Massachusetts Vital Records Information Collaborative (MAVRIC)

Electronic Death Registration System

Instructions for New Users to Create an Account and Access MAVRIC

December 2025

Linked Table of Contents

Section 1. Create MyMassGov Account 3

Section 2. Set up Multifactor Authentication (MFA) 7

Section 3. New User Enrollment on to MAVRIC 11

Section 4. Log on to MAVRIC 15

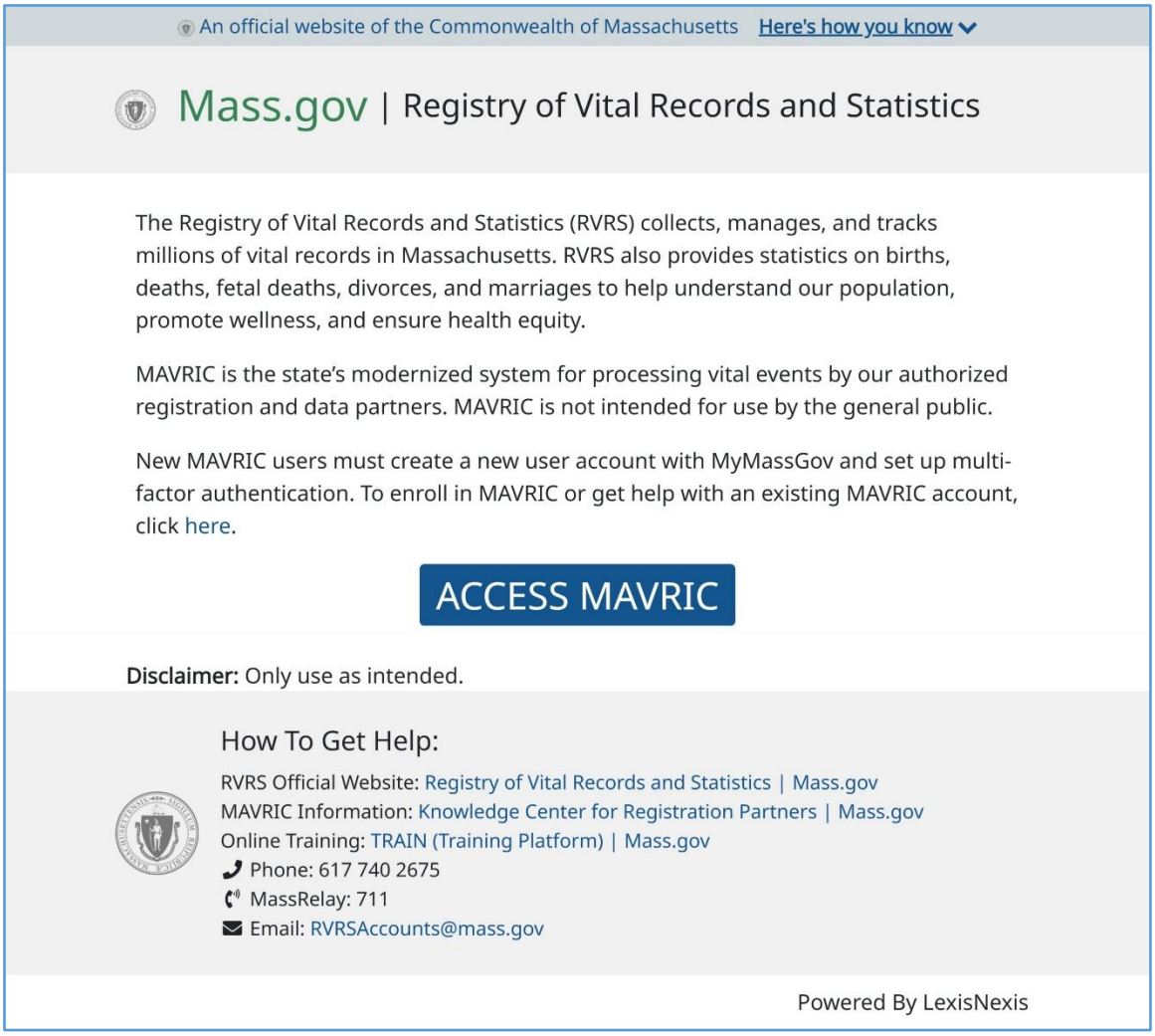
Purpose: This instruction guide will show new MAVRIC users how to create a MyMassGov account and set up multifactor authentication (MFA), and enroll in MAVRIC. After this initial set up, the MAVRIC log in process is streamlined.

