Commonwealth of Massachusetts

OCME Portal

User's Guide

Version 2 (September 15, 2026)

About this guide

This guide describes how to use the OCME Portal application, and is intended for Commonwealth of Massachusetts staff only.

This guide is organized as follows:

- The first chapter describes general features of the system, such as different types of pages and buttons, procedures for navigating, and system requirements.
- The second chapter describes the Cremation module.
- The third chapter covers the Funeral home module.
- The fourth chapter describes the Livery service module.
- The final chapter describes how users can edit their user profile and recover their password. It also describes how administrators can edit their organization's profile and user roster.

Refer to **Contents** for a detailed listing of the contents of this guide.

What you need

To use the OCME Portal application, you need to have the following:

- A personal computer
- A web browser installed on the computer
- An internet and CJIS network connection
- Your login credentials (login ID and password)

If you need assistance with any of these items, please contact your manager or your IT representative.

Conventions

This guide uses the following conventions:

- **Bold-face text** indicates a button that you click, a field you can enter information into, or another screen item that accepts an action from you.
- *Italic text* indicates the name of a screen element (the title of a page, for example).
- Links are always in **blue underlined text**; if you are viewing an electronic copy of this document, you can select these links to see additional information elsewhere within the document. Note that depending on your system settings, the color of the link text may change after you have selected it.

Note that since computers differ widely in terms of screen size and other technical aspects, there may be slight differences between the screen images in this document and what your computer displays. These differences are in format only, and do not affect the operation of the system.

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Introduction

This section provides general information about the OCME Portal, as well as conventions associated with different fields and symbols used in the OCME Portal application. It also describes recommended practices for navigation and other aspects of using the system.

OCME overview

The OCME Portal is intended to improve communication between the Office of the Chief Medical Examiner (OCME) and its customers. The portal also streamlines processes and expands the visibility of all cremations and OCME cases in the Commonwealth of Massachusetts. Email alerts, status updates and notes provide funeral homes with frequent communication, allowing all parties to understand where in the process each cremation or OCME case resides.

The OCME Portal consists of 3 modules:

- Cremation Module
- Release Module
- User Management Module

The following sections describe these modules in detail.

Cremation module

MA General Law requires that when a decedent is to be cremated or buried at sea, there is a view and verification of identification that must be completed before the cremation is legally authorized to proceed. Any decedent (non-OCME case) that will be cremated in the State of Massachusetts must be registered through the Cremation module of the OCME Portal.

NOTE: If it becomes an OCME case, it can be transferred to the Release module. Any OCME case that is also a cremation should begin in the Release module.

Release module

The Decedent Release Module handles OCME cases. Funeral homes register decedents within this module and submit decedent vitals and documentation. Once the OCME reviews and approves a decedent application, the funeral home may schedule a date and time to pick-up the decedent.

User management module

The User Management module is where administrators can manage the facility location(s) and users. In this module, administrators can create new users, update current users, and reset user passwords.

Navigation

For best results, use Google Chrome as your internet browser.

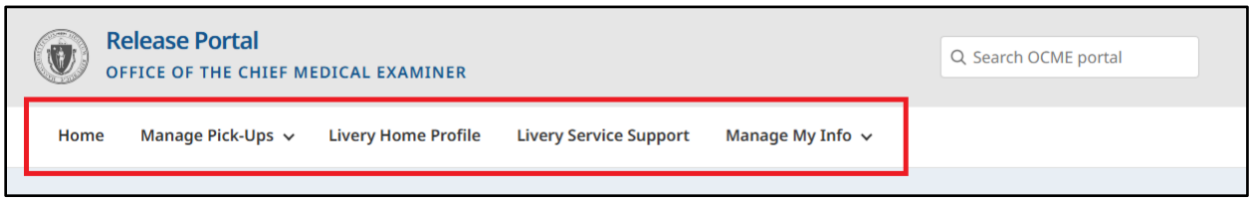
Navigate through the OCME Portal by using only the links and other navigation tools contained on system pages. Do not use any other method of navigation, including the navigation tools contained in your web browser.

When you log in to the portal, the screen displays the OCME Portal home page corresponding to your role:

- If you are associated with a crematorium, the system displays the *Decedent Cremation Portal* page.
- If you are associated with livery service, the system displays the *Welcome to the OCME Decedent Release Portal* page.
- If you are associated with a funeral home, the system displays the *Welcome to the MA OCME Portal* page.

Each of these pages includes a link to every portal function you are authorized to use.

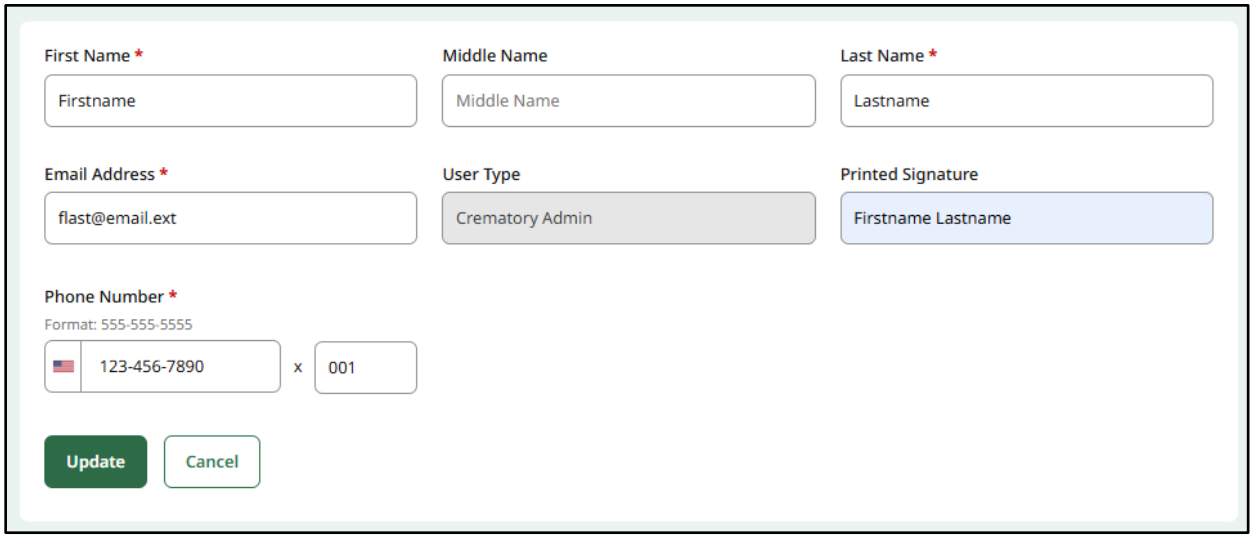
In addition, each page in the portal includes a navigation bar that links to all available functions.



Like the home page, the navigation bar varies according to which module is currently active.

Required fields

You must complete all required fields on a page before the system allows you to save your work and continue. The system marks each required field with a red asterisk (*), as shown in the following example.



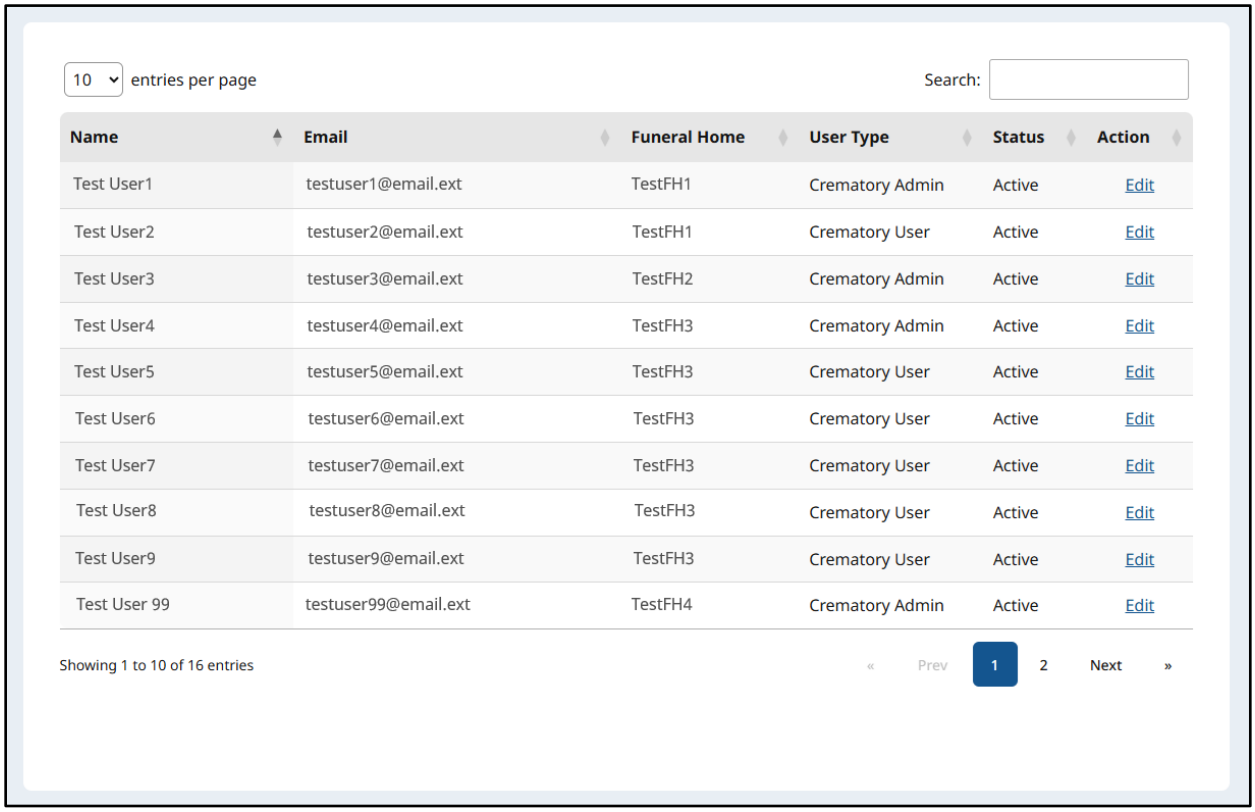
In this example, the **First Name**, **Last Name**, **Email Address**, and **Phone Number** fields are all required fields.

Fields not marked with red asterisks are optional fields. Note that even though a field is not required, completing it makes searches and other system operations more precise and more dependable.

If you fail to complete a required field and then attempt to continue with the procedure, the system displays an error message listing the omission. To continue, select **OK**, and complete the required field.

List pages

List pages in the OCME Portal are pages that list large numbers of records (names of persons, for example).



By default, the system sorts the listing by a specific column. The system marks this column with a small up-arrow to the right of the column heading. It also slightly shades the column. In the following example, the system sorts the listing by the *Name* column, in alphabetical order (A to Z). To reverse the sort order (Z to A), select the small down-arrow.

You can sort the listing by any column that has the up- and down-arrow in the heading. In this example, you can select the *Name, Email, Funeral Home, User Type, Status, or Action* column heading to sort the list by that column.

At the upper left of the page, the system displays the number of entries per page (*10*, in this example). To change the number of listings per page, select the down-arrow to the right of the field and select the value you want (25, 50, or 100).

To search the listing, enter a search term in the *Search* box at the upper right of the page. As you type, the system removes any listings that do not include the search term.

