Authorized Incident Personnel (Incident Finance) Email:

Responding Agency Personnel Email:
