



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

**Massachusetts Vital Records Information Collaborative
(MAVRIC)
Electronic Death Registration System**

**Instructions for New Users to Create an
Account and Access MAVRIC**

February 2025

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Purpose: This instruction guide will show users—who have never used the Vitals Information Partnership (VIP) electronic death registration system or have *not* logged into VIP since July 1, 2022—how to create a MyMassGov account and set up multifactor authentication (MFA) in order to access MAVRIC. After this initial set up, the MAVRIC log in process is streamlined.

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.

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

 **Mass.gov** | Registry of Vital Records and Statistics

The Registry of Vital Records and Statistics (RVRS) manages the statewide vital records system, collecting, preserving, and making records and data available to the public, researchers, and local and state public health programs.

MAVRIC is the next generation of RVRS's vital records and statistics system to streamline all vital events across all local, state, federal, and private entities that contribute to the process. To complete a vital records process, a user will need to have approved access to MAVRIC.

Note:

1. All MAVRIC users will need to create a new user account with login.mass.gov and set up multi-factor authentication.
2. When setting up your login.mass.gov account, for users that have logged in to VIP since **July 1, 2022**, please be sure to use your first name, last name, and email address you used to set up your VG/VIP account. This will allow you to start using MAVRIC workflows without further enrollment prompts.
3. For users that have **NOT** logged in to VIP since **July 1, 2022**, you will have to complete the full MAVRIC enrollment process. Please follow the prompts in the application.
4. For additional information, updates, and technical guides go to [MAVRIC](#) | [Mass.gov](#)

ACCESS MAVRIC

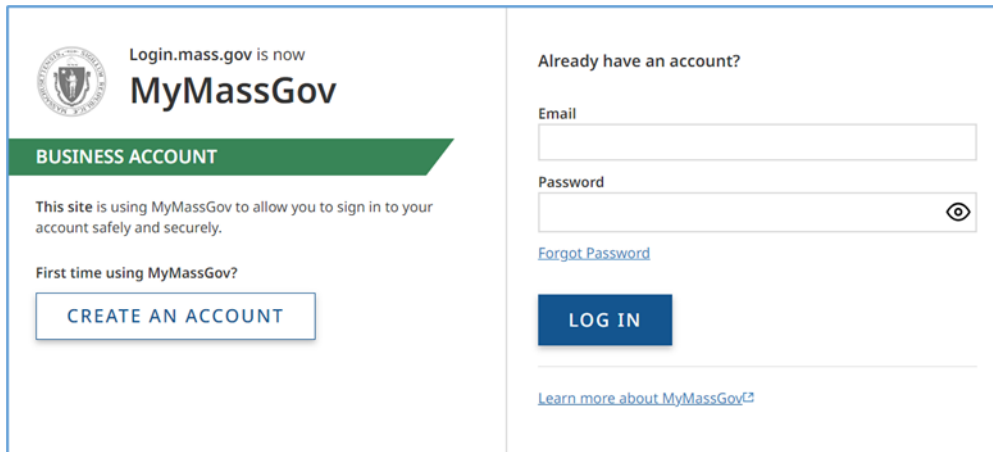
Disclaimer: Only use as intended.

How To Get Help:

 RVRS Official Website: [Registry of Vital Records and Statistics](#) | [Mass.gov](#)
MAVRIC Information: [Electronic Death Registration System Update](#) | [Mass.gov](#)
Online Training: [TRAIN \(Training Platform\)](#) | [Mass.gov](#)
Phone: 617 740 2600
MassRelay: 711
Email: RVRSAccounts@mass.gov

