



MAVRIC Post-Go Live: Top Questions – Updated 8/08/25

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 MA Registry of Vital Records and Statistics (RVRS) strongly encourages all medical certifiers, pronouncers, funeral directors, burial agents, city and town clerks, and any data user handling death registrations, to use MAVRIC for death registrations as of June 2, 2025.

Important MAVRIC Help Desk Updates:

- Virtual **office hours** are extended - **Please note that office hours are held on Monday and Thursday.**
 - Aug 11 (Monday) & 14 (Thursday) 1-2pm [Join Call](#)
- **MAVRIC email support** is available Monday – Friday during business hours at RVRSMAVRICSupport@mass.gov
- **MAVRIC phone support** is available Monday - Friday during business hours at 617-740-2667

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FREQUENT QUESTIONS

1. **NEW** I'm a **funeral director** trying to start an amendment on a record from VIP but can't see the record. Can funeral directors start an amendment on a record migrated from VIP?

Funeral homes cannot amend records that were migrated from VIP/EDRS. Please contact the city/town clerk to start these amendments. When death records were migrated from VIP to MAVRIC, the ownership portion of the record didn't and that is why funeral directors cannot see these records. Only records created in MAVRIC can be amended by funeral homes for the personal portion of the record. Please see the [Funeral Director Administrative Amendment Quick Start Guide](#) in TRAIN for step-by-step instructions on this process.

2. **IMPORTANT** I'm a **funeral director** (also applies to **medical facility staff**) trying to certify a record on behalf of an offline certifier and can't certify the record even though I've attached the signed attestation. What is going on?

We have been seeing that funeral homes that have multiple users completing the information in the death record are experiencing a problem certifying when the funeral director or staff certifying the record is different from the funeral director or staff name listed in the "Certifier is signing on Behalf of another" section of the Certifier page. MAVRIC wants these to be the same. To resolve this issue, go to the Decedent page in the Personal Information menu. For the first question: "Non electronic certification required?" change the answer in the dropdown from "Yes" to "No", then click the "Save" button at the bottom of the page. Go back and change the dropdown from "No" to "Yes". Return to the Certifier page and verify the funeral director or staff logged on to MAVRIC matches the information appearing under "Certifier is signing on Behalf of another". Now you should be able to certify the record.

3. **IMPORTANT** I'm a **clerk staff** member in the process of affirming a record. I'm concerned that my name is listed as the "Filing Registrar". Shouldn't the primary city/town clerk be listed here?

The "Filing Registrar" on the "Local Registrar Affirm" page should reflect the user who's currently logged in at the city/town and working on registering the record. The primary city/town clerk's name will still appear on the death certificate.

4. I noticed the suffix for the decedent's family members is not printing on the death certificate (**funeral director**). What do I do?

This is a known issue that will be resolved in the future with a patch. In the meantime, funeral directors and/or staff should add the suffix to the **Last Name** field so it appears on the death certificate.

5. As a **city/town clerk**, I've Accepted a File and Approved for Registration but noticed an error in the record before Affirming. Is it possible to correct the error now?

Unfortunately, once the city/town clerk selects **Approve** and clicks on the "Save" button, the record cannot be rejected back to the funeral home or medical facility for correction. The clerk should **Affirm** the registration and then start the appropriate amendment to correct the record.

Viewing the **Working Copy** before **Approving** the file is a way to avoid this. Before **Accepting a File** for registration, go to the record's left-hand menu, under **Other Links**, select **Print Forms** and then click on **Working Copy** to review for errors. If errors are found, you will need to reject the record by going to the left-hand menu under **Registrar > Accept for Filing** and then choose **Reject** for the personal and/or medical information as necessary. Provide detail of the requested update for the funeral director and/or medical facility to make. The complete workflow is found in the recently updated [City/Town Clerk Quick Start Guide](#) on TRAIN.

6. Is documentation required to pick up a body from a residence or medical facility, and how do I get it (**funeral directors and pronouncers**)?

Massachusetts state law still requires a pronouncement of death signed by a licensed practitioner to pick up a body to transport it to the funeral home. One of these three options will work: 1) completed pronouncement printed from MAVRIC by the funeral home, 2) completed pronouncement printed from MAVRIC by the pronouncer or medical facility, or 3) completed & signed paper RN/NP/PA Pronouncement of Death form R-302.

