

# Mutual Aid Reimbursement System (MARS) Help Guide

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# MARS

**Mutual Aid Reimbursement System**

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

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## Account Set Up

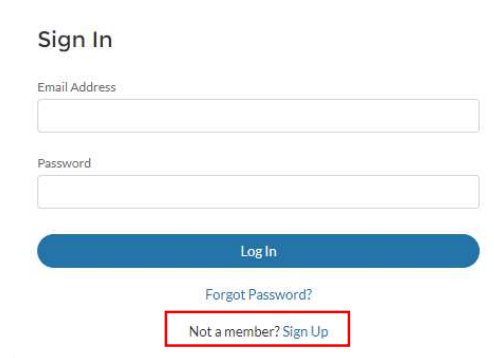
Local Government Fire Agency users can set up a MARS account to manage their reimbursement under the California Fire Assistance Agreement (CFAA).

### 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.

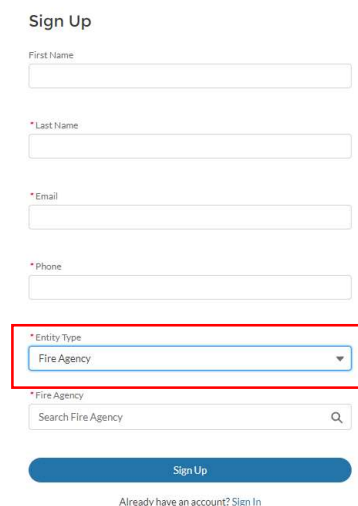
**STEP 1:** Visit the MARS webpage at <https://engage.caloes.ca.gov/s/login/>.

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



The screenshot shows the 'Sign In' page. It has a title 'Sign In' at the top. Below it are two input fields: 'Email Address' and 'Password'. A blue 'Log In' button is centered below the fields. Below the button are two links: 'Forgot Password?' and 'Not a member? Sign Up'. The 'Not a member? Sign Up' link is highlighted with a red rectangular box.

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



The screenshot shows the 'Sign Up' page. It has a title 'Sign Up' at the top. Below it are five input fields: 'First Name', '\* Last Name', '\* Email', '\* Phone', and '\* Entity Type'. The '\* Entity Type' dropdown menu is highlighted with a red rectangular box and shows 'Fire Agency' as the selected option. Below the dropdown is a search bar labeled '\* Fire Agency' with a magnifying glass icon. At the bottom is a blue 'Sign Up' button and a link 'Already have an account? Sign In'.

**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.

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=NuJst211r8pRMvWP10UqEXfEdEp3D>

Sincerely,  
California Governor's Office of Emergency Services

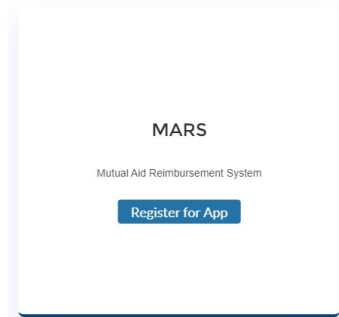
## Enter Password

\* 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

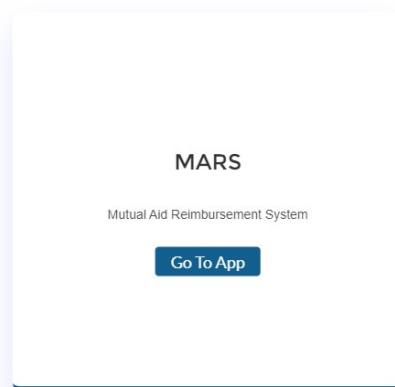
|              |                                    |
|--------------|------------------------------------|
| FirstName    |                                    |
| LastName     |                                    |
| Email        |                                    |
| Phone        |              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

|   |  |
|---|--|
| <b>Primary Access</b><br>Primary Access is for personnel responsible for the agency's reimbursement including submittal of rates. | <b>Secondary Access</b><br>Secondary Access is for responding personnel that submit F-42s and travel only. |
|---|--|