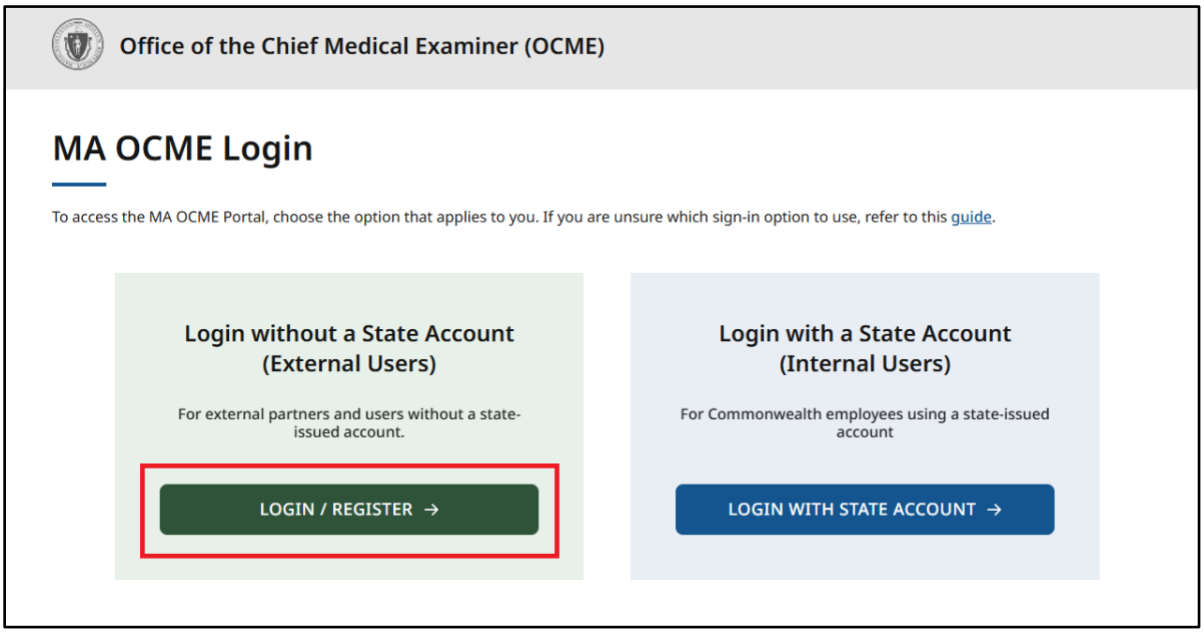
To view other pages of the listing, select the page number in the lower right portion of the screen, **Prev** (the previous page), **Next** (the next page), **<<** (the first page), or **>>** (the last page).

The *Action* column displays the actions available for each listing. In this example, you can select **Edit** to edit the individual listing; other list pages display **View** in the *Action* column (select **View** to see additional information about the listing).

Logging in

To log into the OCME Portal:

1. Launch your internet browser (Google Chrome is recommended).
2. Navigate to the *MA OCME Login* page.
3. Select **Log in/Register** in the *Login without a State Account* section of the page.

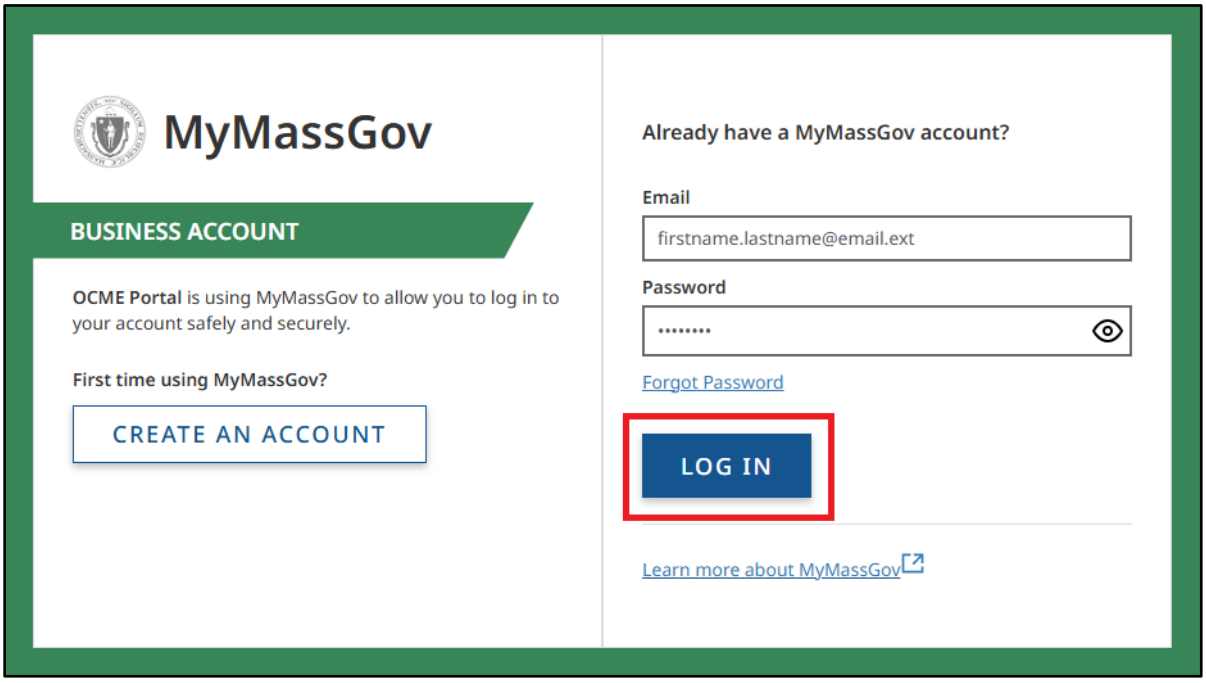


   The screen displays the *My Mass Gov Business Account* page.

4. Type your email address and password in the corresponding fields.

   Note that passwords are case-sensitive.

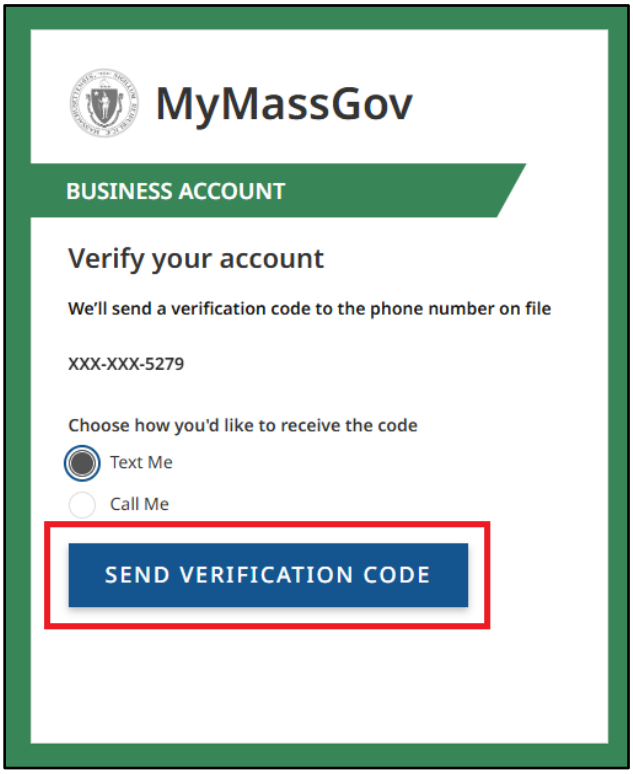
5. Select **LOG IN**.



The screen displays the *Verify your account* page.

6. Select either **Text Me** or **Call Me**.

7. Select **SEND VERIFICATION CODE**.



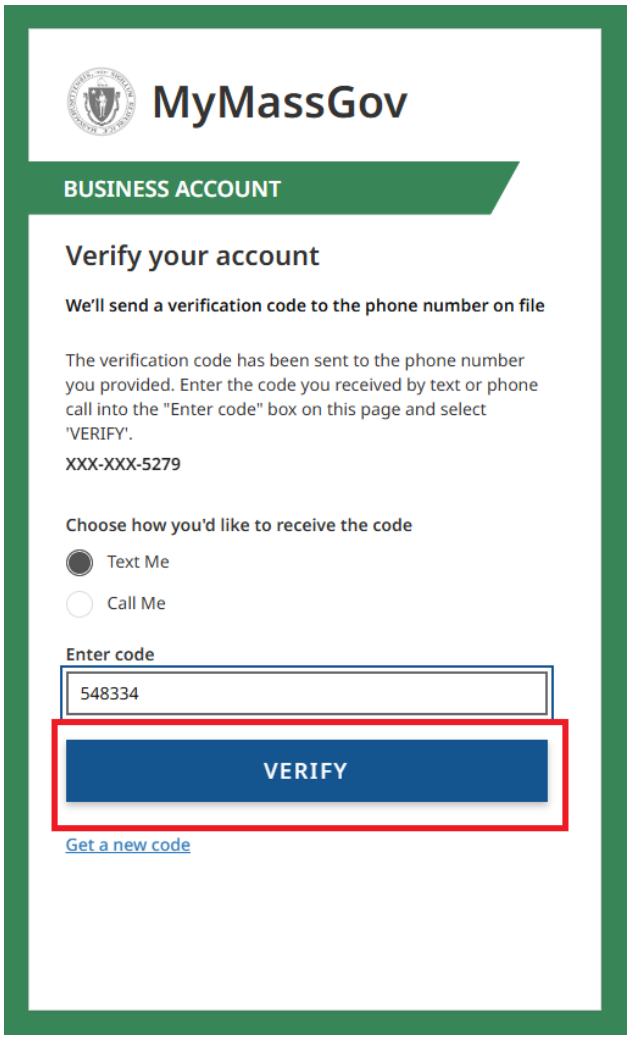
The screen displays the *Verify your account* page, which now includes the **Enter Code** field.

8. Check your phone for a call or text, and make a note of the verification code.

   Note that it may take up to 30 seconds for the code to arrive.

9. Type the code in the **Enter code** field.

10. Select **VERIFY**.



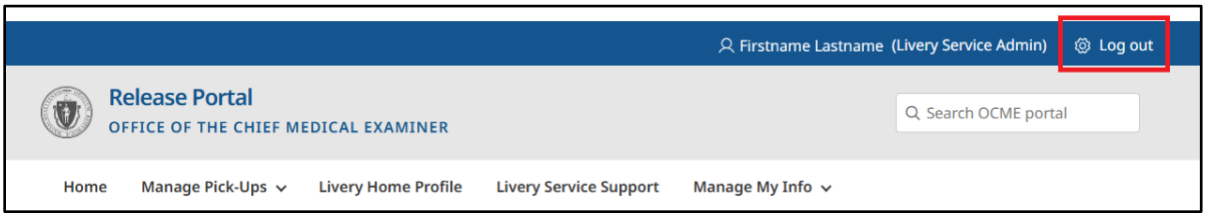
The screen displays the page corresponding to your role and permissions.

This completes the procedure for logging in.

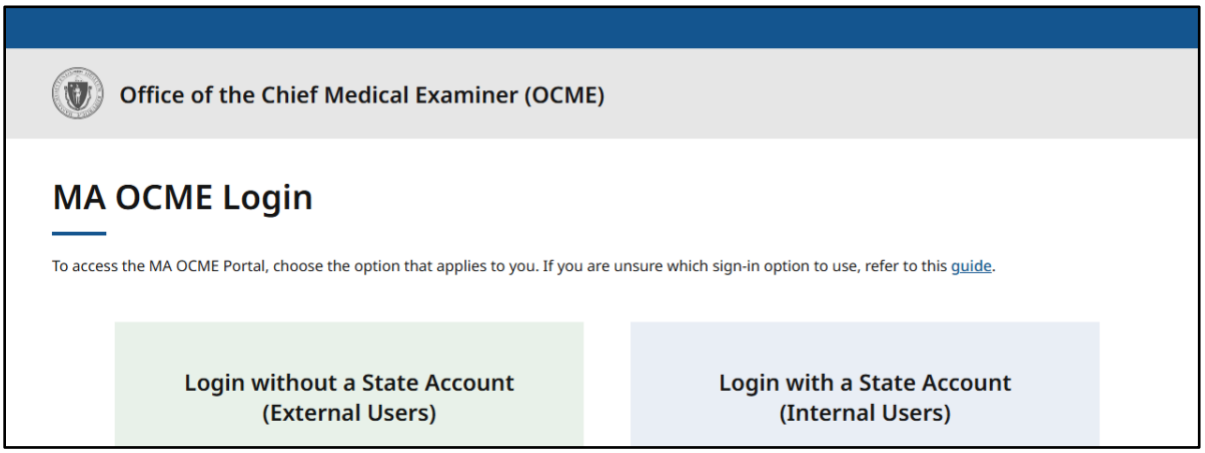
Logging out

Always log out of the OCME Portal when you have finished using it or whenever you must leave your computer unattended:

1. Select **Log out** (at the top of every page in the portal).



   The system logs you out of the OCME Portal, and the screen displays the *MA OCME Login* page.