Instructions for printing the completed pronouncement from MAVRIC follow. Once the pronouncement is affirmed, from the left-hand menu under **Other Links**, select **Print Form** and then click on **RN/NP/PA Pronouncement of Death**. The pdf will download to your device and can be printed.

While using MAVRIC to enter pronouncement information is encouraged, paper RN/NP/PA Pronouncement of Death forms R-302 are still accepted.

7. I'm a **RN/NP/PA pronouncer** who has just pronounced a death at a decedent's residence in the middle of the night. Should I enter the pronouncement into MAVRIC?

To meet the documentation requirement for transport, pronouncers have two options: 1) Enter the pronouncement information into MAVRIC if they can print the completed pronouncement at the decedent's home (i.e., using a mobile printer). 2) If pronouncers cannot print the pronouncement, they should complete the paper RN/NP/PA Pronouncement of Death form R-302.

8. I'm a **city/town clerk** wondering about the meaning of my Amendment Queue names. Could you please let me know?

Clerks see three **Amendment Queues** and each require different actions:

The "**Keyed**" queue contains amendments city/town clerks have started and are in progress. Once city/town clerks have updated these amendments and added the necessary evidence, they can be approved.

The "**Pending**" queue contains amendments that have been started by another partner (residence clerks, funeral homes, medical facilities or OCME) and need to be reviewed by the city/town clerk for completeness and accuracy before being approved.

The "**Keyed (Requires Affirmation)**" queue **should be disregarded by city/town clerks** as it contains amendments started but not yet affirmed by another partner (residence clerks, funeral homes, medical facilities or OCME). Once the partner has affirmed the amendment, it will show up in the city/town clerk's "Pending" queue. **OCME is Office of the Chief Medical Examiner.*

9. I'm a **burial agent** (also applies to **city/town clerks**) reviewing a record and notice the status bar at the top of the page contains "Medical Valid with Exceptions" and the left-hand menu also contains yellow dots instead of green check marks. Should I reject this record back to the medical facility to correct?

You should approve records when the status bar reads “**Medical Valid with Exceptions**” as they contain accurate, certified information. The yellow dot is a sign that MAVRIC questioned the validity of data entered in some fields in the record, and the medical certifier verified the information entered is accurate.

In some cases, you will notice that fields are not populated in the medical information section, such as the “**Interval**” field on the **Cause of Death** page, leading to the “**Medical Valid with Exceptions**” to appear. If these fields are blank, the information is unknown and RVRS advises to leave these fields blank. You can also approve records in these instances.

10. I’m a **burial agent** (also applies to **city/town clerks**) and notice that the time listed under “**Fact of Death**” does not match what is listed in the “**RN/NP/PA Pronouncement**” section. Should I reject this record to be corrected?

No, the “**Fact of Death**” does not need to match the “**RN/NP/PA Pronouncement**” information exactly so you can approve the record.

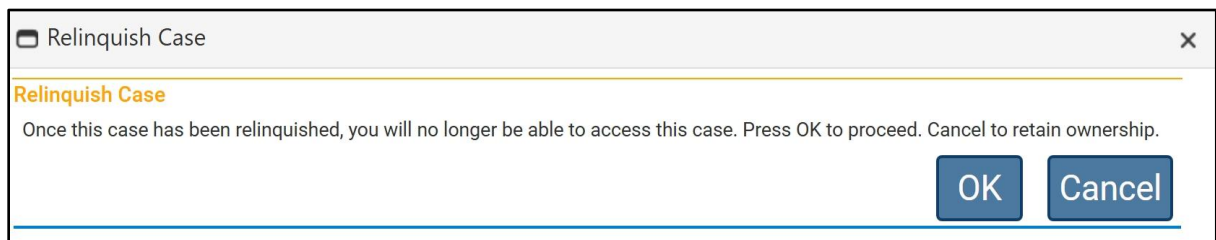
11. I’m a **clerk** and notice the registration number of one of my records is incorrect. What do I do?

To resolve any registration number-related issues, please email RVRSRegistration@mass.gov and include the record details. The RVRS team will assist in updating the record with the correct number.