There are no shared accounts. Each individual user will need to create their own MAVRIC credentials for security purposes. You can though add all the facilities in which you work/are affiliated (instructions are below).

Note: See Section 3 for clarification regarding the pronouncer, medical certifier, and medical facility staff roles.

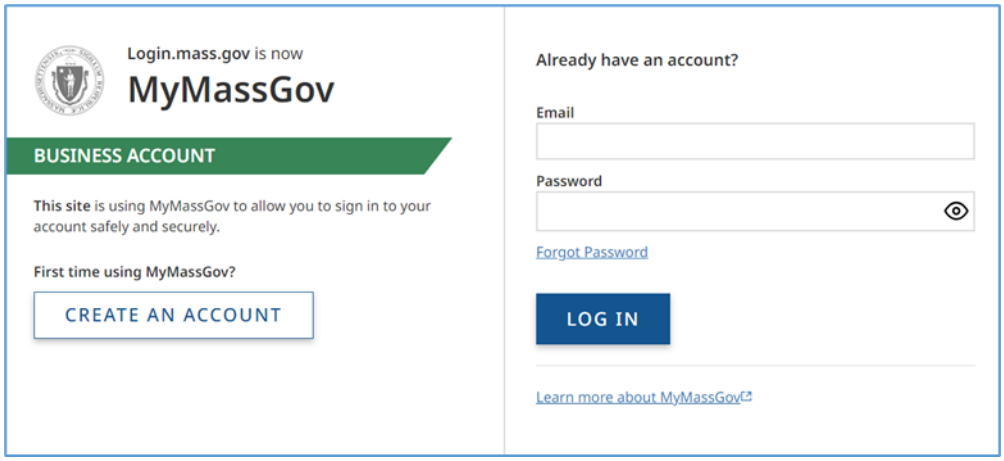
Section 1. Create MyMassGov Account

1. Open a web browser such as *Microsoft Edge, Google Chrome, Firefox*, etc. Type in the browser address bar or click this link: https://vitalrecordsregistrations.mass.gov/ It's recommended to read this page carefully and **Bookmark** this landing page.



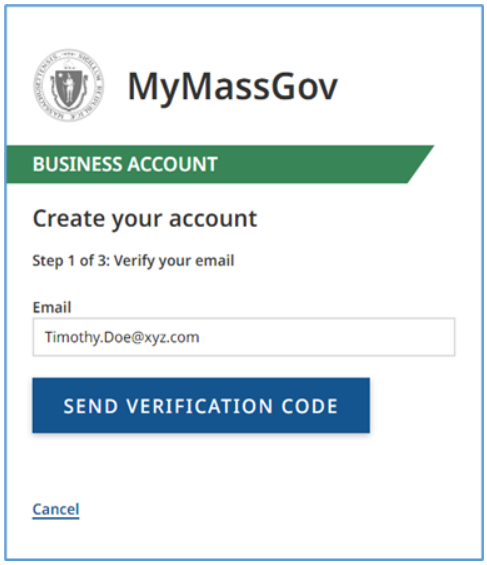
2. From here, click **ACCESS MAVRIC**.

3. This brings you to the **MyMassGov** log in page. Already have a MyMassGov account? If yes, log in and proceed from Section 3. If not, click on **Create an Account.**



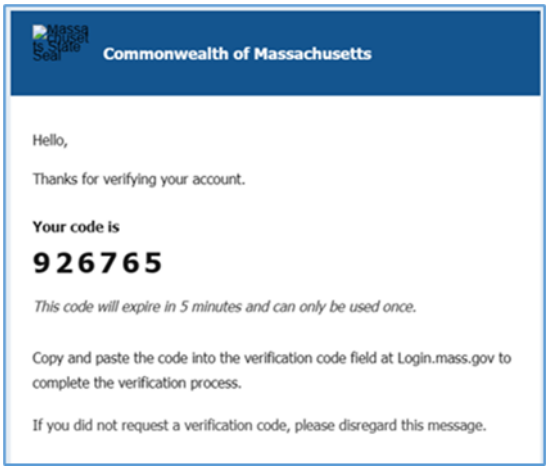
4. Create your account by following the 3 steps.