2. (Optional) Close your internet browser.

This completes the procedure.

Automatic (inactivity) logout

If the system does not detect any user activity within 20 minutes, the system logs you out of the OCME Portal and displaysw a message on the *MA OCME Login* page indicating that your session has expired.

Cremation module

This chapter describes Cremation module functions:

- **View registered decedents**
- **Search for decedents**
- **View cremation authorizations**
- **Crematory profile** (administrators only)

The following sections describe these procedures in detail.

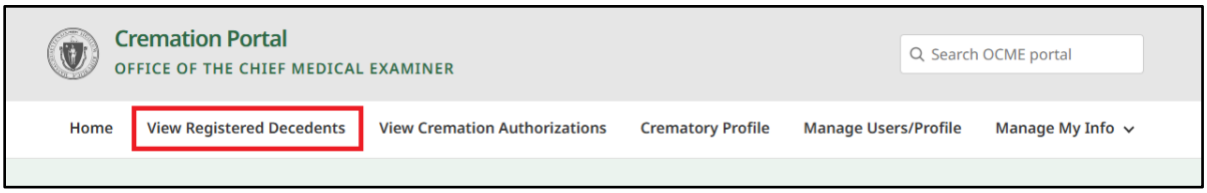
View registered decedents

To view registered decedents:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Decedent Cremation Portal* page.

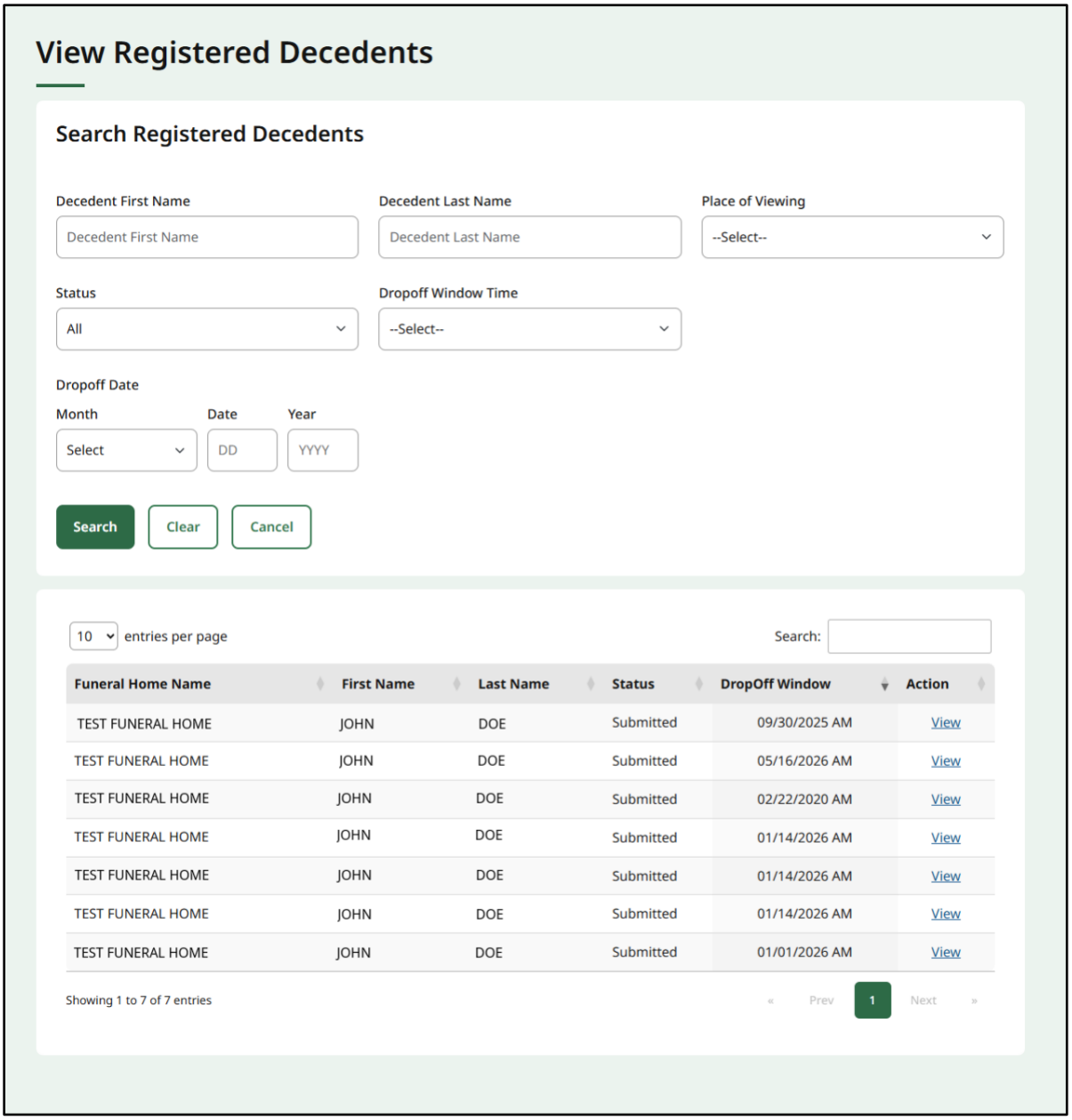
2. Select **View Registered Decedents**.



   The screen displays the *View Registered Decedents* page.

   The bottom portion of the page displays a listing of registered decedents.

3. (Optional) To sort the listing, follow the procedure described in **List pages**.



4. (Optional) To view additional information about any entry in the listing, select **View** in the corresponding row.

   The screen displays the *View Registered Cremation* page for the entry you selected.

5. To return to the *View Registered Decedents* page, select **Close** (at the bottom of the page).

This completes the procedure.

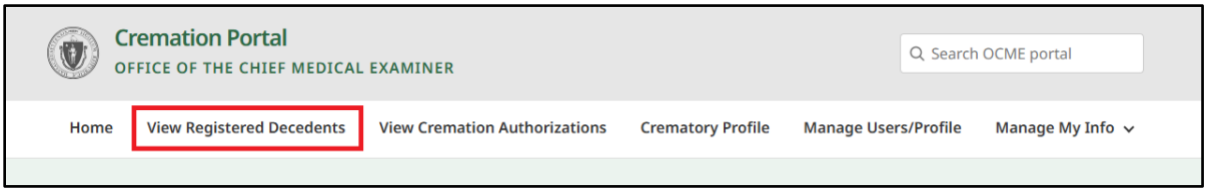
Search for registered decedents

To search for registered decedents:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Decedent Cremation Portal* page.

2. Select **View Registered Decedents**.

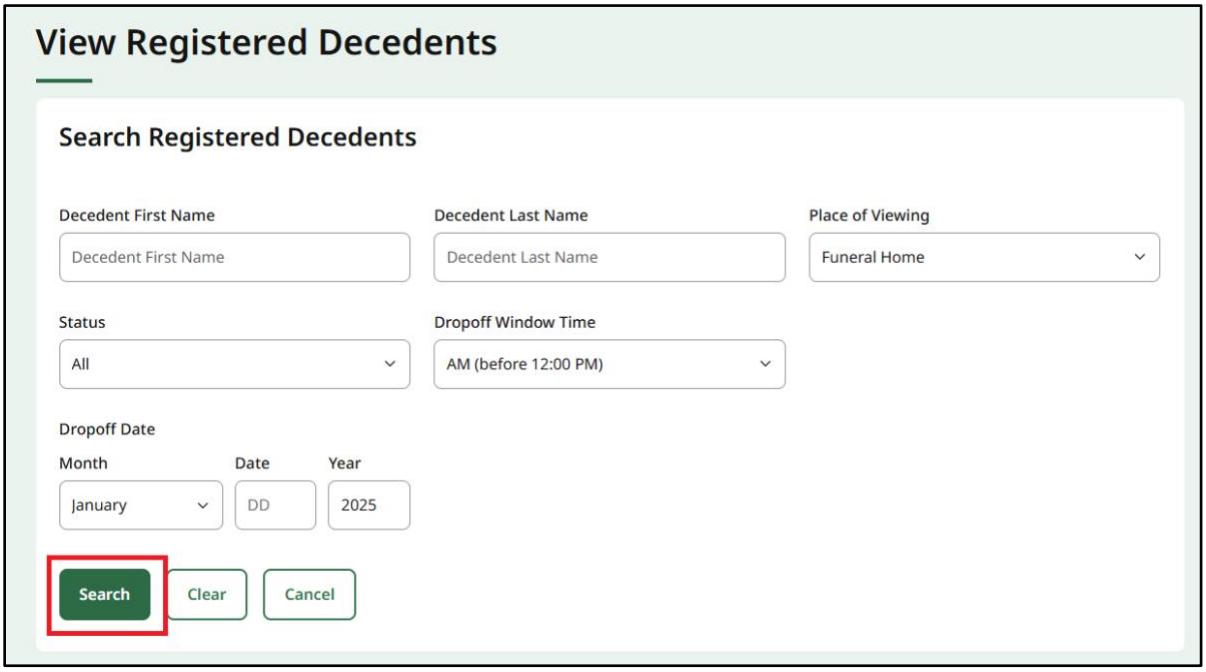


   The screen displays the *View Registered Decedents* page.

3. Complete at least one search field.

   Note that you can complete any number or combination of search fields.

4. Select **Search**.



   The screen displays the results of your search in the lower portion of the page.

5. (Optional) To clear the search fields, select **Clear**.

   The lower portion of the page displays the original listing of decedents.

6. (Optional) To return to the *Decedent Cremation Portal* page, select **Cancel**.

This completes the procedure.

View cremation authorizations

To view cremation authorizations:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Decedent Cremation Portal* page.