Powered By LexisNexis

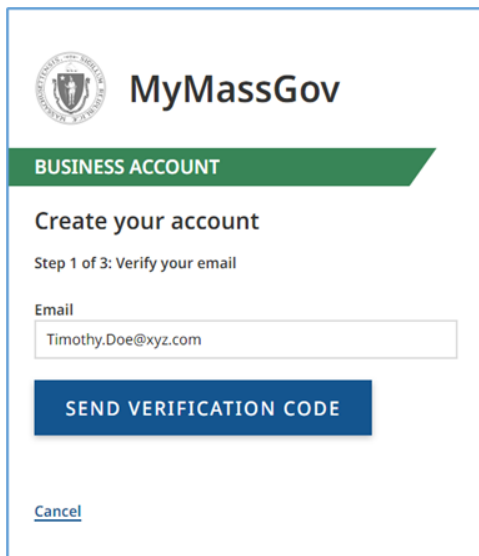
2. From here, click [ACCESS MAVRIC](#).
3. This brings you to the [MyMassGov](#) log in page. Already have a MyMassGov account? If yes, log in and proceed from Section 3. If not, click on [Create an Account](#).



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**.



Commonwealth of Massachusetts

Hello,

Thanks for verifying your account.

Your code is

926765

This code will expire in 5 minutes and can only be used once.

Copy and paste the code into the verification code field at Login.mass.gov to complete the verification process.

If you did not request a verification code, please disregard this message.



MyMassGov

BUSINESS ACCOUNT

Create your account

Step 1 of 3: Verify your email

The verification code has been sent to your email. Please copy it to the box below. Check your spam folder if the verification email does not appear in your inbox. The code will expire in 5 minutes.

Email

Verification code

926765

VERIFY EMAIL

[Get a new code](#)

[Cancel](#)

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

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



MyMassGov

BUSINESS ACCOUNT

Create your account

Step 2 of 3: Add account details

Email

First Name

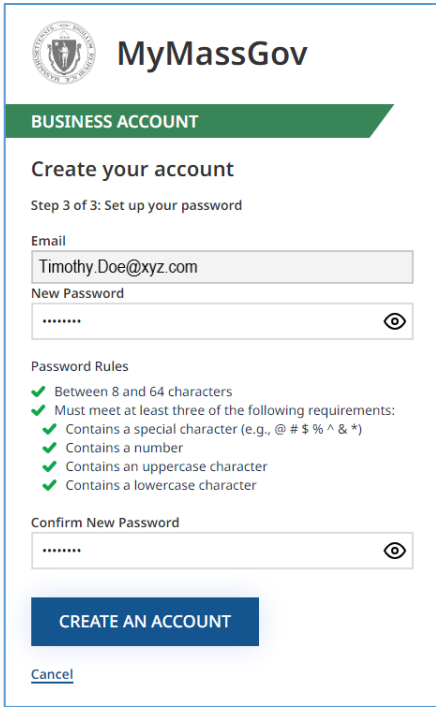
Last Name

CONTINUE

[Cancel](#)

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

- i. Enter new password.
- ii. Confirm new password.
- iii. Click **Create an Account**.



The screenshot shows the MyMassGov Business Account creation interface. At the top is the MyMassGov logo and a green banner labeled 'BUSINESS ACCOUNT'. Below this, the heading 'Create your account' is followed by the sub-header 'Step 3 of 3: Set up your password'. The form includes an 'Email' field with the value 'Timothy.Doe@xyz.com' and a 'New Password' field with masked characters and a toggle icon. Below the password field, a 'Password Rules' section lists five requirements, all of which are marked with green checkmarks: 'Between 8 and 64 characters', 'Must meet at least three of the following requirements:', 'Contains a special character (e.g., @ # \$ % ^ & *)', 'Contains a number', 'Contains an uppercase character', and 'Contains a lowercase character'. A 'Confirm New Password' field with masked characters and a toggle icon is located below the rules. At the bottom of the form is a blue 'CREATE AN ACCOUNT' button and a 'Cancel' link.

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)

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 and can choose one, two, or all three. We recommend setting up at least two. You will set up each option separately.

- 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.
- Phone (Voice and Text Message)- Select this choice if you would like to verify using one phone number.
- 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**.



MyMassGov

BUSINESS ACCOUNT

Set up multifactor authentication

Choose your authentication method

Multifactor authentication (MFA) helps keep your account secure. Select your MFA options — we recommend more than one.

