



## Enrolling in MAVRIC: Frequently Asked Questions

*What you need to know about MAVRIC death registration go live and enrollment*

The Massachusetts Vital Records Information Collaborative (MAVRIC) is the state's new, modernized system which will streamline the death registration process, reduce paper workflows, and link all users of the system for timeliness and accuracy of vital records. The Massachusetts Registry of Vital Records and Statistics (RVRS) strongly encourages all medical certifiers, pronouncers, funeral directors, burial agents, city/town clerks, and other data users handling death registrations, to use MAVRIC for death registrations when the system goes live.

### 1. I'm already using VIP for death registrations. What do I need to do?

If you have been active in VIP since July 1, 2022, your profile will be automatically migrated to the new MAVRIC application, so there is no need for you to enroll in MAVRIC. Unlike VIP, MAVRIC does not use the Virtual Gateway to access the system. HOWEVER, all MAVRIC users must have a MyMassGov account in order to access the MAVRIC system and validate their identity. What this means for you:

**IF YOU currently access VIP using the "Business Log In"** for Virtual Gateway, that means that you have already created an email and password for your MyMassGov account. There is nothing more for you to do. When MAVRIC goes live, you will enter MAVRIC through the dedicated URL (NO Virtual Gateway!) and be asked to enter your current email and password and authenticate your identity via text/call/authenticator app that you set up with your MyMassGov account. After that, there is nothing more for you to do to get access to MAVRIC.

**IF YOU are still using the "Legacy Log In"** for Virtual Gateway, the next time you access Virtual Gateway, select "Business Log In" and create a MyMassGov account yourself. You will be asked to set up multifactor authentication. This process will take about 10–15 minutes. For assistance, use the [Business Log In for Provider User Reference Guide \(PDF\)](#) for instructions. Then, when MAVRIC goes live, you will use your MyMassGov credentials to get access to the system.

### 2. Where do I go to access MAVRIC?

RVRS will email the new MAVRIC URL just before go live so you can bookmark and access the system.

### **3. I'm new – how do I get into MAVRIC?**

If you are new to the Electronic Death Registration System process or have not been active in VIP since July 1, 2022, you must complete the MAVRIC enrollment **after MAVRIC goes live**. A user guide will be made available to help you through the process. Note, once you submit your application, it may take up to 3 to 7 days to receive confirmation to begin using the system. MAVRIC training materials are available online so you can begin learning how to use the system for your role. Please see more information below in question 5.

### **4. What if I work for multiple facilities? Do I need separate accounts?**

You will have only one MAVRIC account. But when you enroll, you will be able to add all the facilities in which you work/are affiliated. When you log in to use MAVRIC, you will be able to select the facility for which you are entering decedent information. You can log out to switch to another facility if needed during your session.

### **5. Do I need special training to use MAVRIC?**

If you are not familiar with MAVRIC and its workflows related to your role, training is highly recommended. If you have not had any training, visit our [MAVRIC training program](#) page to learn how to enroll in TRAIN Massachusetts, RVRs' eLearning platform, and to sign up for a free training webinar. If you already attended a training webinar but it was weeks or months ago, consider taking a refresher by going directly to your role's training plan in [TRAIN Massachusetts](#).

### **6. When logging into MAVRIC, what if my username or password is not working?**

You can contact RVRs technical support at [RVRsAccounts@mass.gov](mailto:RVRsAccounts@mass.gov).

### **7. Where can I find more information about enrolling in and using MAVRIC?**

Visit [Knowledge Center for Registration Partners](#) which has updated information on MAVRIC. This is your go-to for information on enrollment, go live details, and support. RVRs will continue to add new resources here.

### **8. I'm an access administrator for my facility. Where can I get information about my role?**

An access administrator is a person designated by a facility to enroll and authorize users of MAVRIC. Much of an existing access administrator's roles and responsibilities will remain consistent with VIP, but the MAVRIC new user enrollment process is slightly different.

- Access administrators will continue to provide and approve user information and role to RVRs. This will be done via an online form not by email.

- Medical facilities will now need to authorize and include medical certifiers in their enrollment process.
- Users will enroll in MAVRIC online by following the new user enrollment process.
- Changes to access administrators and facility information can be updated by submitting online forms.

Please contact [RVRSAccounts@mass.gov](mailto:RVRSAccounts@mass.gov) with questions about your facility's access administrator or this role.

Other questions? Contact [RVRSCommunications@mass.gov](mailto:RVRSCommunications@mass.gov).