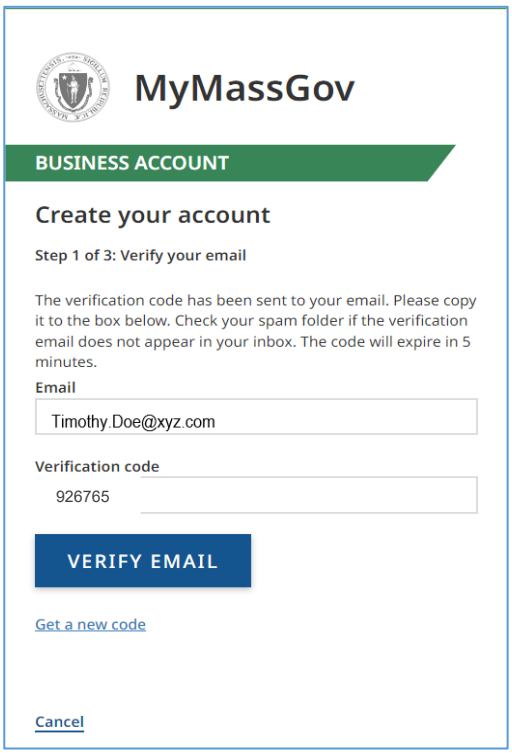
   a. **Step 1 of 3: Verify your email**
      i. Type in your email and click the **Send Verification Code** button. Use a professional email that is unique to you. This email cannot be a shared email.



      ii. You will receive an email with a one-time verification code (email from login@noreply.mass.gov with the subject: Verify your email address).
      iii. Copy or type the Verification Code into the Verification code field.

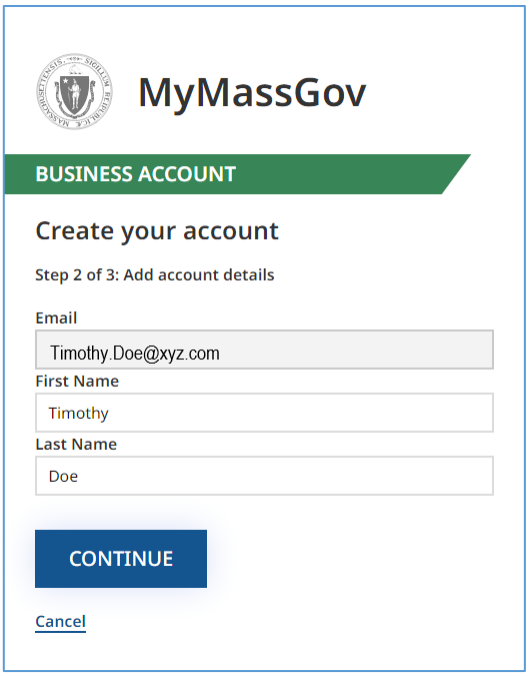
iv. Click **Verify Email.**





b. **Step 2 of 3: Add account details**

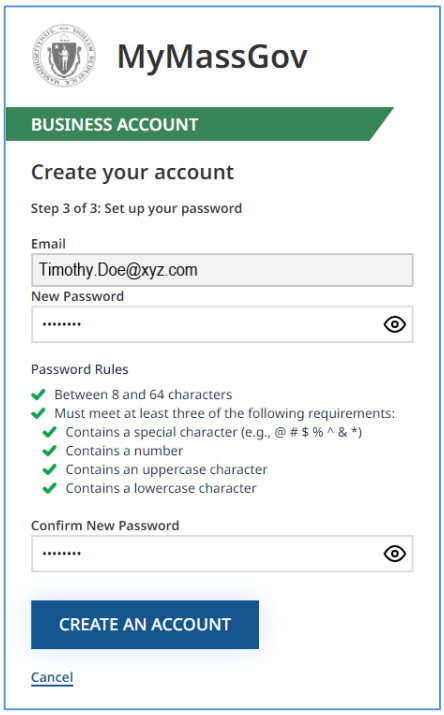
i. Enter First and Last name and click **Continue.**



c. **Step 3 of 3: Set up your password**

i. Enter new password.

ii. Confirm new password.
iii. Click **Create an Account.**



Your MyMassGov business account has been created. The next step is to set up your multifactor authentication (MFA).

