



Getting Started with MAVRIC: Enrollment, Access, Training and Support

Here is what you need to get started with MAVRIC - the state's modernized, more efficient electronic death registration system which replaced the older VIP system in June 2025.

As a pronouncer, funeral director, medical certifier, city/town clerk, burial agent, medical examiner, or medical facility staff, your contributions to MAVRIC and collaboration with RVRS are invaluable - thank you!

Enrollment and Access

Enrolling in MAVRIC is easy and takes less than 15 minutes. The [MAVRIC New User Enrollment Guide](#) has step-by-step instructions to enroll by setting up your MyMassGov account, multifactor authentication, and MAVRIC profile. Turnaround time to process your enrollment is up to three business days.

Account questions? If you haven't yet accessed MAVRIC and believe you were previously pre-enrolled, or have any other account questions, see the bottom of the next page for support information.

Note: RVRS does require facility or agency access administrators to authorize new MAVRIC users for their facility or agency. Please contact RVRSAccounts@mass.gov with questions.

Once enrollment is complete, log in to MAVRIC at: <https://vitalrecordsregistrations.mass.gov/>

Training

It is essential to learn how to use MAVRIC. Whether you're new to training or need a refresher, we have made training convenient to meet your busy schedules with tools available anytime. The tools listed below include both written instructions (e.g., quick start guides) and videos featuring MAVRIC workflow demonstrations.

TRAIN Massachusetts eLearning Platform

To access all the training tools, you must enroll in TRAIN Massachusetts. Enrolling in TRAIN is separate from enrolling in the MAVRIC system. It is fast and efficient to create your TRAIN account:

1. Go to [TRAIN Massachusetts](#) and click "Create an Account." Follow the prompts to set up your account.
2. For **Division/Business Unit**, select **External DPH Partner**.
3. For **Office**, select the **Registry of Vital Records and Statistics**.
4. Then pick your **Role** (i.e., funeral director, pronouncer, medical certifier, medical facility staff, burial agent, city/town clerk).



REGISTRY OF VITAL RECORDS AND STATISTICS (RVRS)

Department of Public Health

Once in your TRAIN account, you'll see your role-specific training plan (with the tools) under "Your Learning" tab. Note: If you're new to training, start with the "Training Essentials" section in your training plan.

If you haven't yet enrolled in TRAIN, please use this [quick start guide](#). If you have questions or need assistance, email DPH-TRAINHelp@mass.gov.

Workflow Demonstration Videos

- We have created demonstration videos for your role, as well as short task-oriented videos on topics such as: Start a New Death Case, Current Activities, Funeral Director Sign a Case, Locate or Search for a Case.

Practice using MAVRIC in the Practice Training Site (the Sandbox)

- This is a practice environment that mimics MAVRIC. It's available 24/7 and found here: <https://demo.davema.vitalchek.com/web/Logon.aspx>. You can access the site without having a TRAIN account. A resource document (with usage guidelines, role-specific usernames, and one password for everyone) is posted on TRAIN MA in your training plan [here](#).

Quick Start Guides, Instruction Guides, and More

- Role-specific and topic-specific quick start guides provide a higher-level, step-by-step overview of using MAVRIC. Specific topic guides include tips and tricks to use MAVRIC, non-electronic attestation, and amendments). Instruction guides are longer and provide more detail and exercises, and are available by role. Worksheets and other resources will help you to register death records more easily.

Questions? Need Help?

RVRS has you covered with a number of support options available Monday-Friday during business hours.

- MAVRIC email support: RVRSMAVRICSupport@mass.gov.
- MAVRIC phone support: 617-740-2667
- MAVRIC account email support: RVRSAccounts@mass.gov
- MAVRIC account phone support: 617-740-2675

We thank you again for your partnership with RVRS!