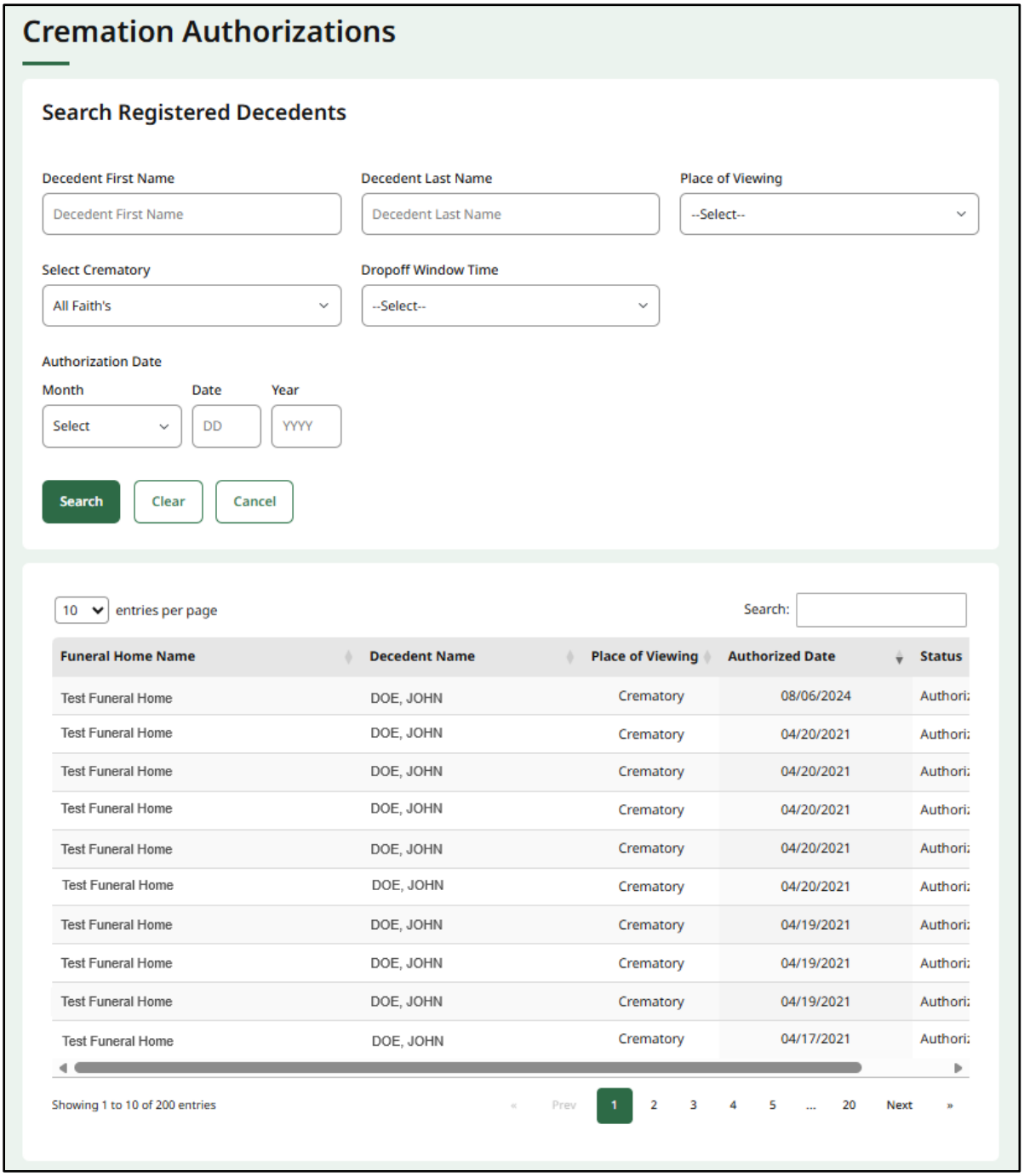
2. Select **View Cremation Authorizations**.



   The screen displays the *Cremation Authorizations* page.

   The bottom portion of the page displays a listing of cremation authorizations.

4. (Optional) To sort the listing, follow the procedure described in **List pages**.



4. (Optional) To view additional information about any entry in the listing, scroll to the right and select **View** in the corresponding row.

   The screen displays the *View Registered Cremation* page for the entry you selected.

5. (Optional) To view the cremation authorization certificate, select **View Cremation Authorization** (at the bottom of the page).

   The screen displays the *Cremation Authorization Certificate* page, which includes a toolbar that allows you to manipulate, save, or print the certificate.

6. To return to the *Cremation Authorizations* page, select **Back** (at the bottom of the page).

This completes the procedure.

Search for registered decedents

To search for registered decedents:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Decedent Cremation Portal* page.

2. Select **View Cremation Authorizations**.

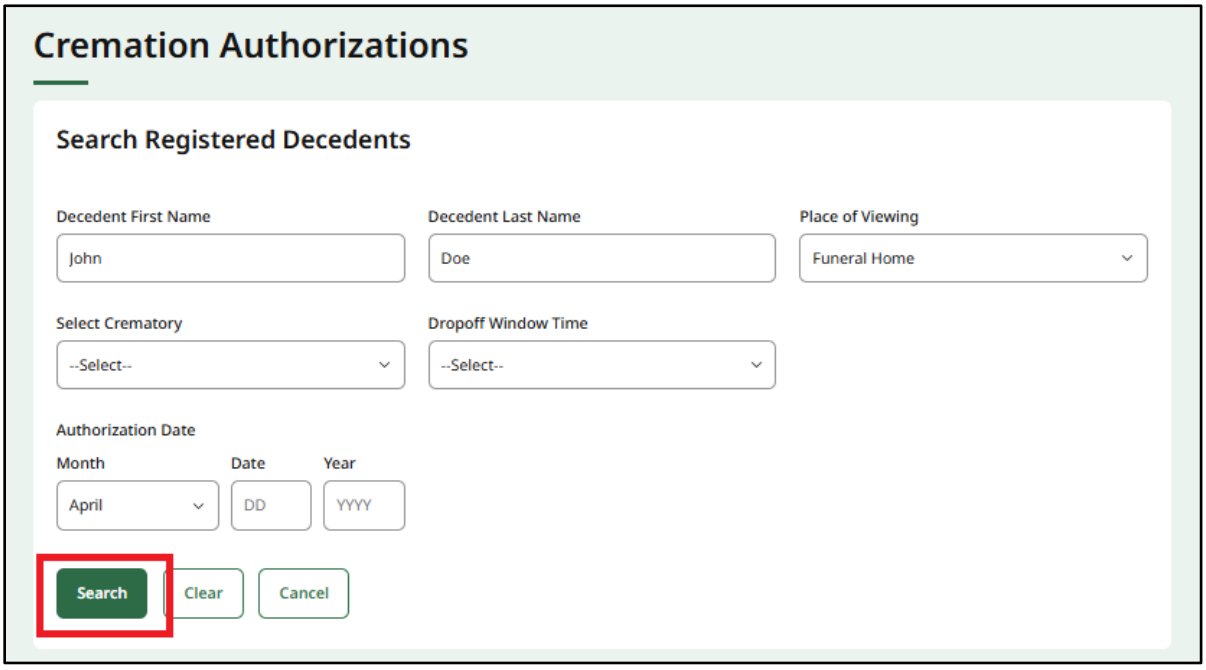


   The screen displays the *Cremation Authorizations* page.

3. Complete at least one search field in the *Search Registered Decedents* portion of the page.

   Note that you can complete any number or combination of search fields.

4. Select **Search**.



   The screen displays the results of your search in the lower portion of the page.

5. (Optional) To clear the search fields, select **Clear**.

   The lower portion of the page displays the original listing of decedents.

6. (Optional) To return to the *Decedent Cremation Portal* page, select **Cancel**.

This completes the procedure.

Crematory profile

Users assigned the role of Crematory Administrator can update their facility's profile information in the OCME Portal. If you have questions regarding your role or permissions, contact your manager or technical support staff.

To update your facility's profile information:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Decedent Cremation Portal* page.

2. Select **Crematory Profile**.

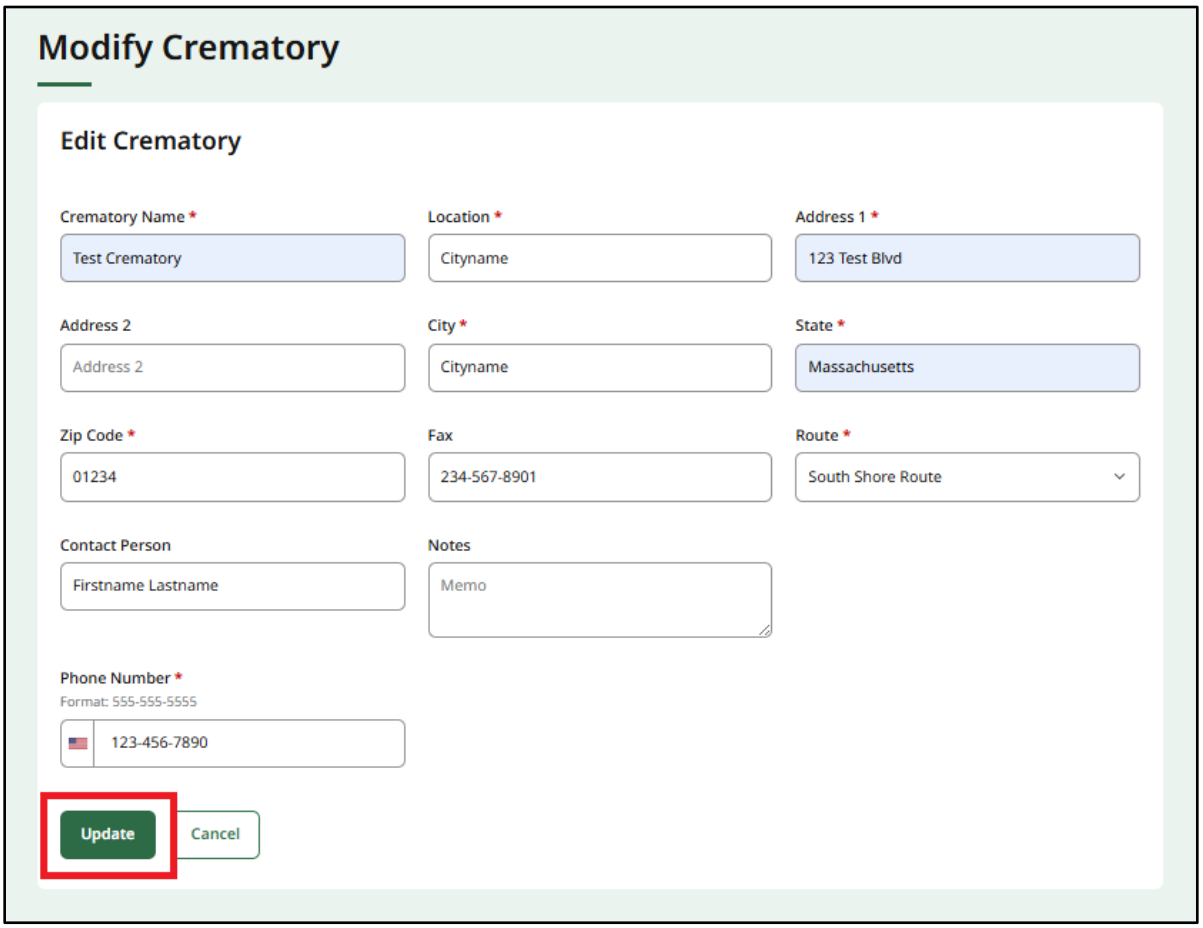


The screen displays the *Cremation Profile* page.

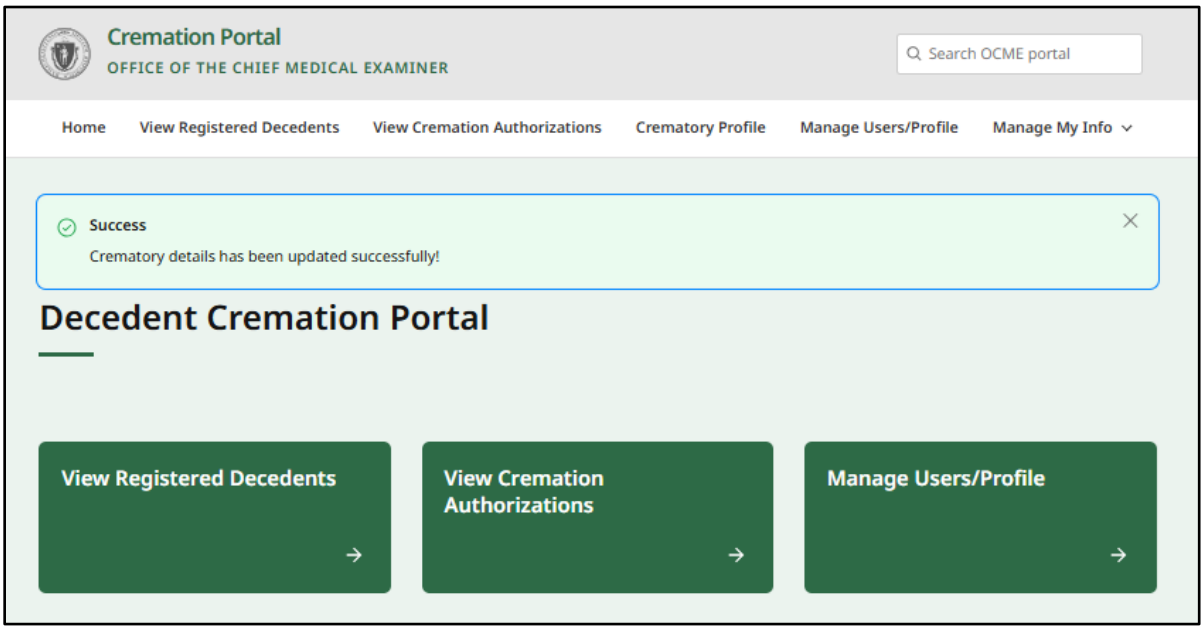
3. Make the required changes.