12. Is “**Relinquish**” in MAVRIC the same as “**Release**” in VIP?

No, “**Relinquish**” is different from “**Release**”. Relinquishing a case enables funeral homes, medical certifiers, and medical facilities to sever their ownership of a record so another facility or certifier can pick up the case to affirm or certify. Relinquishing a case will remove your name and signature from the record and revoke your facility's access to it so this only should be done before you affirm or certify the case.

To relinquish a case, look at the left-hand menu under “**Other Links**” and select “**Relinquish**”. You will then be able to click “**OK**” which will relinquish the case.

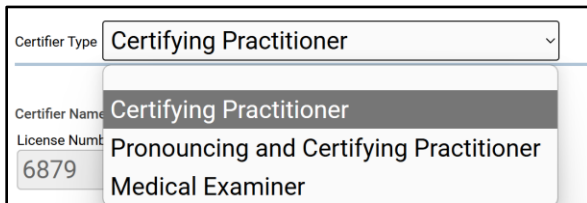


Please note: If you relinquish a case and later wish to regain access, you will need to select Start/Edit New Case from the Life Event menu and enter the same case identifiers to reclaim ownership, or you can email RVRSMAVRICSupport@mass.gov for assistance.

13. I'm a pronouncer and don't know the decedent's DOB but it's a required field in MAVRIC. What do I do?

If the DOB is unknown, the "DOB" field can be populated with "99-99-9999". MAVRIC will recognize this as unknown and will allow the record to progress without edit rule failures. The funeral director will be able to update DOB when they enter the personal information.

14. On the Certifier page in MAVRIC, there are three certifier types listed in the drop down: Certifying Practitioner, Pronouncing and Certifying Practitioner, and Medical Examiner. When do I use each of them?



Certifier Type	Certifying Practitioner
Certifier Name	Certifying Practitioner
License Num	6879
	Pronouncing and Certifying Practitioner
	Medical Examiner

"**Certifying Practitioner**" should be used in cases where the decedent's provider is certifying the record. "**Pronouncing and Certifying Practitioner**" should be used in cases where the decedent's provider pronounced and is certifying the death. "**Medical Examiner**" is used only by members of the Office of the Chief Medical Examiner.

15. The disposition number in MAVRIC does not match the date in the attestation. What do I do?

This is a known issue in MAVRIC, and a fix is being developed. In the meantime, it is acceptable that the disposition dates do not match. Burial agents and clerks should approve these records.

16. I'm noticing that the State File Number (SFN) is not appearing on the burial permit. Can I still use a burial permit without a SFN for disposition?

The burial permit requires a burial permit number to be used for disposition. The SFN is assigned when the clerk registers the record and is not required for disposition.

17. Will burial agents continue to assign burial permit numbers manually – and can a burial permit still be printed?

The burial permit number will be auto-assigned by the system and no longer completed manually. The auto assignment numbering sequence is a 2-digit year + 3-digit town code + 6-digit incrementing sequence. The sequence numbering will reset at the start of each

calendar year, improving workflow, and reducing steps needed. Burial permits will be able to be printed at any time once the permit number is assigned.

18. Is the city/town registration number also auto-assigned?

Yes, the city/town registration number is auto-assigned when the occurrence clerk registers the record. The city/town registration number is different from the burial permit number but shares a similar auto assignment numbering sequence of a 2-digit year + 3-digit town code + 6-digit incrementing sequence. The sequence numbering will reset at the start of each calendar year allowing clerks to gauge the number of deaths in their community. The addition of "R" at the end of the registration number signifies the residence community.

19. I'm a residence clerk and was notified that a record in my community was registered. No one in my office approved this record so how did this happen?

In MAVRIC, registration is a single step process, and only the occurrence clerk will register the record. Once registered, the state file number is automatically assigned, and the residence clerk is notified.

20. I'm trying to issue a death certificate that was registered in VIP between May 15 and June 1, 2025, but see no residence registration number assigned. What do I do?

Between May 15 and June 1, 2025 the residence registration functionality was disabled in VIP; however, the residence registration number is required for records registered in VIP. To resolve any registration number related issues, please email RVRSRegistration@mass.gov and include the record details. The RVRS team will assist in updating the record with the correct number.