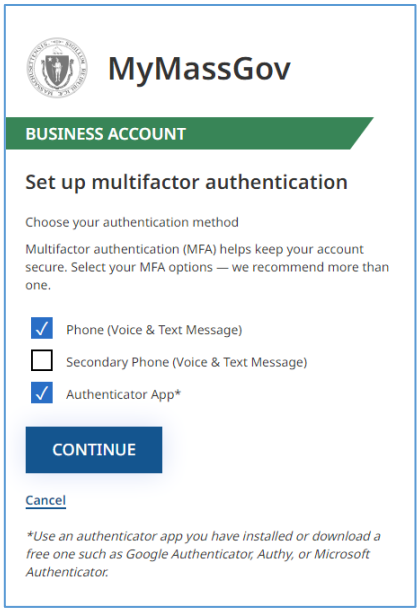
Section 2. Set up Multifactor Authentication (MFA)

UPDATED. Now Multifactor Authentication (MFA) needs to be set up. At the 'Choose your Authentication Method' screen, check the MFA option(s) you would like to use. **You must choose at least one phone number to verify and can choose one or both of the other options. We strongly recommend setting up at least two MFA options.** You will set up each option separately.

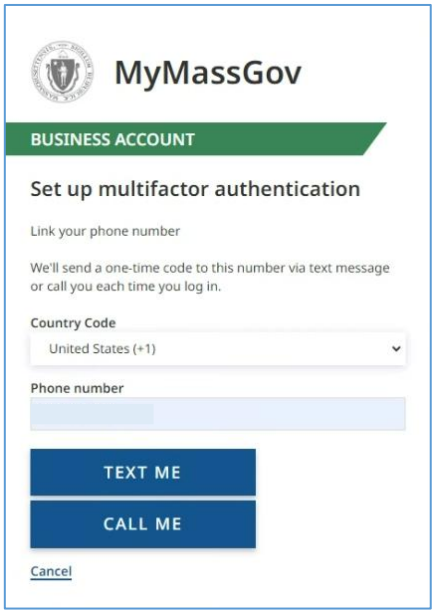
- **REQUIRED** - Phone (Voice and Text Message). Select this to verify using one phone number.
- Authentication App - Select this choice if you would like to verify using an authentication app. You must have an authenticator app to use this option. See options below.
- Secondary Phone (Voice and Text Message) - Select this choice if you would like to verify using two phone numbers. (You will be able to select this option once you select the second option.)

1. Click the **Set Up MFA** button.

2. Select preferred authentication options and then click **Continue**.



a. **To set up a phone number:**
   i. Select ‘Phone (Voice and Text Message)’.
   ii. At the ‘Link your phone number’ screen select the correct country code.
   iii. Enter the phone number you’d like to use to receive a one-time code.
   iv. Click either ‘Text me’ or ‘Call me’.
   v. Enter the code sent to your phone.
   vi. Click ‘Verify code’.
   vii. If you don’t receive a code or the code you received doesn’t work or expires, select ‘Get a new code’ and a new code will be sent to your phone.



b. **To set up an Authentication App:**
   i. Select 'Authentication app*' and Click **Continue.**
   ii. If you don't already have an authenticator app, **Google Authenticator**, **Authy** or **Microsoft Authenticator** can be downloaded on a mobile device for free.

   iii. Open your authentication app.
   iv. Scan the QR code that appears under 'Scan this QR code with your app'.
   v. If you have trouble scanning the code, click 'Having trouble' and enter the code flush left in the 'Enter your code' field.
   vi. Enter the code that appears in your authenticator app in the 'Enter your code' text field.
   vii. Click 'Continue'.

c. **To set up a second phone number**:
   i. Select 'Secondary Phone (Voice and Text Message)'.
   ii. At the 'Choose your authentication method' window select both 'Phone (Voice and Text Message)' and 'Secondary Phone (Voice and Text Message)'.
   iii. After successfully setting up your first phone number as an authentication method, you will see a screen to link a secondary number.
   iv. Select the correct country code.

v. Enter a different second phone number you'd like to use to receive a one-time code.
vi. Click 'Continue'.
vii. Click either 'Text me' or 'Call me'.
viii. Enter the code sent to your phone.
ix. Click 'Verify code'.
x. If the code you received does not work or expires, click 'Get a new code', enter new code and Click 'Verify code'.

