Q: How do I get access to MARS?
A: Use the ServiceNow ticketing system to request access.

Note: It may be necessary for you to log in with your net ID and password

1. Navigate to ServiceNow and click the Request Something tile.
2. Under the Accounts and Access section, click on the Next button to move to the second page.
3. Click MARS (Maverick Analysis Reporting System) Request.
4. Complete the request form that displays.
   a. Type of Request: New Account
   b. Select Environment: Test, Production, or All MARS Environments
   c. Select Module: Discover, Finance, Human Resources, etc. Click one at a time to add more than one module.
   d. Select Subject Area: Click to choose from the list. Click one at a time to add multiple subject areas.
   e. Business reason: This is a free form text field.
5. Click the Submit button on the top right.
How do I Log In?

A: 1. Enter myapps.uta.edu into a web browser.
   2. Click the MARS app icon to launch MARS.

Note: If the MARS app is not available, this usually indicates that you do not have access to MARS. You must complete the ServiceNow form to request access.

Q: Why do dashboard filters return blank when clicking the drop-down arrow, or produce this message?

A: This is because MARS timed out. When that happens, the dashboard filter cache expires which causes blank results in the drop-down lists, or the error shown above.
   • Use the Reset button and select Reset to last applied values.
   • If the Reset button is unresponsive, log off and log back on.
Q: What do these Odbc errors mean?

A: This is an indicator that the old cache needs to be cleared. Clearing cache is a systematic process run nightly. This error should be rare. If this message occurs refresh and try again.

Q: Do both of the Funds Available reports contain the cost share transactions?
A: YES

Q: Can I see my A7000 transfers in the Budget reports?
A: NO. We chose to exclude these transfers so that the budget balance would not be skewed.