REGISTRY OF VITAL RECORDS AND STATISTICS (RVRS)
Department of Public Health

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

Here is what you need to get started with MAVRIC - the state's modernized electronic death registration system that went live 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 "Questions? Need Help? Section at the end of this document.

Note: RVRS requires 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

Learning to use MAVRIC is essential, and we offer training resources to support varying learning styles. Whether you're new to MAVRIC or need a refresher, clear, convenient training tools are available anytime to fit your busy schedule. 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, the state's eLearning platform and separate from MAVRIC. Here's how 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).

Once you are in your TRAIN account, on the Home page, go to the Announcements section and click on the training plan link (see red underline in the image below). Once you are in your training plan, if you're new to MAVRIC training, start with the "Training Essentials" section.

This quick start guide provides more details about enrolling in TRAIN. If you have questions or need assistance, email DPH-TRAINHelp@mass.gov.



Quick Start Guides and Other Written Documents

- Role-specific and topic-specific quick start guides provide concise, step-by-step guidance for using MAVRIC. Specific topic guides include MAVRIC tips and tricks, non-electronic attestation, amendments, and more. Worksheets and other resources help to register death records more easily.

Orientation and Workflow Demonstration Videos

- An orientation to MAVRIC basic functionality and role-specific workflow demo videos are available.

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

- The sandbox 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 is posted on TRAIN MA in your training plan here – it includes usage guidelines, role-specific usernames, and one password for everyone.

Questions? Need Help?

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

- **MAVRIC support:** RVRSMAVRICSupport@mass.gov or 617-740-2667
- **MAVRIC account support:** RVRSAccounts@mass.gov or 617-740-2675