Note that the **Crematory Name**, **Location**, **Address 1**, **City**, **State**, **Zip Code**, **Route**, and **Phone Number** fields are required fields. You can change the information in any of these fields, but you cannot leave any of them blank.

4. Select **Update**.



The system saves your changes, and displays the *Decedent Cremation Portal* page. The page includes a message confirming that the system has made your changes.



This completes the procedure.

Funeral home module

This chapter describes Funeral home module functions:

- **Register a cremation**
- **View existing registrations**
- **Search existing registrations**
- **Update a registered cremation**
- **Request a refund**
- **View or print confirmation**
- **View cremation authorizations**
- **Search for registered decedents**
- **Association applications**
- **Managing pick-ups**
- **Funeral home profile**
- **Funeral home support**

The following sections describe these procedures in detail.

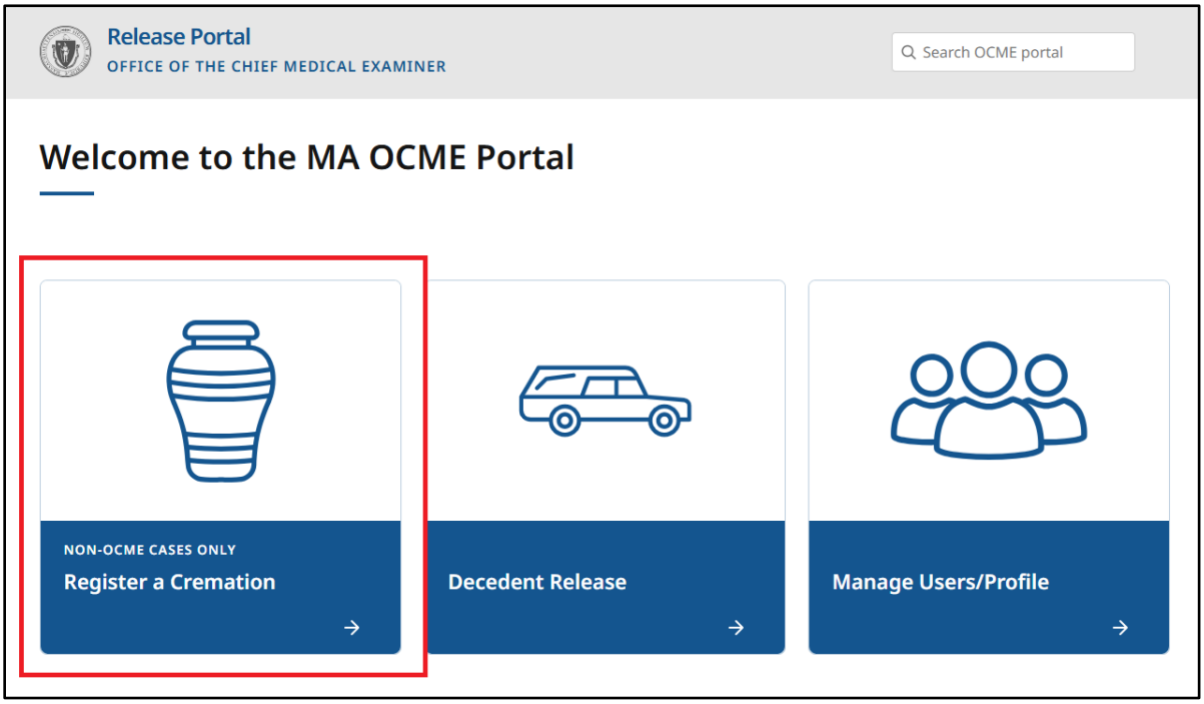
Register a cremation

To register a cremation (non-OCME cases only):

1. Log in to the OCME Portal (see **Logging in**).

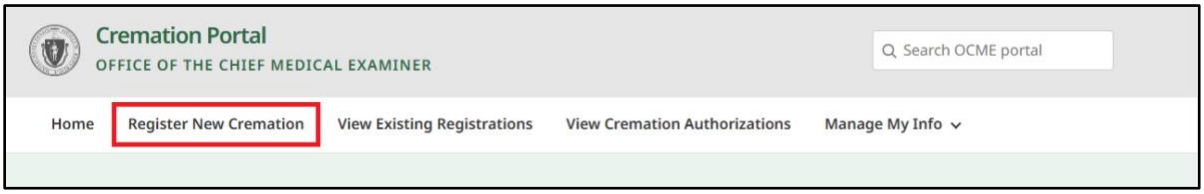
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Register a Cremation**.



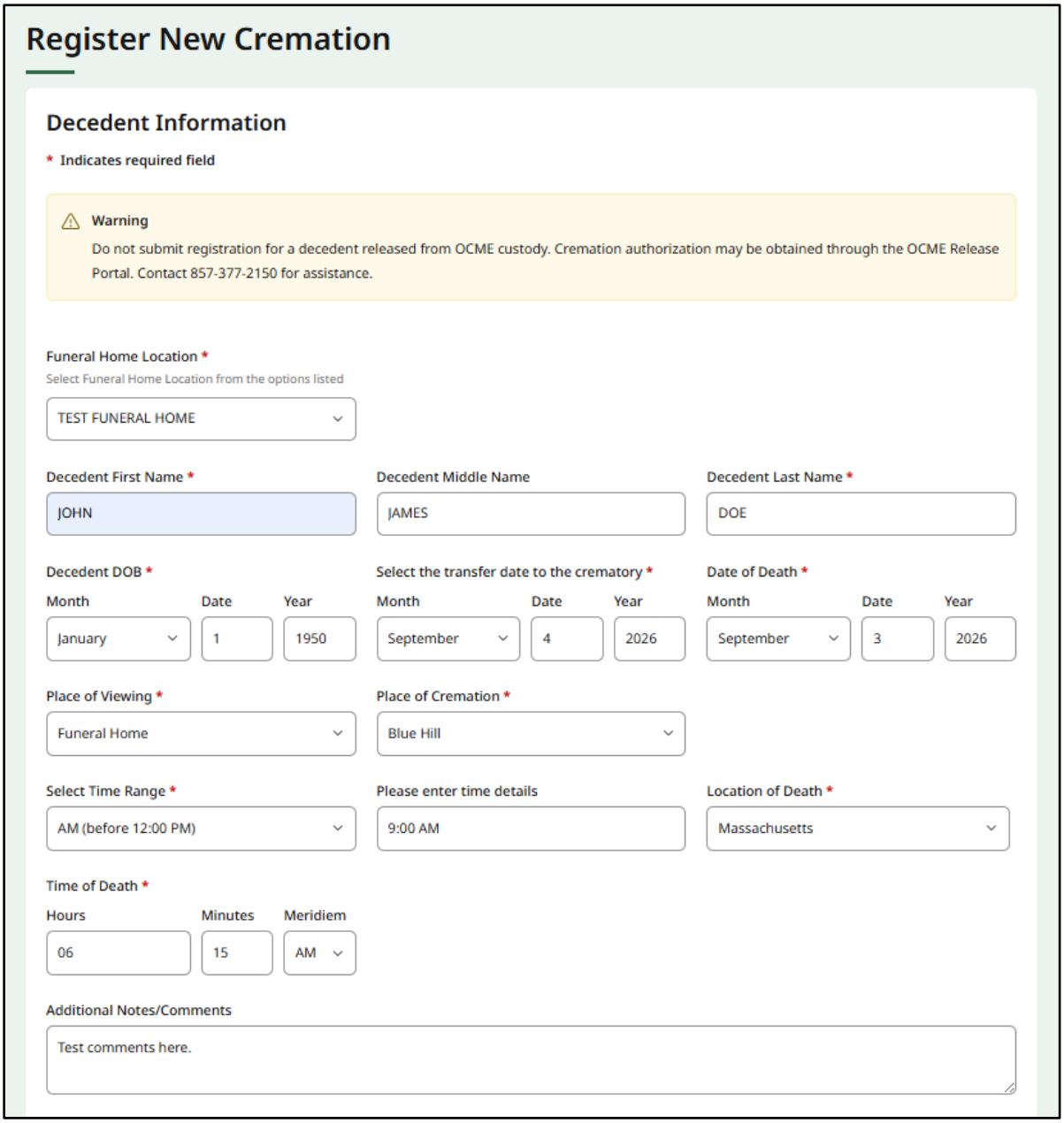
The screen displays the *Decedent Cremation Portal* page.

3. Select **Register New Cremation**.



The screen displays the *Register New Cremation* page.

4. Complete all fields on the page (virtually all fields are required fields).

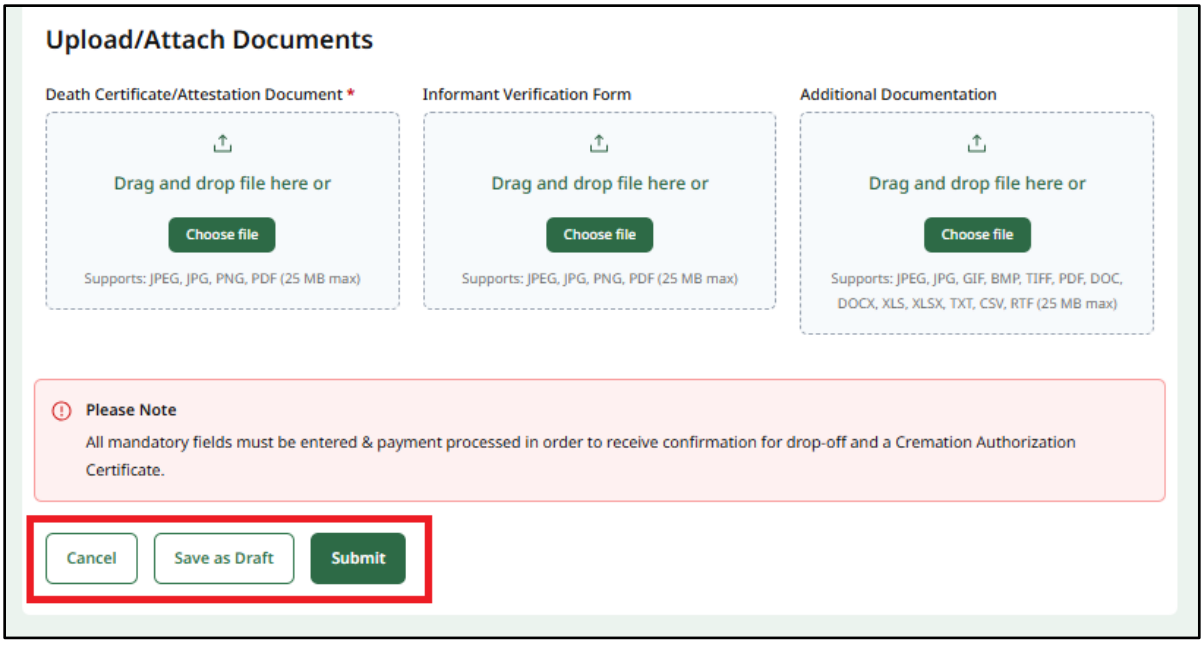


5. Scroll down as necessary to view the *Upload/Attach Documents* section of the page.
6. Upload the decedent's death certificate using either of the following methods:
   - Drag the file containing the death certificate form to the *Death Certificate/Attestation Document* drag-and-drop box.

- Select **Choose file**. In the *Death Certificate/Attestation Document* drag-and-drop box.
  The screen displays a file navigation window.
  Navigate to the death certificate document that you want, select it, and select **Open**.

The system uploads the document, and displays the document name in the *Death Certificate/Attestation Document* drag-and-drop box.

