



## Death Module for Funeral Directors

### Using the SEARCH DEATH RECORD to Request a Death Certificate

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**\*\* NOTE: ALL FIELDS MARKED WITH A RED ASTERISK (\*) MUST BE COMPLETED \* \***

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1. Select **Search Death Record** from the *Tasks* menu.
2. Enter decedent's first and last name and date of death or other search criteria.
3. Scroll down and Click **Search**. The page will refresh and the summary page will appear that include detail information about the first record and a list of decedents' records similar to your search criteria at the bottom of the page.
4. Scroll down to the bottom of the page to view list of **Search Results** and click on the name of the record you want. Record details will appear in the request summary.
5. Click the **Select a follow-on action** dropdown arrow and select **Request a death certificate**.
6. Click on the decedent's name. The screen refreshes and auto-populate with previously entered decedent's information.
7. Use the dropdown menu to select an Issuance Office, unless you have set a default facility through **Manage Profile**.
8. Scroll down and click in the **Send to the funeral home** box. The fields will auto-populate with funeral home mailing information. Type the funeral director's name or staff to receive the death certificate(s).
9. Enter total number of desired copies and click to check the box when requesting VA Certificate(s). The VA copy is included in the total number of copies ordered.
10. Select **Proceed**. Or, select **Add Mail to** if you want copies sent to a different mailing address in addition to the funeral home.
11. Click **Add mail to** and enter the mailing Information. Click **Save**.
12. On the explorer message box, click **OK** to save and continue.
13. The page refreshes on Request summary page and message "**the request for death certificate has been successfully submitted to name of Issuance office.**"

## MODIFY A PENDING DEATH CERTIFICATE REQUEST

**Any changes can be made to a death certificate request prior to issuance or fulfillment of the request by the Local County issuance office. Authorized users at the facility may change the issuance office, the recipients identified in the mail to or the mailing addresses, or number of copies ordered to a pending death certificate request.**

1. From the Home tab, click the Work Queue link under the Tasks menu. The Work queue displays the open Work queue types.
2. Click the **Death certificate request** link to open lists of death certificate requests. The Work queue displays the list of decedent's records.
3. Click on the decedent's name to open the request. The Update death certificate request page displays. If you wish to only cancel/delete the order, go to Step 9.
4. Click **Proceed**. The screen refreshes to the Request summary page.
5. Click **Modify request** and OK at the popup prompt, "Are you sure you want to modify the existing request?"
6. The system returns you to the **Update death certificate request** page. Make changes to the issuance office, Special instructions, number of copies previously ordered, and/or Mail to information as appropriate.
7. Click **Proceed**. The screen refreshes to the Request summary page.
8. Click **Save**.
9. Scroll to the bottom of the page and click **Void**. The popup prompt displays, "*You have requested to cancel (void) the request for death certificates. The request will be removed from the Issuing Registrars queue. Would you like to continue?*"
10. Click OK. The page refreshes and displays the message, "**The request for death certificates has successfully been voided.**" The Voided death certificate request will be removed from your Work queue.