Mutual Aid Reimbursement System (MARS) Help Guide

California Governor’s Office of Emergency Services
Fire and Rescue Division
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Account Set Up

Local Government Fire Agency users can set up a MARS account to manage their reimbursement under the California Fire Assistance Agreement (CFAA).

Requesting Access

There are two levels of access for Local Government Fire Agency users. The Primary User level is intended for the Fire Chief or administrative staff that manage the rates, agreements, invoices, and other supporting documentation for reimbursements. These users are the individuals that submit the annual salary survey, follow up with reimbursement documentation after responses, review invoices and track payments. The Secondary User level is intended for field personnel that are responders under the CFAA and submit F-42s and expenses in the field upon incident demobilization.

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.

STEP 3: Complete the required fields and make sure you are selecting Fire Agency in the Entity Type dropdown.
STEP 4: The system will send you an email to verify your account. Select the link provided within the email to set up a password.

```
Hi,

Please validate your portal registration by clicking on below link:


Sincerely,
California Governor’s Office of Emergency Services

Enter Password

* Enter Password

*************

* Confirm Password

*************

Submit
```

STEP 5: 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 6: Once you have determined the access level, make the appropriate selection to Request Primary Access or Request Secondary Access.

```
Request for MARS App

<table>
<thead>
<tr>
<th>Primary Access</th>
<th>Secondary Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Fire Agency</td>
</tr>
<tr>
<td>Last Name</td>
<td>Gov's Office of Emergency Services</td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Entity</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td></td>
</tr>
</tbody>
</table>

Primary Access: for personal responsibility for the agency's reimbursement including submittal of rates.
Secondary Access: for responding personnel that submit a report only.

Request Primary Access  Request Secondary Access
```

STEP 7: 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 8: On the welcome page you can access approved agencies by selecting Access Agency, view access requests that are pending approval or request access to additional agencies by selecting Request New Agency Access.

Agency Information

The Agency Information screen contains identifying information for Local Government Fire Agencies. This is where users can update contact information, manage addresses, and provide identification numbers for reimbursement. **Primary Users have permissions to edit this information, Secondary Users can only view their agency's data.**

STEP 1: The Agency Invitation Link allows users to invite people to create an account for their agency.

   **Option 1:** The Copy button will copy the website URL for the user to paste it into an email to send a personalized invite.
**Option 2:** The Invite Users button will open a pop up, asking the user to enter one or more email addresses, to send a system generated email invite.

![Agency Invitation Link](https://caloes.force.com/s/call-sign-up/agency=Gov's Office)

**STEP 2:** The Agency Information has been migrated into MARS from information that was collected from prior salary survey submissions. Please review each field and update any inaccurate data.

![Agency Information](https://caloes.force.com/s/call-sign-up/agency=Gov's Office)

**STEP 3:** The agency categories reflect information from prior salary survey submissions. Please review each field and update any inaccurate selections.
STEP 4: The Agency Identification Numbers are from prior salary survey submissions. Please review each field and update any inaccurate selections.

**Agency Identification Numbers**

<table>
<thead>
<tr>
<th>Tax Payer ID or FEIN</th>
<th>DUNS Number</th>
<th>FI$Cal Supplier ID</th>
<th>FI$Cal Address ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-00000000</td>
<td>000000000000</td>
<td>00000000000</td>
<td>1</td>
</tr>
</tbody>
</table>

STEP 5: Ensure that you select Save at the bottom of the page.

**Agency Personnel**

The Agency Personnel screen contains a list of users that have access to the Local Government Fire Agency you are logged in under. This is where Primary Users can manage current users and approve pending requests for access to their agency. **Primary Users have permissions to view and manage this information, Secondary Users do not have access to this screen.**

STEP 1: Select the Agency Personnel screen at the bottom of the left-hand navigation bar.
STEP 2: Any user requests that are pending for your agency can be viewed in the top table under Agency Personnel Pending Approval. Primary Users can view information about users requesting access and approve or reject requests.

STEP 3: Any users that have access to your agency can be viewed in the bottom table under Agency Personnel. Primary Users can view information about the existing users, manage the level of access or remove access for users.