7. (Optional) Add any other documents using the procedure described in the previous step and the *Informant Verification Form* or *Other Documentation* drag-and-drop box.
8. Select the appropriate button:
   - To submit the form and implement the new association, select **Submit**.
   - To save your work in draft form, select **Save as Draft**. You can return to the form at a later time, make changes if necessary, and then submit it.
   - To cancel the form, select **Cancel**. Note that doing this deletes all your responses on this form.



This completes the procedure.

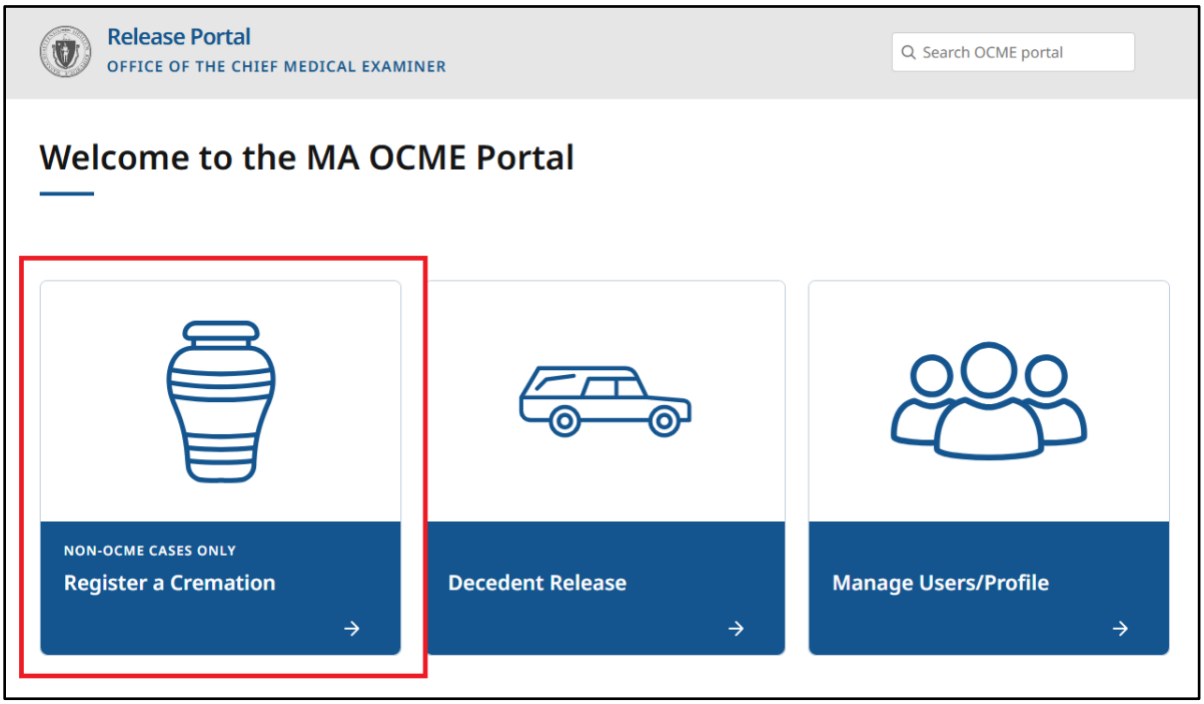
View existing registrations

To view existing cremation registrations (non-OCME cases only):

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Register a Cremation**.



   The screen displays the *Decedent Cremation Portal* page.

3. Select **View Existing Registrations**.

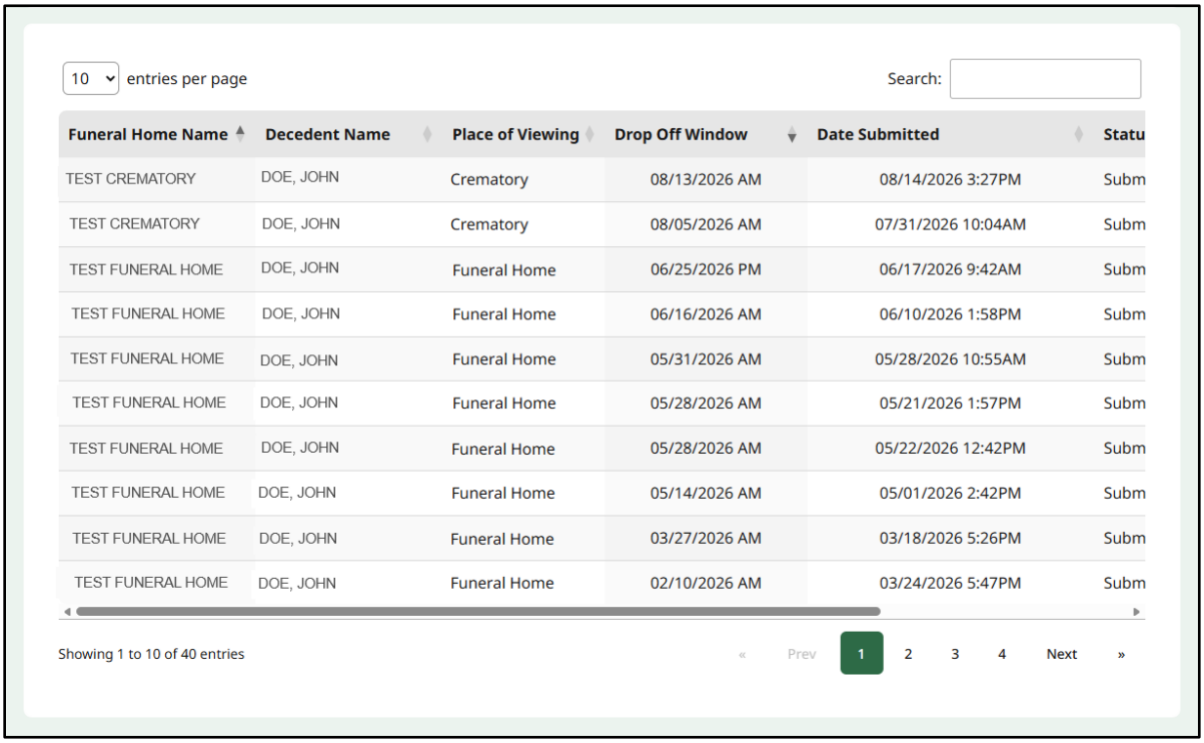


   The screen displays the *Existing Registrations* page.

   The top portion of the page includes a search facility (refer to **Search existing registrations**).

   The bottom portion of the page displays a listing of cremation authorizations.

4. (Optional) To sort the listing, follow the procedure described in **List pages**.



5. (Optional) To view additional information about any entry in the listing, scroll to the right and select **View** in the corresponding row.
6. To return to the *Existing Registrations* page, select **Close**.

This completes the procedure.

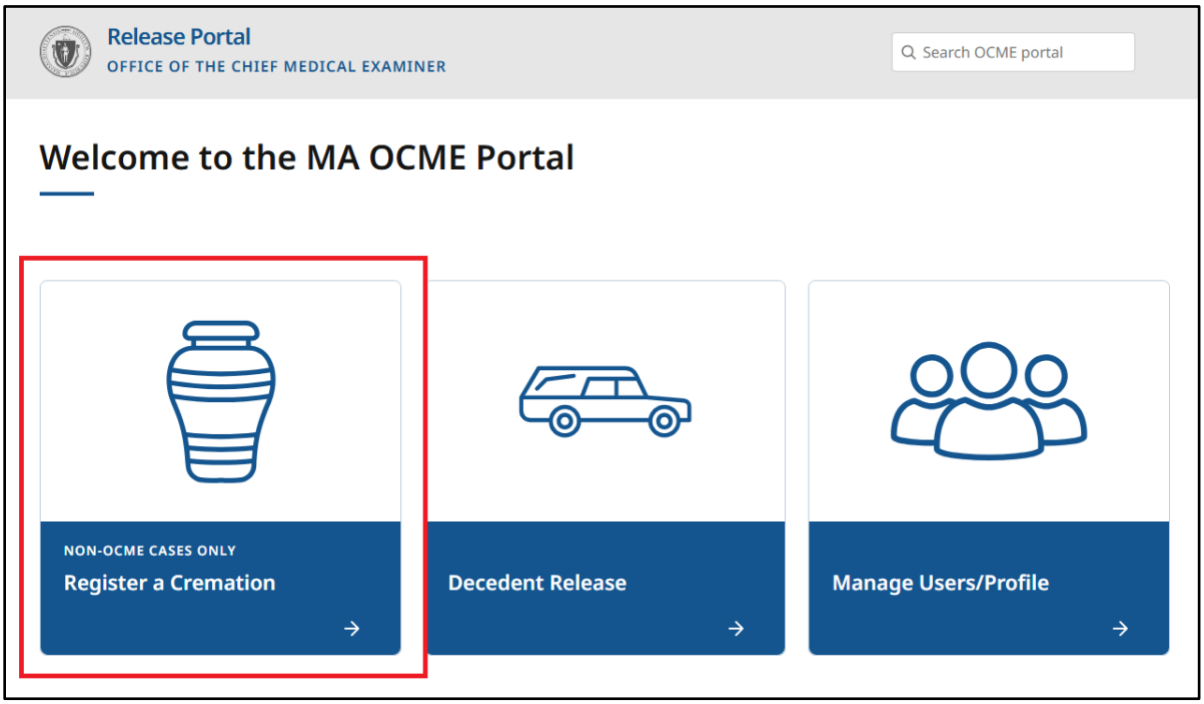
Search existing registrations

To search for existing registrations:

1. Log in to the OCME Portal (see **Logging in**).

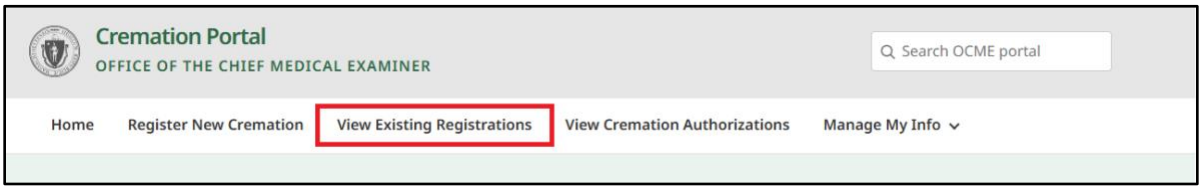
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Register a Cremation**.



   The screen displays the *Decedent Cremation Portal* page.

3. Select **View Existing Registrations**.

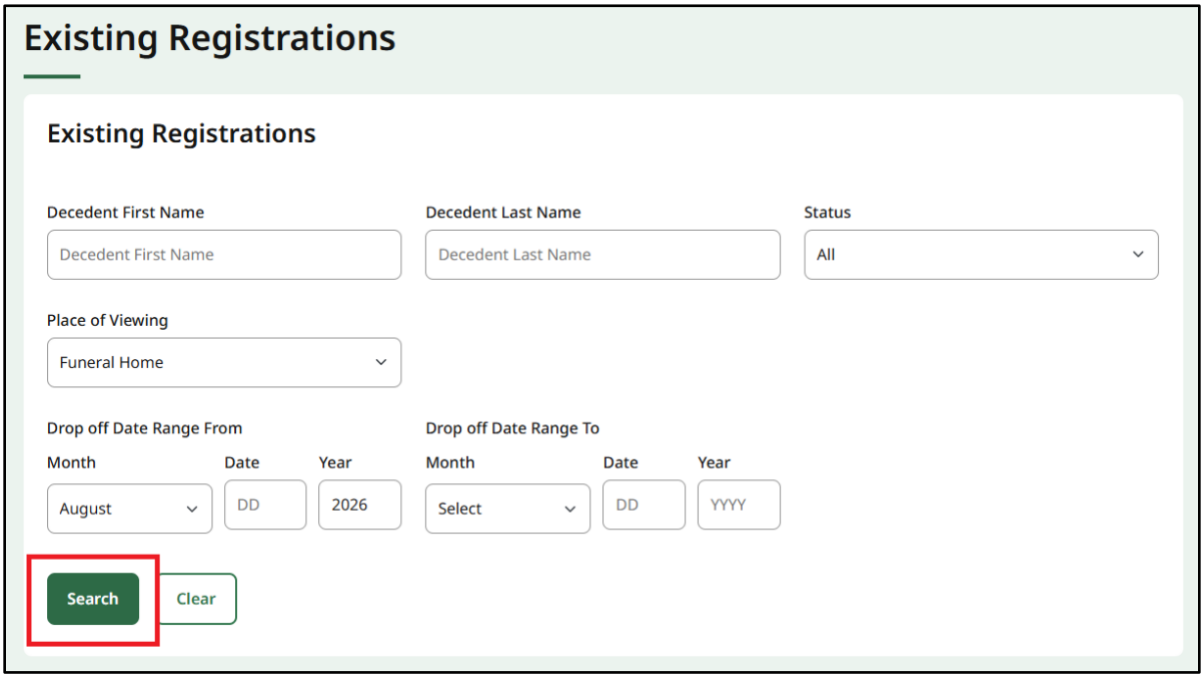


   The screen displays the *Existing Registrations* page.

