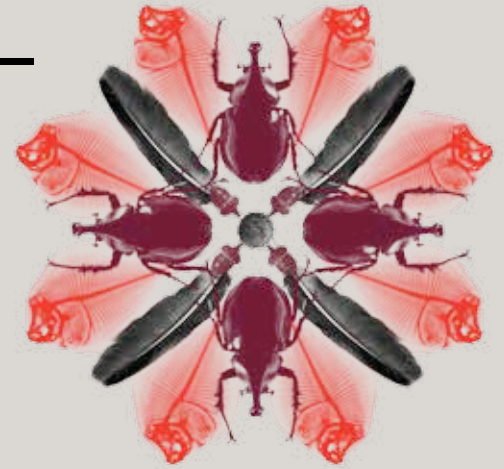




July
2016
QRG 02

Agency Administrators— Approving Agents and Vessels to use MARS

MARS quick reference guide



Biosecurity

MARS Agency Administrators are responsible for approving MARS access requests from other agents within their organisation; and for Vessel Officers when requested to represent them.

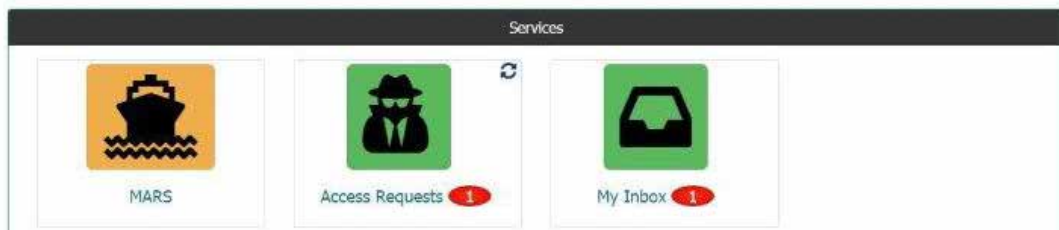
What must you do

Agency Administrators may either pro-actively monitor their access request tasks in MARS, or require all agents/Vessel Officers to inform them of pending access requests via email. Administrators may also elect to configure other agents as Agency Administrators during the approval process.

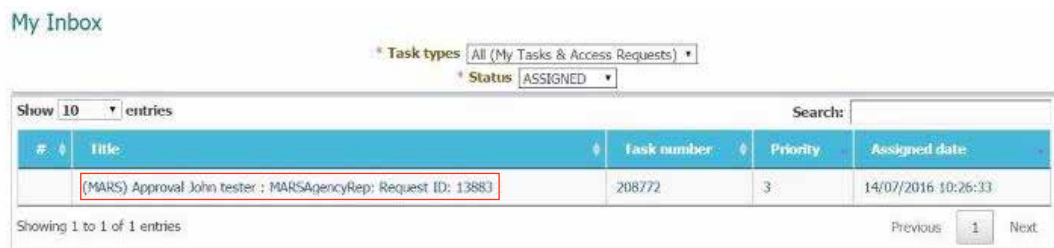
How to do it

Note: For detailed steps on how to approve Vessel Agent registration refer to the MARS User Guide.

- 1 Access the department's online web services at online.agriculture.gov.au/selfservice
- 2 **Log in** with your User ID and Password.
- 3 Click on the **My Inbox** icon.



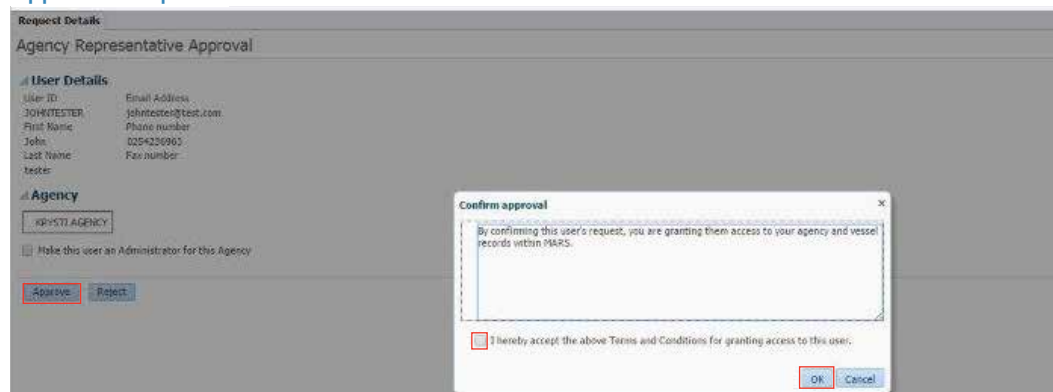
- 4 All the access approval requests for the agency will be listed in the **My Inbox** window.



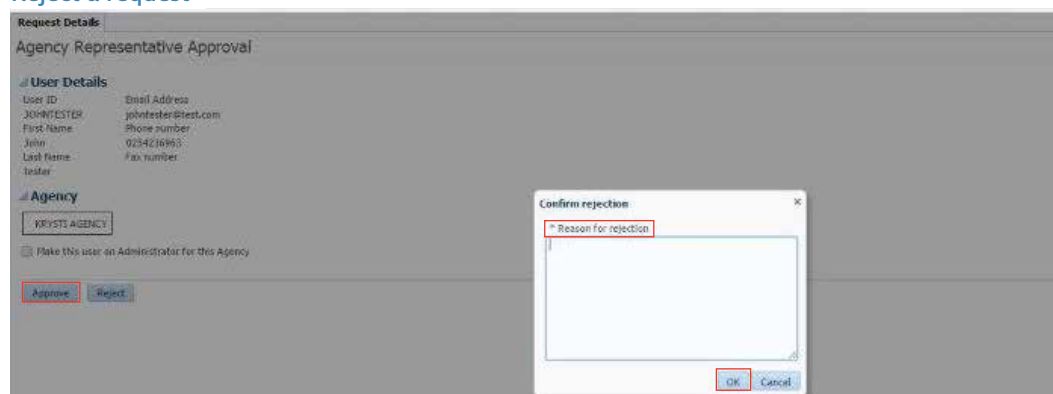
- 5 Click on the task that requires approval. The request details will be displayed. Verify the user details. If the user needs to be an **Agency Administrator** select the checkbox.

- 6 **Important Note:** When authorising an Agency Representative and/or Vessel Officer to access and use MARS, you must verify that the requestor is a shipping agent engaged by your organisation, or otherwise that the Vessel Officer is authorised to represent that vessel. You must only approve legitimate requests, as per the terms and conditions of the Agency Administrator role.

Approve a request



Reject a request



- 7 Access requests may either be approved or rejected by the Agency Administrator.
- 8 Once the request task has been actioned, the status of the task will change to **“This task has been completed.”**

What now?

- 1 The requestor will receive an email to say that their access to MARS has been approved.
- 2 For urgent issues, you can follow up on the access request by phoning the Maritime National Coordination Centre (MNCC).
- 3 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.

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



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