21. The primary clerk's signature on the certified death certificate looks very small and is difficult to read. Should this happen?

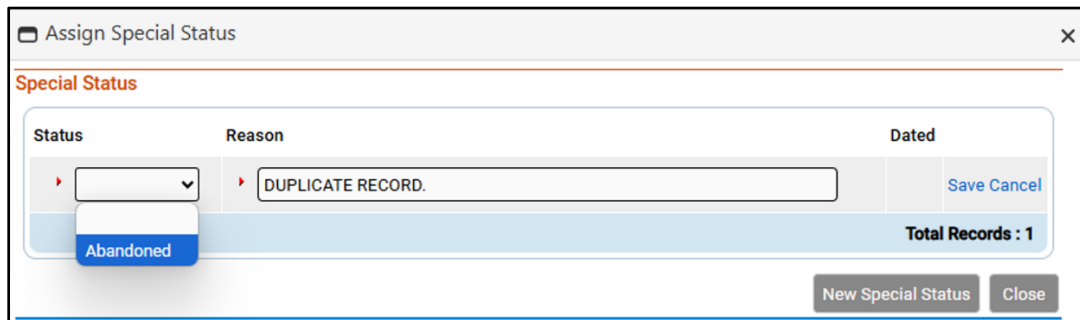
A patch has been deployed to fix this issue; however, if the clerk's signature still appears unusually small, please contact RVRSMAVRICSupport@mass.gov with the details. In some cases, signature files require manual adjustments which the team can make upon request. You may continue to issue copies with a small signature as it is still valid.

22. I am a funeral director (also applies to medical facility staff) completing the medical information on behalf of an offline certifier and have noticed that MAVRIC has populated my information under "Certifier is signing on Behalf of another" on the Certifier page in the record. Is this correct?


Yes, this is how MAVRIC works. When a funeral director takes ownership of the medical information in a record, they will be identified at the bottom of the Certifier page as "Certifier is signing on Behalf of another." The offline certifier information is visible on the Certifier page of the record.

23. I created a duplicate record by mistake in MAVRIC. What do I do?

You can abandon the record that is in error. To do this, open the record that needs to be abandoned, on the left-hand menu under “**Other Links**”, select “**Assign Status**” and the “**Assign Special Status**” window will pop up. Click the “**New Special Status**” button. The following status with dropdown values will appear, select “**Abandoned**” from the drop down, enter “**Duplicate Record**” in the “**Reason**” box and click the “**Save**” button. The case then be marked Abandoned and will no longer appear in your active records.



24. I’m searching in MAVRIC and not able to locate the correct Place of Disposition or certifier. What should I do?

A **wildcard search** allows you to search by entering special characters such as an asterisk (*) or percentage sign (%) when you are unsure of the exact spelling of a word. In MAVRIC, the percentage sign (%) is used for wildcard searches. For example, when selecting the “**Place of Disposition**,” you will notice a “Magnifying Search” icon  to the right of the text box.



After clicking on the “Search” icon, a box will appear to perform the search. If you know the first two letters of the place of disposition facility name, enter them followed by a percentage sign (%) in the field. This will limit the number of returned search results to facilities that only begin with specified letters. However, to return all available facilities, simply enter a percentage sign (%) into the field. Click the “Search” button. The [MAVRIC Tips and Tricks](#) guide in TRAIN Massachusetts provides additional instructions on wild card searches.

MAVRIC TRAINING

25. Are MAVRIC training resources available?

Yes, RVRS is offering many training resources available for on demand access on the [TRAIN Massachusetts](#) eLearning platform. There are role specific quick start and instruction guides, workflow demonstration videos, and additional resources. If you would like to practice using MAVRIC, there is a practice training site available. The [MAVRIC Practice Training Site Guide](#) has the URL, shared user ids and passwords so you can utilize this training tool.

26. I need to enroll in TRAIN Massachusetts. Can I do this myself?

It is fast and efficient to create your own account by going to the [TRAIN Massachusetts](#) website 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** (i.e. funeral director, pronouncer, medical certifier, medical facility staff, burial agent, city/town clerk).

More detailed instructions are [here](#). If you can’t access MAVRIC materials for your role or have any questions, please email DPH-TRAINHelp@mass.gov.