4. Complete at least one search field.

   Note that you can complete any number or combination of search fields.

5. Select **Search**.



The screen displays the results of your search in the lower portion of the page.

6. (Optional) To clear the search fields, select **Clear**.

The lower portion of the page displays the original listing of decedents.

This completes the procedure.

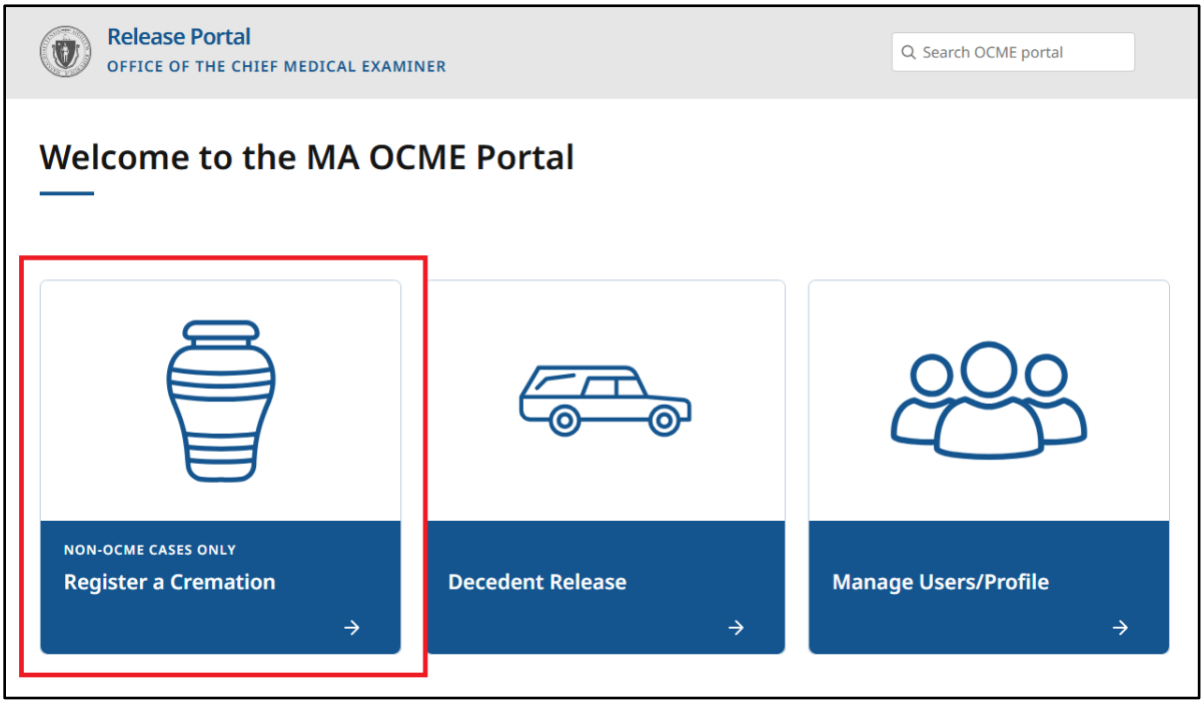
Update a registered cremation

To update a registered cremation:

1. Log in to the OCME Portal (see **Logging in**).

The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Register a Cremation**.



The screen displays the *Decedent Cremation Portal* page.

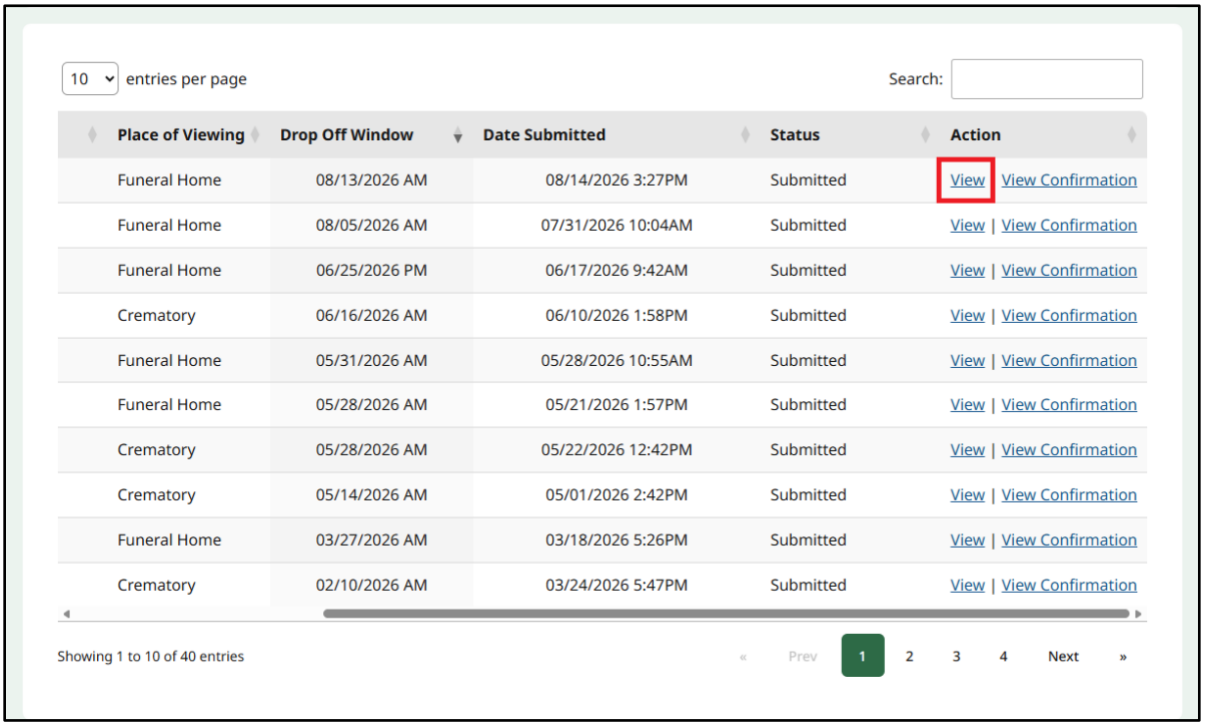
3. Select **View Existing Registrations**.



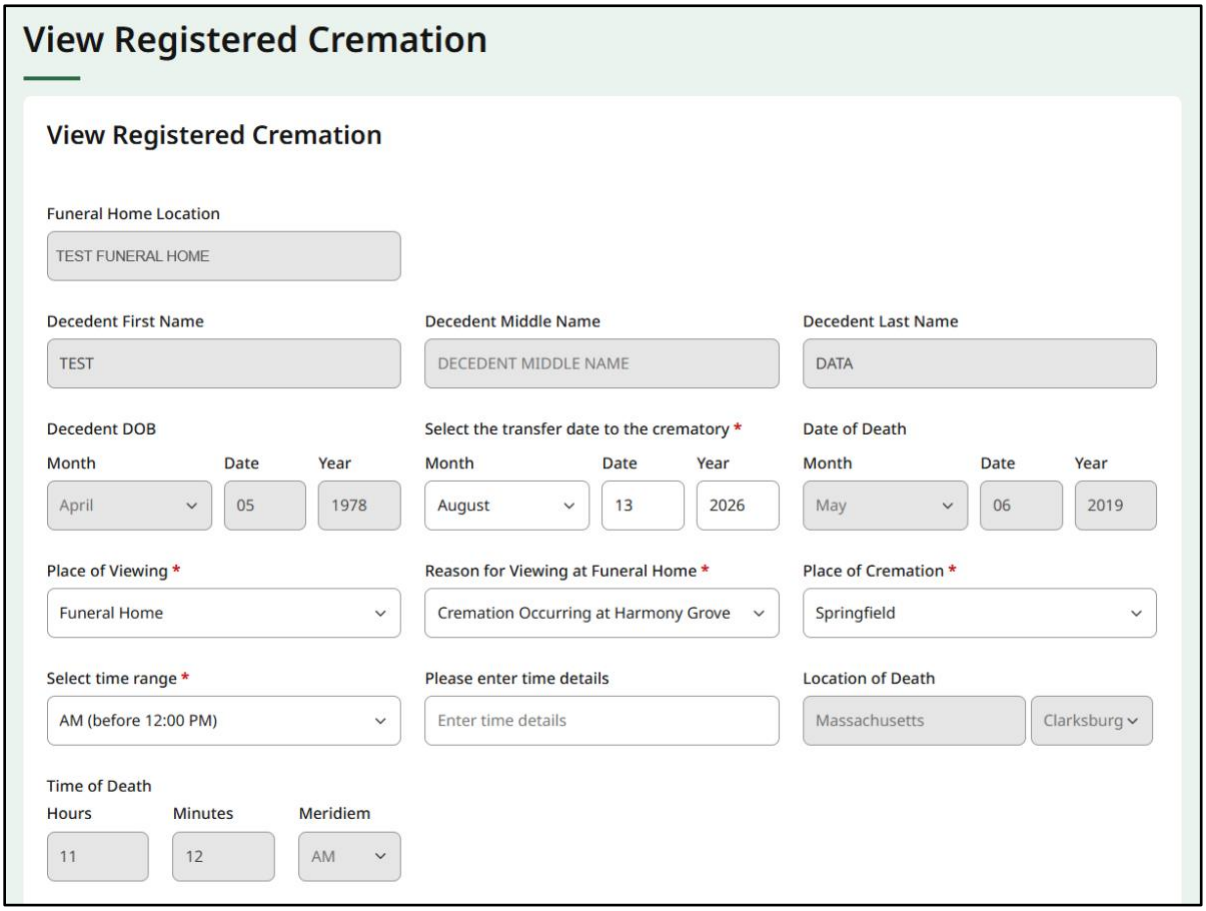
The screen displays the *Existing Registrations* page.

4. Scroll down to the bottom of the page to see the listing of cremation authorizations.
5. Scroll to the right to see the *Action* column.

5. Select **View** in the row corresponding to the cremation you want to update.



The screen displays the *View Registered Cremation* page.



7. Make the required changes.

   Note that you cannot change information in any of the gray fields.

   Note also that you can change information in the required fields, but you cannot leave a required field blank.

8. Select **Update** (at the bottom of the page).

   The screen displays the *View Registered Cremation* page, which now reflects the changes you just made.

This completes the procedure.