☒ Phone (Voice & Text Message)
☐ Secondary Phone (Voice & Text Message)
☒ Authenticator App*

CONTINUE

[Cancel](#)

*Use an authenticator app you have installed or download a free one such as Google Authenticator, Authy, or Microsoft Authenticator.

a. 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.



MyMassGov

BUSINESS ACCOUNT

Set up multifactor authentication

Set up an authenticator app

Set up an authenticator app to log in using a one-time security code.

1. Open your authenticator app
2. Scan this QR Code with your app



Still having trouble?

3. Enter your code

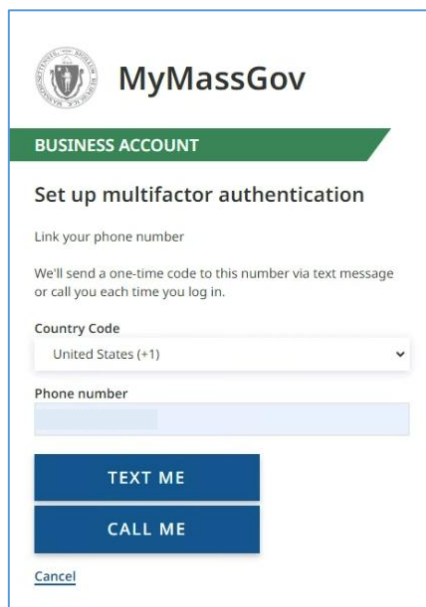
CONTINUE

[Cancel](#)

- 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'.

b. 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.



The screenshot shows the 'MyMassGov' logo at the top, followed by a green bar labeled 'BUSINESS ACCOUNT'. Below this is the heading 'Set up multifactor authentication' and the sub-heading 'Link your phone number'. A message states: 'We'll send a one-time code to this number via text message or call you each time you log in.' There is a 'Country Code' dropdown menu currently set to 'United States (+1)'. Below that is a 'Phone number' input field. At the bottom are two blue buttons: 'TEXT ME' and 'CALL ME', and a 'Cancel' link.



The screenshot shows the 'MyMassGov' logo at the top, followed by a green bar labeled 'BUSINESS ACCOUNT'. Below this is the heading 'Set up multifactor authentication' and the sub-heading 'Link your phone number'. A message states: 'We'll send a one-time code to this number via text message or call you each time you log in.' There is an input field labeled 'Enter code or Get a new code' with the value '265041'. Below that is a blue button labeled 'VERIFY', and a 'Cancel' link at the bottom.

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 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.

If you set up verification by phone number:

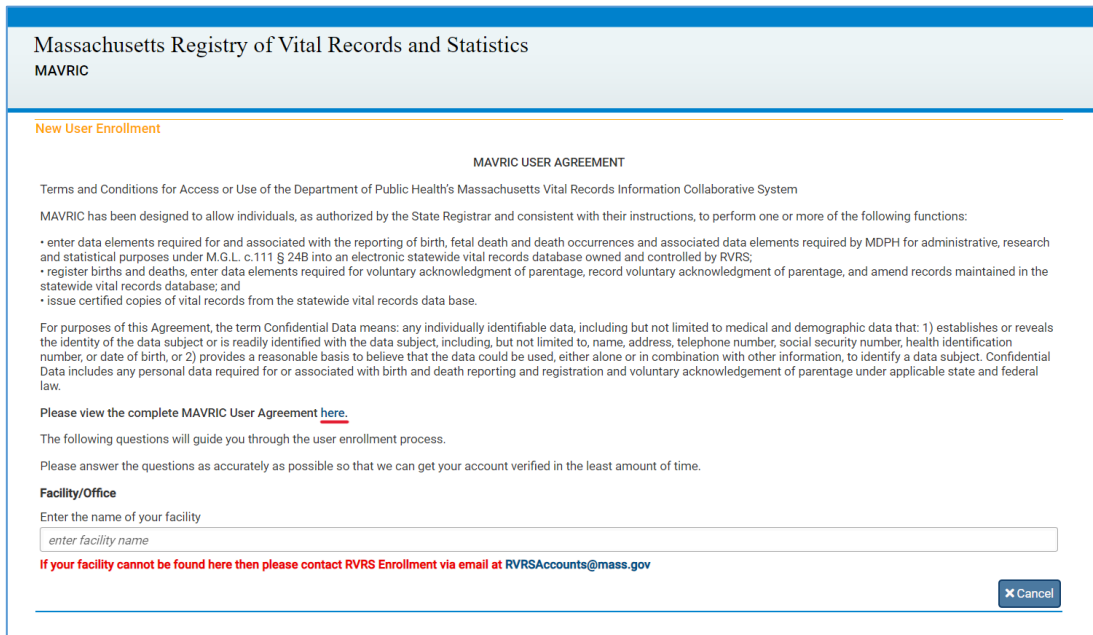
- At the 'Verify your account' screen, click 'Phone (Voice and Text Messages)'.
- At the next screen, you'll see the phone number you entered to be used for verification*.
- If you set up two phone numbers, you'll see both options here and can choose one.
- Click 'Text Me' or "Call Me'.
- Enter the six-digit 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.

