



## REGISTRY OF VITAL RECORDS AND STATISTICS (RVRS)

Department of Public Health

### MAVRIC TRAINING PROGRAM

#### Frequently Asked Questions (FAQ)

*Updated December 2024*



The new MAVRIC (Massachusetts Vital Records Information Collaborative) electronic death registration system will go live in early 2025. Here you will find answers to frequently asked questions about the MAVRIC training program, the training tools offered, and how to access them.

#### Training Basics

- **What is the MAVRIC training program?** The program consists of a comprehensive package of training tools including virtual webinars, videos, quick start guides, and detailed instructional guides. The program also makes available a MAVRIC practice training site so data partners can practice starting and completing the necessary workflow steps to complete a death record. More information is available [here](#).
- **How do I access the training tools and materials?** Training tools and materials are available via the online learning platform, TRAIN Massachusetts, and are accessible 24 hours a day, seven days a week at your convenience.

Please note that you must enroll in TRAIN to access MAVRIC training. **If you have not already enrolled**, it is fast and efficient to create your own account by going to the TRAIN website (<https://www.train.org/ma/welcome>) and clicking “Create an Account.” Follow the prompts to set up your account. For Division/Business Unit, select External DPH Partner. For Office, select the Registry of Vital Records and Statistics. Then pick your role. More detailed instructions are [here](#). If you have any questions, please email [DPH-TRAINHelp@mass.gov](mailto:DPH-TRAINHelp@mass.gov).

#### Features of TRAIN

- **How will I be notified of upcoming trainings on TRAIN?** Be sure to **opt in** to receive emails from TRAIN Massachusetts to stay up to date on the latest training and announcements. Click [here](#) to view the TRAIN Massachusetts Quick Start Guide on how to opt in to receive emails from TRAIN Massachusetts.

- **Will TRAIN track the courses I complete?** Yes. Click on the “Your Learning” link in the header of the TRAIN Massachusetts homepage. Here you will be able to view and launch courses and training plans that have been assigned to you, as well as track completed courses. Click [here](#) to view the TRAIN Massachusetts Quick Start Guide on how to search, register for, and complete courses.
- **Will each user need an individual password to access TRAIN, or can we have a facility password for everyone?** Each individual user will need to have their own TRAIN credentials for security purposes. To learn more about TRAIN and upcoming webinars, please monitor: [RVRS Registration and Data Partner Training | Mass.gov](#). If you have not set up a TRAIN account, email [DPH-TRAINHelp@mass.gov](mailto:DPH-TRAINHelp@mass.gov) and provide your name, role, and organization.

## Training Program Resources

- **What are the training webinars and is there a webinar schedule?** MAVRIC training webinars are virtual and require registration. They are offered on a schedule at [MAVRIC Training Program | Mass.gov](#) and are accessed via [TRAIN Massachusetts](#). Your first step to access MAVRIC webinars and training is to enroll in TRAIN using this [quick start guide](#).
- **What does the MAVRIC training webinar consist of?** Webinars will provide a walk-through demonstration of how to use the MAVRIC system, information on MAVRIC enrollment and account set up, a summary of other MAVRIC training opportunities, and time for questions and answers.
- **Will I be required to attend a MAVRIC training webinar?** We strongly recommend you attend a webinar. However, if you are unable to attend a webinar, you will have access to the recorded demonstration video and all training tools on [TRAIN Massachusetts](#).
- **Will MAVRIC training resources be available by data partner type?** Yes. All training tools are role specific including RN, NP, PA pronouncers, burial agents, city/town clerks, funeral directors, medical certifiers, medical facility staff, and medical examiners. If you’d like access to training materials for other roles, contact [DPH-TRAINHelp@mass.gov](mailto:DPH-TRAINHelp@mass.gov) with this request.
- **What are the MAVRIC demonstration recordings on TRAIN?** Role-specific demonstration videos (the same shown during the webinars) cover the daily workflows for RN, NP, PA pronouncers, funeral directors, medical certifiers, medical facility staff, medical examiners, city/town clerks, and burial agents.
- **Describe the short, task-oriented instructional videos available on TRAIN.** These videos (~1-3 minutes) provide task-oriented instruction on aspects of MAVRIC workflows. Videos are role-dependent and include Current Activities Page; Locate or Search for a Case, Start a

New Death Case, Funeral Director Sign a Case, Request Medical Certification, Add Attachments To Case, and Add Comments to Case.

- **What are the quick start guides and instruction guides?** The role-specific quick start guides provide a high-level overview on how to use MAVRIC. And the role-specific instruction guides provide detailed instructions and exercises.

## **MAVRIC Practice Training Site (the sandbox)**

- **Can I practice using MAVRIC?** Yes. We have created a practice training site (the sandbox) that mimics MAVRIC, available anytime for you to practice your workflows. To access the sandbox, go to: <https://demo.davema.vitalchek.com/web/Logon.aspx>. Please refer to the [Summary of MAVRIC Training Program](#) for usage guidelines and a list of role-specific usernames and one password for everyone.\* The training site is a great way to practice using the system. You can start as many practice records as you want. DO NOT start real cases in the site; always use fictional information. Note that while the site will mostly include the final look, feel, and workflows, it is not the final MAVRIC application.  
*\*The usernames and password are specific to the training site. Once MAVRIC launches there will be an official enrollment process.*
- **Do I need to attend a webinar before I can access the practice training site?** No. Data partners can access the practice training site independent of the webinars.
- **Can I access the practice training site without having a TRAIN enrollment set up?** Yes, partners can access the MAVRIC training site without an active TRAIN account.
- **Can I only practice my role specific workflows in the training site?** Data partners can practice their role or all roles in the training site. User IDs are available for each role for large city and small town locations so partners see a representative view of MAVRIC activities.

## **MAVRIC Training Support**

- **Who do I email if I have questions about the MAVRIC training program?** For questions specific to TRAIN enrollment, please contact [DPH-TRAINHelp@mass.gov](mailto:DPH-TRAINHelp@mass.gov). For other inquiries, please contact RVRS at [RVRScommunications@mass.gov](mailto:RVRScommunications@mass.gov).
- **How do I learn about all the training available to me?** The [Summary of MAVRIC Training Program](#) provides an overview of all the MAVRIC training options available and how to access them including the MAVRIC practice training site.