The next time you log in, you might be asked to verify your account using one of these methods. You'll be able to choose which one you'd like to use.

If you set up verification by phone number:

- At the 'Verify your account' screen, click 'Phone (Voice and Text Messages).
- At the next screen, you'll see the phone number you entered to be used for verification*.
- If you set up two phone numbers, you'll see both options here and can choose one.
- Click 'Text Me' or "Call Me'.
- Enter the six-digit code that was sent to the phone number shown. The code will expire in five minutes from the time it is sent.
- Click 'Verify code'.
- If the code you received does not work or expires, click 'Get a new code' and enter it.

If you set up verification by authentication app:

- In the 'Verify your account' screen, click 'Authentication app'.
- Enter the six-digit code you receive from your authentication app.
- Click 'Continue'.
- You will be logged on to your account.

***NOTE**: *If the phone number you see on the screen to be used for verification is not correct, start over and make sure you're logging on to the correct account.*

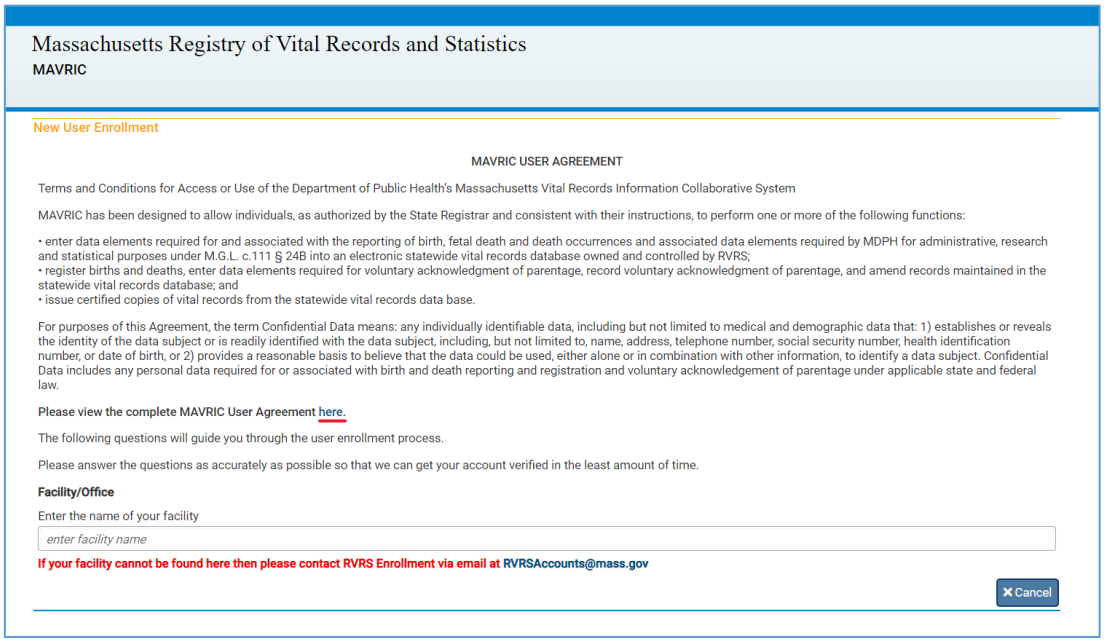
For questions regarding setting up your MyMassGov account and MFA, call the RVRS Enrollment Team at 617-740-2675.

Section 3. New User Enrollment on to MAVRIC

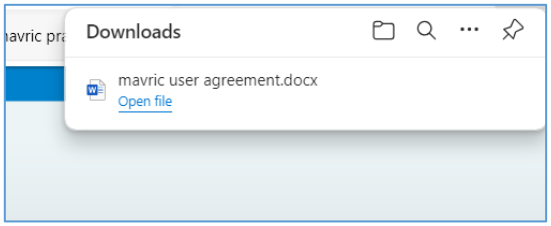
You should automatically be redirected to the New User Enrollment page.

