



# Getting Online with the VIP Electronic Death Registration System: Funeral Homes

**On September 1, 2014**, Massachusetts began transitioning the current paper death certificate process to the Vitals Information Partnership (VIP) electronic death registration system (EDRS). Funeral homes are integral online users of this new system and it is essential that you complete enrollment in the EDRS. Funeral Directors, Burial Agents, and City and Town Clerks will process death records online. Medical Certifiers will certify deaths either online or through a fax attestation process.

**Beginning November 1, 2014, the paper death certificate will no longer be accepted.** Funeral homes that do not enroll will need to work through an online funeral home in order to process death records. Some funeral homes may need to work with another funeral home even sooner, if the death record was started by an online medical certifier.

## Step 1: Request User Accounts

Account creation takes up to 20 business days after receipt of the completed forms. For a typical enrollment, fill out the following forms for each funeral home location.

Submit the originals of the following three paper forms to the Registry of Vital Records and Statistics at 150 Mt Vernon St. Dorchester, MA, 02125:

1. Virtual Gateway Services Agreement
2. Access Administrator Designation Form
3. VIP User Agreement

Submit one electronic form. These Excel Spreadsheets must be sent via email to [vip@state.ma.us](mailto:vip@state.ma.us) from the email address of your access administrator.

1. User Request Form—list all users and EDRS privileges

All of the above forms as well as an enrollment guide to filling out the forms are available at our website at <http://www.mass.gov/dph/edrs>.

## Step 2: Play a Recorded Webinar, Download Training Materials

Find out how the EDRS will affect the processing of death record. Go to <http://www.mass.gov/dph/edrs>. In the Funeral Home section, you will find links to recorded webinars as well as presentations, new forms and instructional materials.

Attend a Question and Answer webinar to speak with EDRS project staff about your questions.

## Step 3: Subscribe to Our Listserv

Sign up for our listserv(s) to be updated on our project schedule, training opportunities and project updates. To subscribe to the Listserv, send an email to the address provided in your category. Please include "Subscribe" in the subject line.

**Funeral Homes:** [Subscribe-dph\\_rvrsfuneraldirectors@listserv.state.ma.us](mailto:Subscribe-dph_rvrsfuneraldirectors@listserv.state.ma.us)

## For Help

By email: [vip@state.ma.us](mailto:vip@state.ma.us)

By phone:

For technical problems using VIP or for enrollment help, call 617-740-2675;

For forms, data entry, or policy and procedure help, call 617-740-2674;

For forgotten usernames and passwords, call Virtual Gateway at 1-800-421-0938.