**Frequently Asked Questions**

**MARS**

**Q: How do I get access to MARS?**

**A:** Use the ServiceNow ticketing system (https://uta.service-now.com/selfservice/) to request access.

1. Navigate to ServiceNow and click the **Request Something** tile.
   
   *Note: It may be necessary for you to log in with your net ID and password.*

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.
   
   a. **Type of Request:** New Account
   
   b. **Select Environment:** Test, Production, or All MARS Environments
   
   c. **Select Module:** Discover, Finance, Human Resources. 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.

**Q: How do I Log In?**

**A:** Click the **App Launcher** ([waffle]icon located in the upper-left corner of the page.

1. Select the **All apps** link.

2. Scroll down the page to locate the MARS app. Once found, click the 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.