27. I’m looking for the MAVRIC training materials for my specific role. How do I get to them quickly?

Here’s the list of MAVRIC roles and links so you can access the training plan associated with your role:

[Pronouncers](#)

[Funeral Directors and Staff](#)

[Medical Certifiers](#)

[Medical Facility Staff](#)

[Burial Agents and Staff](#)

[City/Town Clerks and Staff](#)

Note: If you are not able to access your training plan, please email DPH-TRAINHelp@mass.gov so they can assist.

ENROLLMENT AND ACCESSING MAVRIC

28. I received a MAVRIC enrollment confirmation email from RVRS. How do I access the system?

Your MAVRIC account has been set up in the system and you can access MAVRIC via the following link: <https://vitalrecordsregistrations.mass.gov/> Once at the MAVRIC landing page, click on the Access MAVRIC link to enter your email and password. After authenticating your identity using your phone or authenticator app, you will be taken to the MAVRIC homepage.

For more detailed instructions on accessing MAVRIC, please follow the steps in this [guide](#).

29. I am a current VIP user but did not receive a MAVRIC enrollment confirmation email from RVRS. What do I do?

If you did not receive a confirmation email from RVRS that means RVRS was missing information to set up your MAVRIC account so you will need to enroll in MAVRIC. Use the [New User Enrollment Guide](#) to start the easy process to enroll. Note, once you submit your enrollment application, it may take up to 5 to 10 business days to receive confirmation to begin using the system. Please contact RVRSMAVRICSupport@mass.gov if you need access to MAVRIC quickly.

30. I'm new – how do I enroll 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 enroll in MAVRIC. Use the [New User Enrollment Guide](#) to start the easy process to enroll. Note, once you submit your enrollment application, it may take up to 5 to 10 business days to receive confirmation to begin using the system. Please contact RVRSMAVRICSupport@mass.gov if you need access to MAVRIC quickly. Please see questions 25 - 27 for training information.

31. I submitted my enrollment request a few days ago. When can I expect my request to be approved?

Once you submit your enrollment application, it may take up to 5 to 10 business days to receive confirmation to begin using the system. The enrollment team has many enrollment requests that they are in the process of validating. To handle the high volume, RVRS has more team members focused on processing these requests. Please contact RVRSMAVRICSupport@mass.gov if you have an urgent need to access MAVRIC quickly.

32. I work for multiple facilities but cannot access these facilities in MAVRIC. What do I do?

Contact RVRSMAVRICSupport@mass.gov and request that the additional facilities be added to your account. Please provide the complete facility name, address and other pertinent information so the enrollment team can complete this request.

TRANSITIONING FROM VIP TO MAVRIC

33. I'm not seeing records in MAVRIC that were recently registered in VIP. When will these records be available in MAVRIC?

RVRS is in the process of migrating recently registered records from VIP to MAVRIC. Here is the schedule for moving registered records from VIP to MAVRIC:

For records registered in VIP	Date available in MAVRIC
Between July 1 – July 31	August 13, 2025

MAVRIC HELP DESK INFORMATION

34. I'm having problems and am not able to do my work in MAVRIC. How can I get help?

RVRS has several support options available:

- **MAVRIC Virtual Office Hours and Links:** Ask questions and receive assistance during RVRS' live, drop in Office Hours available via Teams.
 - Aug 11 (Monday) & 14 (Thursday) 1-2pm [Join Call](#)
- **MAVRIC Help Desk (email & phone):** Obtain real-time help during business hours, Monday – Friday at RVRSMAVRICSupport@mass.gov or by calling (617) 740-2667.

35. I joined the MAVRIC Virtual Office Hours early in June and waited some time to get my question answered. Help!

RVRS now has the Office Hours segmented into break-out rooms so we can more quickly address your issue. When you enter the Teams call, please provide information about your issue and role so we can place you in the correct room. We're hearing that this is significantly reducing the wait time to get your questions answered.

OTHER QUESTIONS?

Account / Enrollment: Contact RVRSAccounts@mass.gov

Technical Support: Contact RVRSMAVRICSupport@mass.gov

For all other questions: Contact RVRSCommunications@mass.gov