1. Read and accept the MAVRIC User Agreement.

2. Click and download the MAVRIC user agreement.



   a. The link will give access to the complete user agreement. Read it thoroughly. You will be affirming that you have read it at the end of the enrollment process.



3. Enter the name of your facility. Start typing the name of the facility that the account will be associated with. Just with the first few letters, the facility should pop up in the dropdown below. Select the facility from the dropdown.

Massachusetts Registry of Vital Records and Statistics
MAVRIC

MAVRIC USER AGREEMENT

Terms and Conditions for Access or Use of the Department of Public Health's Massachusetts Vital Records Information Collaborative System

MAVRIC has been designed to allow individuals, as authorized by the State Registrar and consistent with their instructions, to perform one or more of the following functions:

• enter data elements required for and associated with the reporting of birth, fetal death and death occurrences and associated data elements required by MDPH for administrative, research and statistical purposes under M.G.L. c.111 § 24B into an electronic statewide vital records database owned and controlled by RVRS;
• register births and deaths, enter data elements required for voluntary acknowledgment of parentage, record voluntary acknowledgment of parentage, and amend records maintained in the statewide vital records database; and
• issue certified copies of vital records from the statewide vital records data base.

For purposes of this Agreement, the term Confidential Data means: any individually identifiable data, including but not limited to medical and demographic data that: 1) establishes or reveals the identity of the data subject or is readily identified with the data subject, including, but not limited to, name, address, telephone number, social security number, health identification number, or date of birth, or 2) provides a reasonable basis to believe that the data could be used, either alone or in combination with other information, to identify a data subject. Confidential Data includes any personal data required for or associated with birth and death reporting and registration and voluntary acknowledgement of parentage under applicable state and federal law.

Please view the complete MAVRIC User Agreement here.

The following questions will guide you through the user enrollment process.

Please answer the questions as accurately as possible so that we can get your account verified in the least amount of time.

Facility/Office

Enter the name of your facility

A.A. Mariani & Son Funeral Home × Funeral h

A.A. Mariani & Son Funeral Home
200 Hawkins Street
(Funeral Home)

A.F. Almeida & Son Funeral Home
1309 Globe Street
(Funeral Home)

a. If you work for multiple facilities, please add all of them. (You can have multiple facilities/offices associated with the same username. 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.)

b. For medical certifiers, please select the facility/facilities where you certify deaths. This can be where you have admitting privileges or are affiliated. If you certify via your private practice and don't see that listed, you'll need to contact us to have it added to the system (see d below). Not all private practices have been loaded into the system.

c. For pronouncers, select the agency/facility of your employment to be connected to your MAVRIC profile, regardless of where you pronounce.

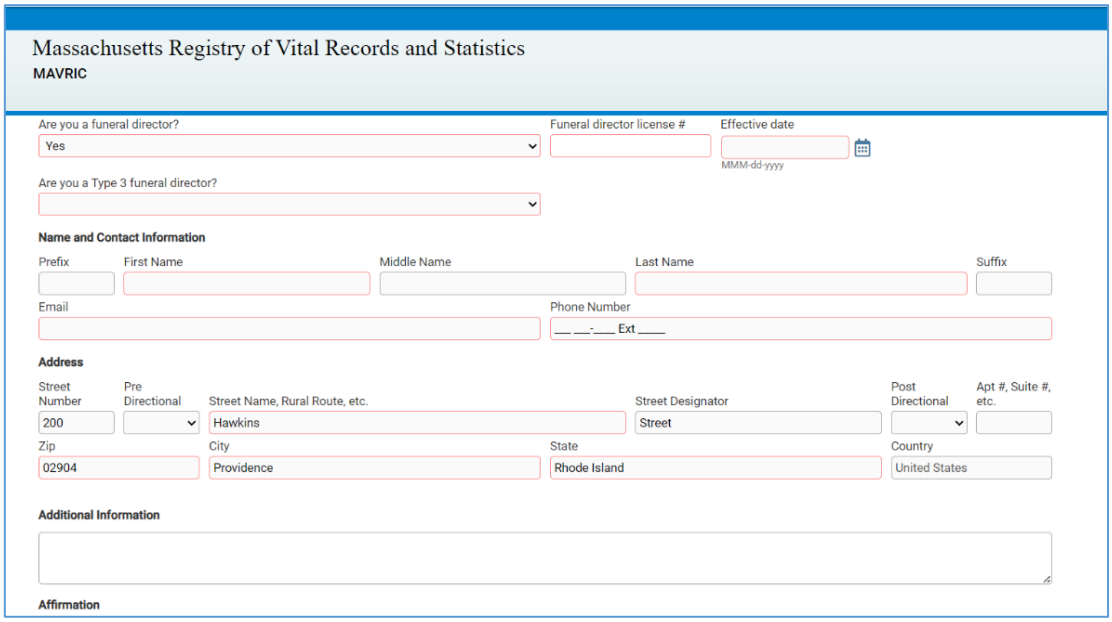
Note: See #4 directly below for clarification regarding the pronouncer, medical certifier, and medical facility staff roles.

