

# FOR YOUR INFORMATION

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Issue 19-19 (REV)

Date: 07/13/2020

## MARS HELP DESK AND MARS LIAISON ACCESS REQUEST PROCEDURES

This FYI replaces FYI 19-19. There is now a MARS Liaison list which is located in the LAKIDS Help webpage under Quick Reference (<http://mylakids.dcfslacounty.gov/help/>). If you have any questions regarding your MARS claims or would like to update your MARS approvers, please contact your local MARS Liaison for assistance. You can also look up MARS Frequently Asked Questions in the MARS FAQ document also listed in the LAKIDS help webpage.

The screenshot shows the LAKIDS help webpage. The 'Help' menu item in the top navigation bar is highlighted with a red box. The 'QUICK REFERENCE' section is also highlighted with a red box and contains a list of links, with 'MARS FAQ | FYI | MARS Liaisons' highlighted by a red box. Other sections visible include 'COMPUTER SUPPORT', 'REMOTE ACCESS', 'COAS', and 'PHONE SYSTEM'.

If you experience a technical issue with the MARS system, please open a service request ticket by calling the ISD Help Desk at (562) 658-1606 or by opening a self-service ticket through the eService Portal (<http://myselfservice.lacounty.gov>).

**MARS liaisons should arrange to always have a back-up MARS liaison in the event they are unavailable.**



If you are having an issue with MARS please call the ISD Help Desk at (562) 658-1606 or open a service request ticket through the eService Portal - <http://myselfservice.lacounty.gov>.

**MARS LIAISON ACCESS REQUEST PROCEDURES**

A Service Request is required for all MARS Liaison access requests.

**REQUESTOR**

To request to add a new MARS Liaison or MARS Liaison Backup and to update the MARS Liaison List, please do the following:

- The user must complete the Employee Acknowledgement of MARS Responsibilities Form and submit to their Supervisor/Manager for approval. Supervisor/Manager must submit a Service Request (SR) ticket and must attach the approved Employee Acknowledgement of MARS Responsibilities Form to the SR. When submitting the Service Request (SR) ticket select (eService Portal, Business Applications, MARS) at <http://myselfservice.lacounty.gov/>.

**BIS**

- Once Service Request is assigned to BIS, the MARS Support Analyst will grant MARS access, update the Liaison List and the requestor will be notified via email.

The User form (Employee Acknowledgement of MARS Responsibilities) will also be available on the Forms Page of LA Kids under Miscellaneous forms.

*Thank you for your continued help and support. -Business Information Systems Division*



If you are having an issue with MARS please call the ISD Help Desk at (562) 658-1606 or open a service request ticket through the eService Portal - <http://myselfservice.lacounty.gov>.