***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.*

Section 3. New User Enrollment on to MAVRIC

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

1. Read the MAVRIC User Agreement.
2. Click [Here](#) and download the MAVRIC user agreement.



The screenshot shows the 'Massachusetts Registry of Vital Records and Statistics' header with the 'MAVRIC' sub-header. Below this is a 'New User Enrollment' section. The main content is the 'MAVRIC USER AGREEMENT', which includes the 'Terms and Conditions for Access or Use of the Department of Public Health's Massachusetts Vital Records Information Collaborative System'. It states that MAVRIC is designed to allow individuals, as authorized by the State Registrar, to perform functions such as entering data elements for birth, fetal death, and death occurrences, registering births and deaths, and issuing certified copies of vital records. A definition of 'Confidential Data' is provided, stating it includes any personally identifiable information. A link is provided to view the complete MAVRIC User Agreement. Below the agreement, instructions for the enrollment process are given, followed by a 'Facility/Office' section with a text input field for the facility name and a 'Cancel' button.

Massachusetts Registry of Vital Records and Statistics
MAVRIC

New User Enrollment

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.

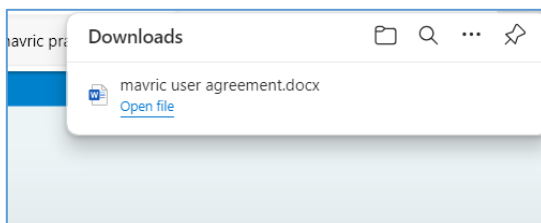
Facility/Office

Enter the name of your facility

If your facility cannot be found here then please contact RVRS Enrollment via email at RVRSAccounts@mass.gov

[Cancel](#)

- 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

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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 x Funeral h

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

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

- If you work for multiple facilities, please add all of them.
 - For medical certifiers, please select the facility/facilities with which you have admitting privileges or are affiliated. Not all private practices have been loaded into the system.
 - For pronouncers, select the agency/facility of your employment to be connected to your profile, regardless of where you pronounce.
 - If the facility has not been loaded into the system, then it will not appear in the list and will need to be added. To add a facility please contact the MAVRIC Helpdesk at RVRSAccounts@mass.gov.
- Select your role from the dropdown. The answer will determine the role that the account will have. If you are a funeral director or a medical professional, you will need your license number.
 - 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.

Massachusetts Registry of Vital Records and Statistics
MAVRIC

Are you a funeral director? Funeral director license # Effective date

Are you a Type 3 funeral director?

Name and Contact Information

Prefix First Name Middle Name Last Name Suffix

Email Phone Number

Address

Street Number Pre Directional Street Name, Rural Route, etc. Street Designator Post Directional Apt #, Suite #, etc.

Zip City State Country

Additional Information

Affirmation

- Fill out all the boxes that appear.
- If you are performing multiple roles (for example clerks who are also burial agents), explain in the **Additional Information** text box.
- Once you have fully read the MAVRIC user agreement, check the **Affirmation** box at the bottom of the screen.
- 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.**

Affirmation

☐

I have read, agree and will abide by the terms of this User Agreement and Confidentiality Statement. I understand and accept these terms. Further, I understand that any violation of these provisions may result in investigation, termination of my access privileges, or other action deemed appropriate by MDPH.