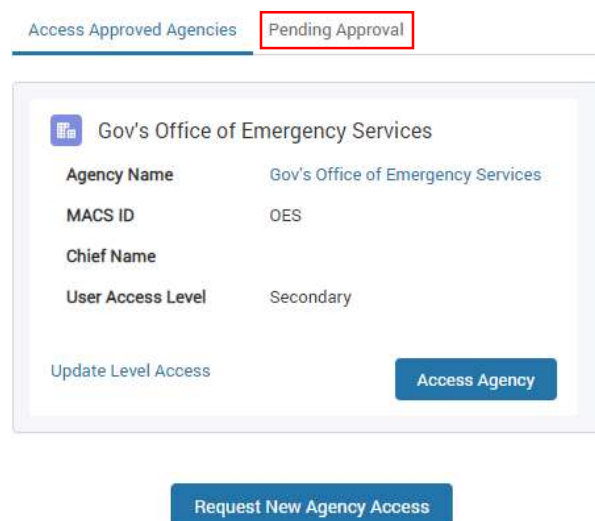
Request Primary Access

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/cal-sign-up?agency=Gov's Office> Copy Invite Users

Invite Users to Agency

Invite Users

Add emails of users you want to invite to the agency.  
Users will be sent a link to the registration page for the agency.  
Enter each email separated by a comma.  
Example: email1@agency.com, email2@agency.com

Emails

Invitation Link:  
<https://caloes.force.com/s/cal-sign-up?agency=Gov's Office of Emergency Services&type=Fire Agency&accountid=001t000000jcEHLAA2>

Invite

**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

|                                   |         |                 |                  |
|-----------------------------------|---------|-----------------|------------------|
| *Account Name                     | MACS ID | Department City | Department State |
| Gov's Office of Emergency Service | OES     |                 | California       |

|                |             |                  |              |
|----------------|-------------|------------------|--------------|
| Chief Name     | Chief Email | Department Email | Phone        |
| Brian Marshall |             |                  | 916-845-8711 |

|         |                       |
|---------|-----------------------|
| *Region | *Operational Area     |
| 4       | STATEWIDE - Statewide |

|                  |  |  |                 |  |  |
|------------------|--|--|-----------------|--|--|
| Physical Address |  |  | Mailing Address |  |  |
|                  |  |  |                 |  |  |

|      |              |          |      |              |          |
|------|--------------|----------|------|--------------|----------|
| City | State        | Zip Code | City | State        | Zip Code |
|      | Select State |          |      | Select State |          |

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

Please select all appropriate categories that apply to your agency

|  |   |   |   |
|--|---|---|---|
| <b>Federally Recognized Tribe</b><br><input type="radio"/> Yes <input checked="" type="radio"/> No | <b>Federal Fire Department</b><br><input type="radio"/> Yes <input checked="" type="radio"/> No | <b>Department of Defense</b><br><input type="radio"/> Yes <input checked="" type="radio"/> No | <b>Volunteer</b><br><input type="radio"/> Yes <input checked="" type="radio"/> No |
| <b>Paid</b><br><input checked="" type="radio"/> Yes <input type="radio"/> No                       | <b>Combination</b><br><input type="radio"/> Yes <input checked="" type="radio"/> No             | <b>Other</b><br><input type="radio"/> Yes <input checked="" type="radio"/> No                 |   |

Please select the appropriate responses for your agency

|   |   |
|---|---|
| <b>Active Agency</b><br><input checked="" type="radio"/> Yes <input type="radio"/> No | <b>Responder</b><br><input checked="" type="radio"/> Yes <input type="radio"/> No |
|---|---|

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

Agency Identification Numbers

|   |   |   |   |
|---|---|---|---|
| <b>Tax Payer ID or FEIN</b><br><input type="text" value="00-00000000"/> | <b>DUNS Number</b><br><input type="text" value="000000000000"/> | <b>FI\$Cal Supplier ID</b><br><input type="text" value="0000000000"/> | <b>FI\$Cal Address ID</b><br><input type="text" value="1"/> |
|---|---|---|---|

**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.

| Agency Personnel Pending Approval |           |       |       |                        |         |        |  |
|-----------------------------------|-----------|-------|-------|------------------------|---------|--------|--|
| First Name                        | Last Name | Email | Phone | Access Level Requested | Action  |        |  |
| 1                                 |           |       |       | Primary                | Approve | Reject |  |

**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.

| Agency Personnel |           |       |       |              |          |                     |            |
|------------------|-----------|-------|-------|--------------|----------|---------------------|------------|
| First Name       | Last Name | Email | Phone | Access Level | IsActive | Action              |            |
| 1                |           |       |       | Primary      | true     | Update Access Level | Deactivate |