

Request death certificates

MR&C USER GUIDE FOR FUNERAL DIRECTORS AND STAFF

This user guide provides information on:

[Requesting death certificates](#)

[How to void \(cancel\) or modify a death certificate request](#)

Request death certificates

Note: Make sure you provide the informant or decedent's family a chance to review the information on the death record before you order certificates. Your funeral home or the family will need to pay \$40 to change the death record after issuance of certificates.

You can start a request for death certificates either from the **Finalize Filing** page within a record or from the death record summary after searching for the record.

1. From *Select a Follow-on Action*, choose "Request death certificate."
2. Confirm the issuance office. This pre-populates based on the default issuance office you chose in *Manage profile* on the **Home** tab. Change the issuance office if needed.
3. Enter special instructions, if any, for the issuance office. (If you plan to pick up the certificates in person, enter that information here.)
4. Check *Send to funeral home* if you want the certificates mailed to the funeral home. This populates the address of the funeral home listed on the death record. Change this if needed.
5. Enter the name of the person you want the certificates sent to.
6. Enter the number of fact of death and cause of death certificates you want.
7. If you want the cause of death certificate total to include a veteran's copy, check *VA copy*.
8. If you want additional certificates sent to a different address, click the **Add mail to** button.
 - Enter the recipient's name and address, and number of certificates.
 - Use **Add mail to** for as many certificate recipients as needed.
9. After you have entered the order, click **Proceed**.
10. Review the number of certificates ordered.
 - If you need to change the order, click **Modify request**.
11. If the quantity is accurate, click **Save**.

Void (cancel) or modify a death certificate request

You can view death certificate requests in the work queue named *Death certificate request*. To void or modify a request:

1. Select *Work queue* from the **Tasks** menu.
2. Click the *Death certificate request* queue.
3. Click on the state file number of the request you want to void or modify.

Void request

1. Click the **Void** button at the bottom of the page.
2. A pop-up message asks you to confirm the action. Click **OK**.

Modify request

1. Make the necessary changes.
2. Click **Proceed**.
3. Review the number of certificates ordered.
4. If the quantity is accurate, click **Save**.

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*To obtain this information in a different format, call
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