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

- The enrollment application has been sent. You will receive an email with approval after which you can begin to use the MAVRIC application for death registration. Continue current practice until approval is received.

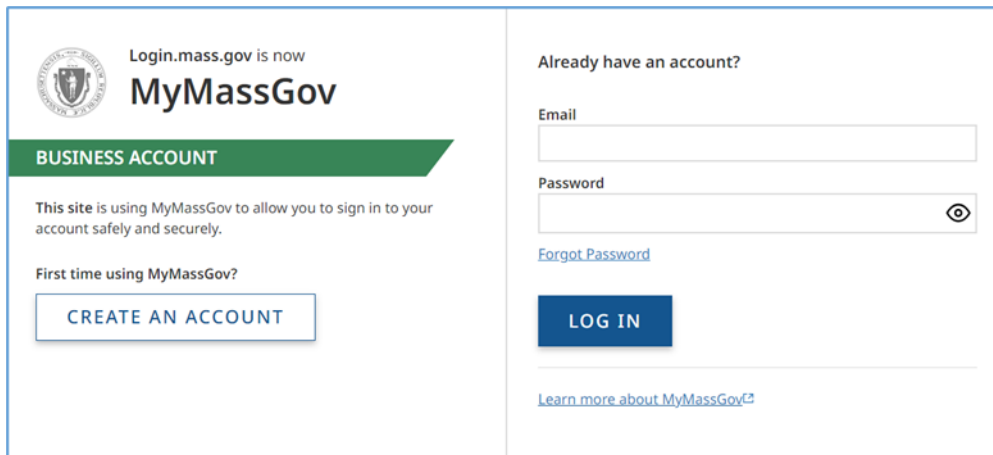
New User Enrollment

Enrollment complete.
We'll be in contact as soon as your application has been processed.

Section 4. Logging on to MAVRIC once your profile is set up and approved

After the enrollment application has been accepted, whenever you log on to MAVRIC start at the landing page using this same URL provided on page 3.

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**.



Login.mass.gov is now
MyMassGov

BUSINESS ACCOUNT

This site is using MyMassGov to allow you to sign in to your account safely and securely.

First time using MyMassGov?

[CREATE AN ACCOUNT](#)

Already have an account?

Email

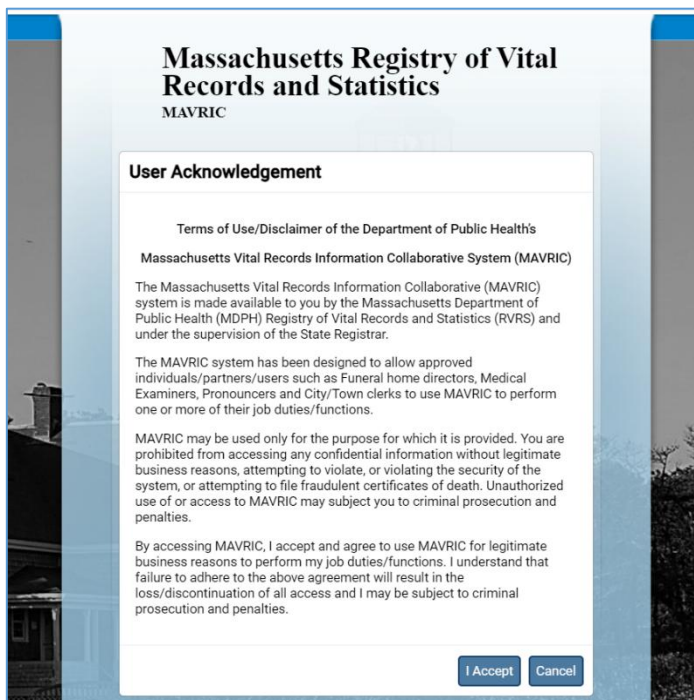
Password

[Forgot Password](#)

[LOG IN](#)

[Learn more about MyMassGov](#)

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



Massachusetts Registry of Vital Records and Statistics
MAVRIC

User Acknowledgement

Terms of Use/Disclaimer of the Department of Public Health's
Massachusetts Vital Records Information Collaborative System (MAVRIC)

The Massachusetts Vital Records Information Collaborative (MAVRIC) system is made available to you by the Massachusetts Department of Public Health (MDPH) Registry of Vital Records and Statistics (RVRS) and under the supervision of the State Registrar.