d. If the facility has not been loaded into the system, it will not appear in the list and will need to be added. To add a facility, please send an email to RVRSAccounts@mass.gov to request the facility or agency be added. The new facility or agency process takes up to 3 business days. Once RVRS confirms that the facility or agency has been added, you will be able to access MAVRIC again, enter the mass.gov credentials you have already created and complete the profile set up process.
If you work for multiple facilities and at least one is available in the system, you can continue to complete your profile.

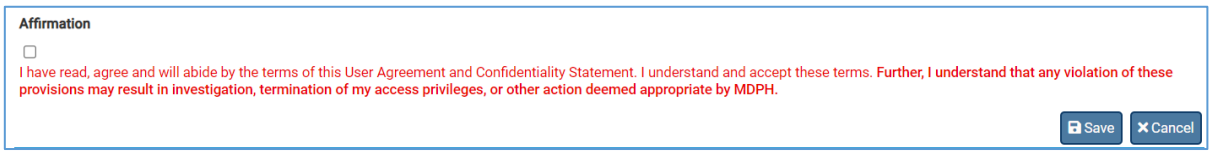
4. Select your role from the dropdown. The selection will determine the role that your MAVRIC account will have. If you are a funeral director or a credentialed medical professional, you will need your license number.

Clarification Regarding Pronouncer, Medical Certifier, and Medical Facility Staff Roles for MAVRIC Enrollment	
Pronouncers make the determination that a person is deceased and enter the date and time of death in the RN/NP/PA Pronouncement section in MAVRIC. This is the minimum information required to affirm a pronouncement in MAVRIC.	• Must have current RN/NP/PA credentials and work with the guidance of a MD or DO. • If you are an RN, your role in MAVRIC is a pronouncer. • If you are an NP or PA, your role in MAVRIC is dependent on what you do in your facility. If you pronounce ***and*** provide the cause of death, your role in MAVRIC is medical certifier. • Work mostly in nursing homes, long-term care facilities, skilled nursing facilities, hospice facilities, and home health agencies, very rarely in hospitals
Medical Certifiers are responsible for all the medical information in the death record including time of death, place of death, and cause of death.	• Required to have NP, PA, MD or DO credentials • If you are an MD or DO, your role in MAVRIC is medical certifier (even if you only pronounce the date and time of death for a specific case) • Work mostly in hospitals, community health centers, physician practices, medical provider groups, nursing homes, long-term care facilities, skilled nursing facilities, hospice facilities
Medical Facility Staff populate medical information in the death record upon receipt from medical certifiers. Information may be from medical records or from the Death Certificate Medical Certifier Worksheet.	• Licensing credentials are not required • Work mostly in admitting, bed planning, patient access, and registration departments

5. Fill out all portions of the New User Enrollment Application. The answer to the questions also determines the next set of role-specific questions. Below is an example of a funeral director.



   a. Fill out all the boxes that appear.
   b. If you are performing multiple roles (for example clerks who are also burial agents), explain in the **Additional Information** text box.
   c. Once you have fully read the MAVRIC user agreement, check the **Affirmation** box at the bottom of the screen.
   d. Funeral directors, pronouncers and medical certifiers will be asked their license number. **The "Effective Date" field is the effective/start date of your license, or last renewal date.**
   e. The address pre-populated in the address section is for the first facility you selected.



