



June  
2017  
QRG 01

# Accessing MARS

## MARS quick reference guide

Biosecurity



Vessel Masters and Agents can register to use MARS for the biosecurity clearance of maritime vessels. In order to use MARS, a one-off registration process is required.

### How to Register to use MARS

- 1 Access the department's online web services at [online.agriculture.gov.au/selfservice/](http://online.agriculture.gov.au/selfservice/) and select **Create an Account** to obtain **User Login** details.

Welcome to the Department of Agriculture  
and Water Resources

User Login

Password

I accept the [terms of use](#)

Log in

[Create an account](#) [Forgotten Password?](#)

- 2 The **User Registration** window will be displayed. Complete all the mandatory fields in this window. (This window includes challenge questions and answers that are used if you forget your Password and need to reset it).
- 3 Once all the mandatory fields have been completed, tick the box in this window to **Accept the Terms of Use**.
- 4 Click on the **Register** button to register the User ID and Password with the department. When the registration details have been submitted a message will be displayed stating that the user account has been created successfully. Account activation will take a few minutes. **Tip:** Use an individual work email or personal email address when registering. Do not use the Agency shared email address. Refer to the [MARS Frequently Asked Questions \(FAQ\)](#) and [User Guide](#) on the department's website for further information.
- 5 Click on the **Close** button to return to the **Log In** screen. After a few minutes, enter your User ID and Password and click **Log In** to access the online portal.

- 6 Once you have logged in, click on **Request Access** and select one of the following roles that is relevant to you (Note: MARS is tailored so that users only see the information related to their role):

**Administrator of a New Agency** - This role carries certain responsibilities, so the person in your organisation responsible for this should be selected accordingly. This role approves access for other Agency Representatives and Vessel Officers. This role has full access to vessel data and the associated agency data in MARS.

**Representative of an existing Agency** – Agency Representatives approved by the **Agency Administrator** will have full access to vessel data and the associated agency data in MARS.

**Vessel Officer (masters or delegates)** – Vessel Officers can submit pre-arrival information and view information for their vessel. They may report directly into MARS or use offline forms so that their nominated agency can enter this information into MARS on their behalf.

- 7 In the **Registration** page, complete the user details and then click on submit. The user will be notified by email when the request is approved or rejected. **Access approval may take up to 24 hours.**

If you are an **Agency Administrator**, you will need to first complete the agency details. Complete all the mandatory fields, following the recommended naming conventions as follows:

Field	Content
Agency Name	To ensure that agencies are clearly distinguished in MARS based on their home port, the department suggests the following agency naming convention: <b>[Agency Name] [Agency Home Port]</b> e.g. INCHCAPE (ISS) PORT ADELAIDE WILHELMSSEN (WSS) GLADSTONE

## What now?

- 1 Once you have access, log in and click on the MARS icon.



Refer to the **MARS Frequently Asked Questions (FAQ)** and **User Guide** on the department's website for further information.

**Important Note:** Each time you log into MARS, you will be agreeing to the terms and conditions based on your role. It is important that you understand your obligations and the privacy arrangements.

## Need help?

- For assistance in using MARS, or to follow up on the access request for urgent issues, contact the Maritime National Coordination Centre (MNCC) by telephone on 1300 004 605 or by email at [maritimencc@agriculture.gov.au](mailto:maritimencc@agriculture.gov.au).
- The department's service responsibilities and standard of service commitment are detailed in the Client Service Charter available at [agriculture.gov.au/about/commitment/client-service-charter](http://agriculture.gov.au/about/commitment/client-service-charter).

NOTE: Screenshots provided in these guides are accurate at the time of printing and may look different in MARS.



Contact 1300 004 605  
(free call in Australia and is in English)

Outside Australia +61 8 8201 6185



[agriculture.gov.au/biosecurity/avm/vessels](http://agriculture.gov.au/biosecurity/avm/vessels)  
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