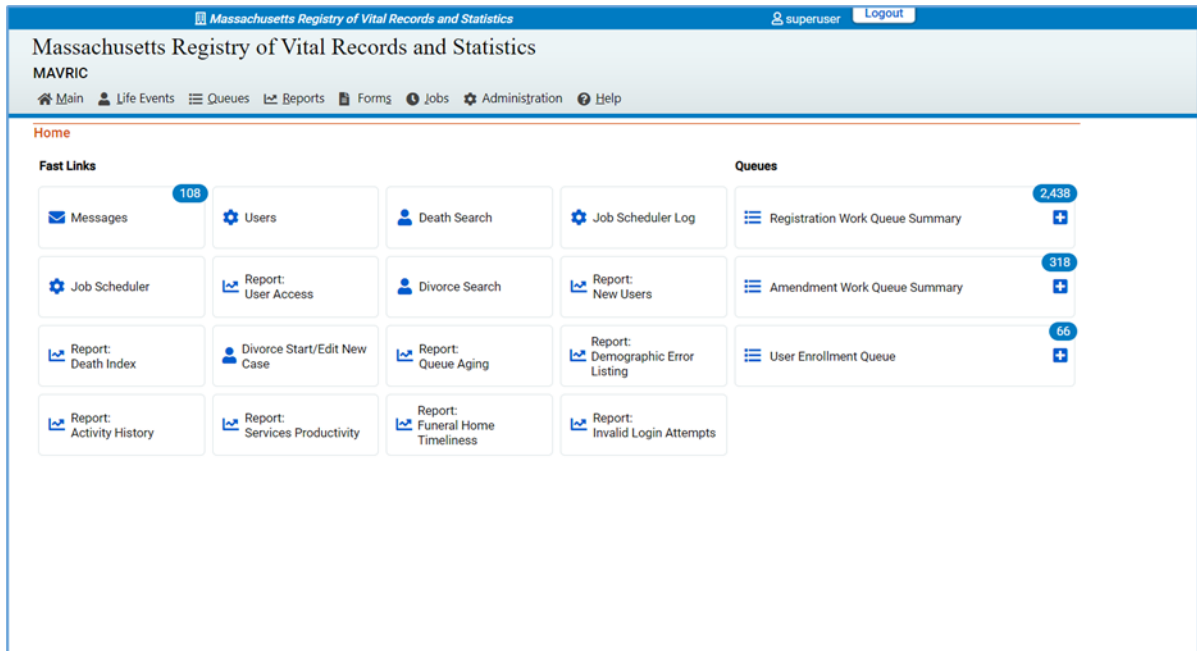
The MAVRIC system has been designed to allow approved individuals/partners/users such as Funeral home directors, Medical Examiners, Pronouncers and City/Town clerks to use MAVRIC to perform one or more of their job duties/functions.

MAVRIC may be used only for the purpose for which it is provided. You are prohibited from accessing any confidential information without legitimate business reasons, attempting to violate, or violating the security of the system, or attempting to file fraudulent certificates of death. Unauthorized use of or access to MAVRIC may subject you to criminal prosecution and penalties.

By accessing MAVRIC, I accept and agree to use MAVRIC for legitimate business reasons to perform my job duties/functions. I understand that failure to adhere to the above agreement will result in the loss/discontinuation of all access and I may be subject to criminal prosecution and penalties.

[I Accept](#) [Cancel](#)

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.

Resources

- [MAVRIC Enrollment FAQs](#)
- [MAVRIC General FAQs](#)