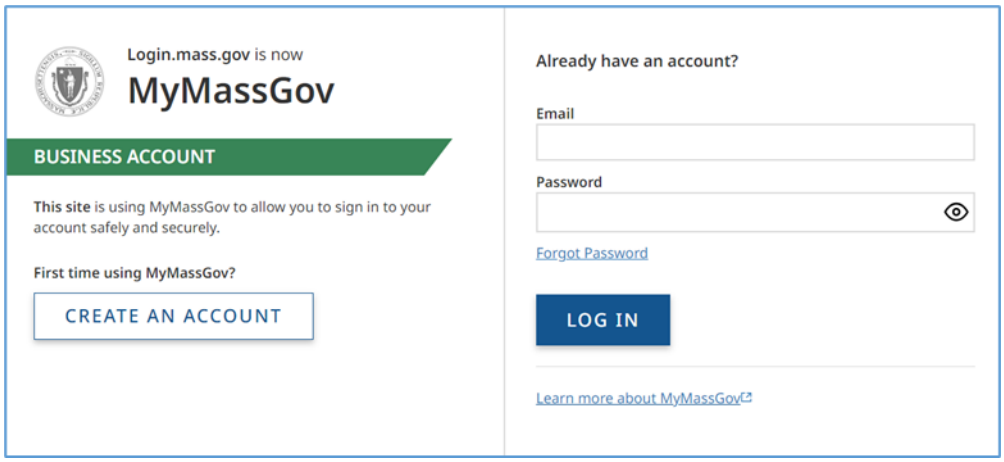
   f. Select **Save** to submit the enrollment application.

The enrollment application has been sent. It will take up to 3 business days for the RVRS enrollment team to process new enrollments. You will receive an email with approval after which you can begin to use the MAVRIC application for death registration. If you need immediate access to the system, please contact RVRSAccounts@mass.gov.

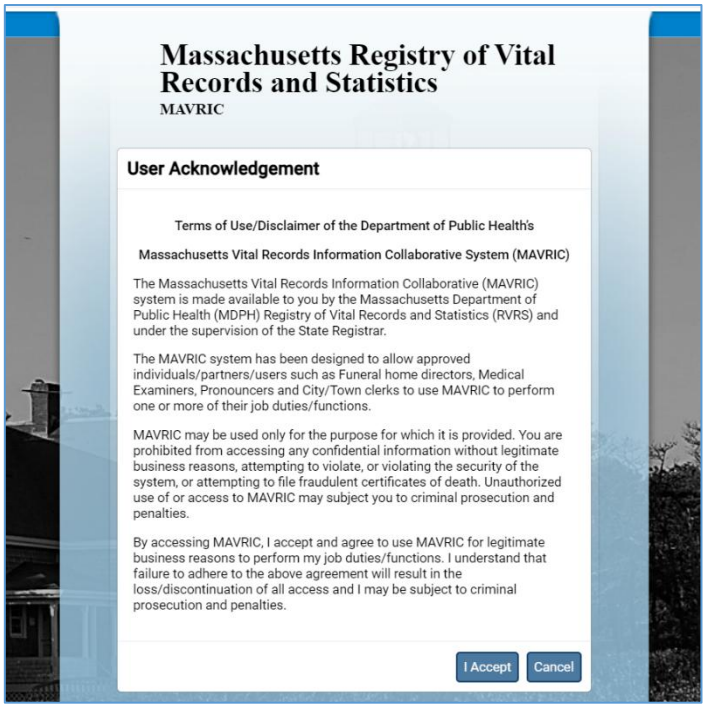
Section 4. Logging on to MAVRIC

After the enrollment application has been accepted, your profile is set up and approved. Whenever you log on to MAVRIC, start at the landing page using the same URL provided on page 3 (at the beginning of Section 1).

1. After clicking on **ACCESS MAVRIC** and brought to the **MyMassGov** log in page, enter your credentials and follow the multifactor authentication process (MFA) and click on **Log In**.



2. You then will be directed to the user acknowledgement page. Read it and click **I Accept.**



3. You are now on the MAVRIC homepage.

   a. If you have multiple facilities that you are part of, select the facility you will be working in and you will be directed to the homepage.

b. For users that are affiliated with multiple facilities, you must log out when completing your task in order to login as a different facility or location for the next record. Once you are logged out, you will be redirected to the Mass.Gov page to enter your credentials.

Enrollment Questions?

- Call the RVRS Enrollment Team at 617-740-2675.
- Or email RVRSAccounts@mass.gov