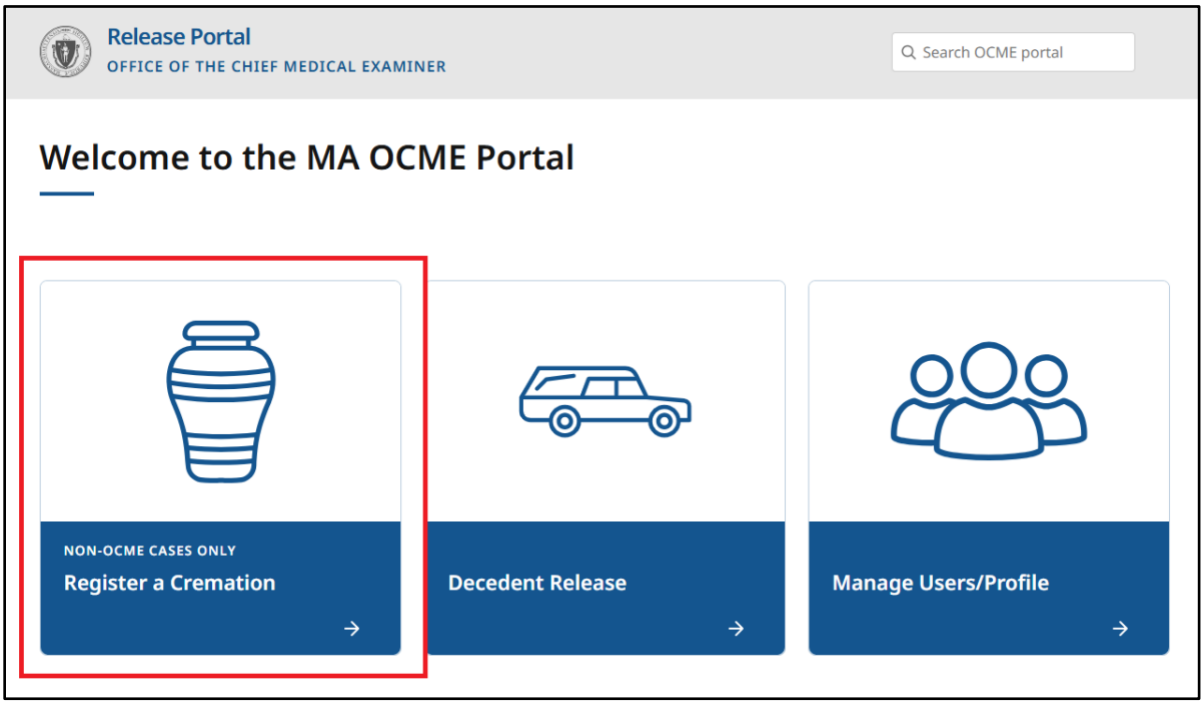
Request a refund

To request a refund:

1. Log in to the OCME Portal (see **Logging in**).

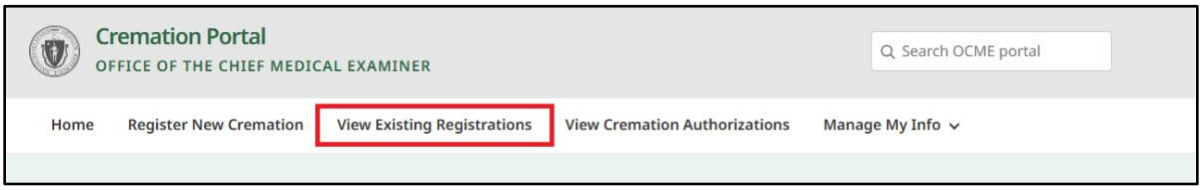
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Register a Cremation**.



   The screen displays the *Decedent Cremation Portal* page.

3. Select **View Existing Registrations**.

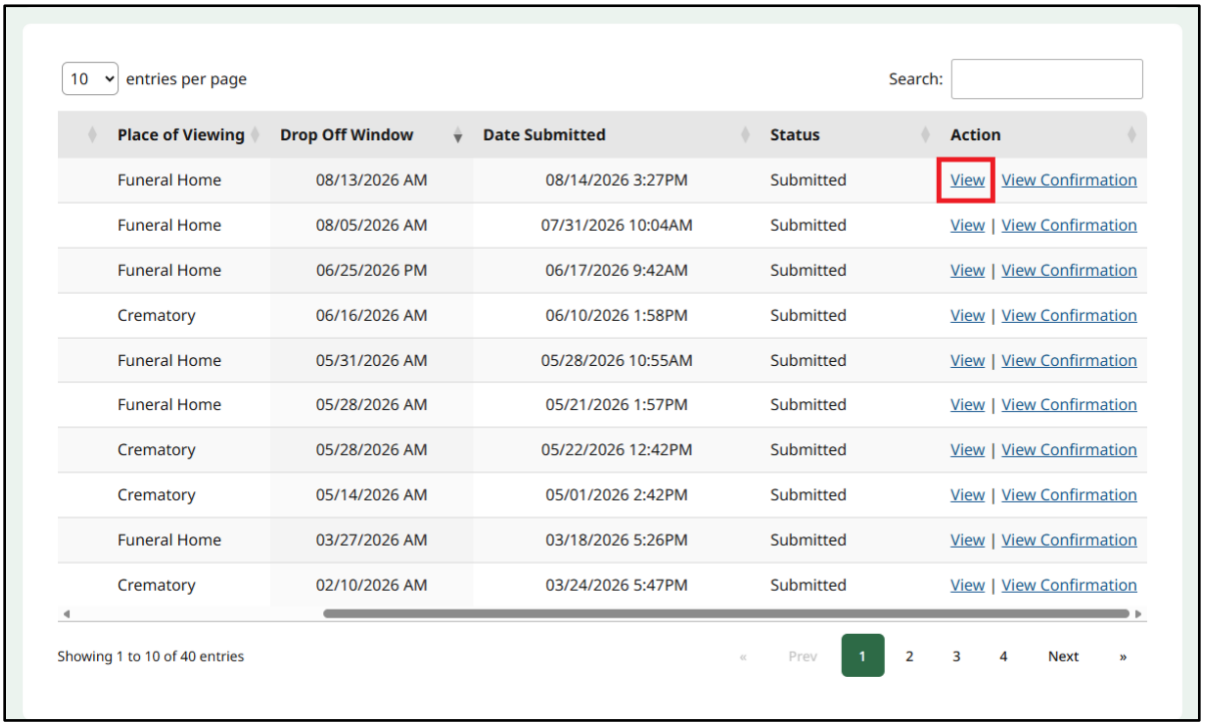


   The screen displays the *Existing Registrations* page.

4. Scroll down to the bottom of the page to see the listing of cremation authorizations.

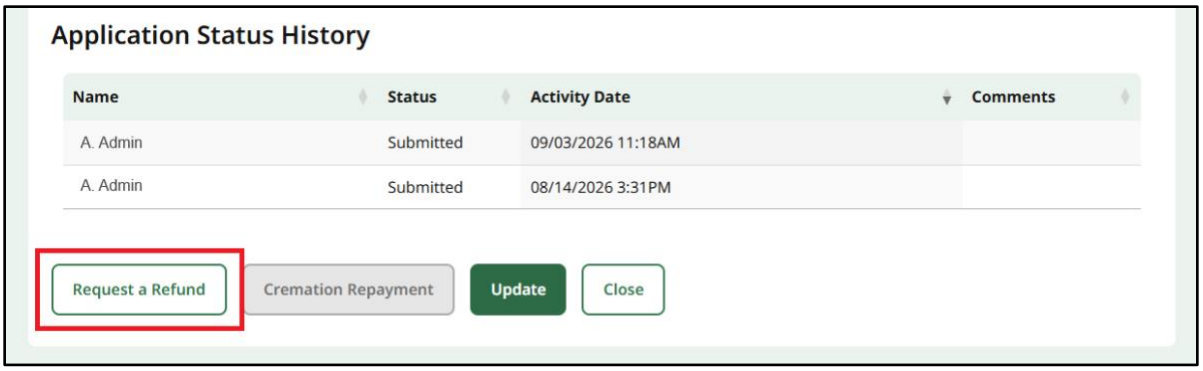
5. Scroll to the right to see the *Action* column.

6. Select **View** in the row corresponding to the cremation you want.



The screen displays the *View Registered Cremation* page.

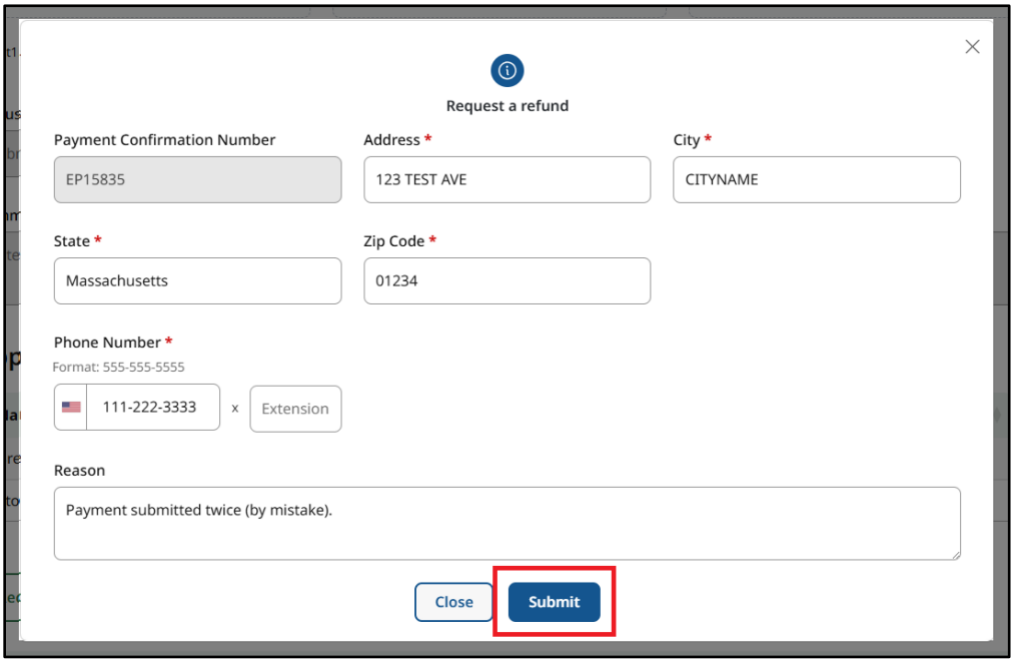
7. Scroll to the bottom of the page.
8. Select **Request a Refund**.



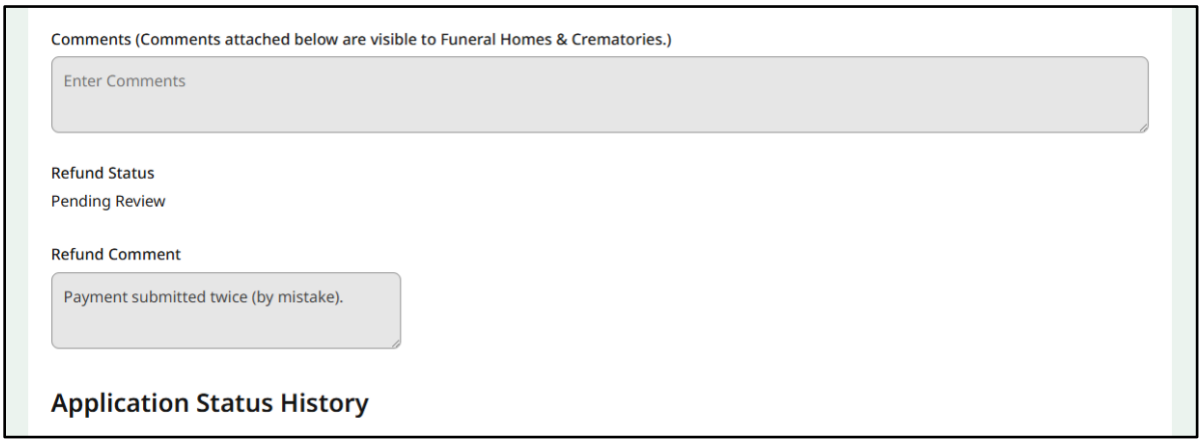
The screen displays the *Request a refund* window.

9. Complete all fields in the window (all fields are required).

10. Select **Submit**.



The screen displays the *View Registered Cremation* page, which now reflects the refund request you just made.



This completes the procedure.

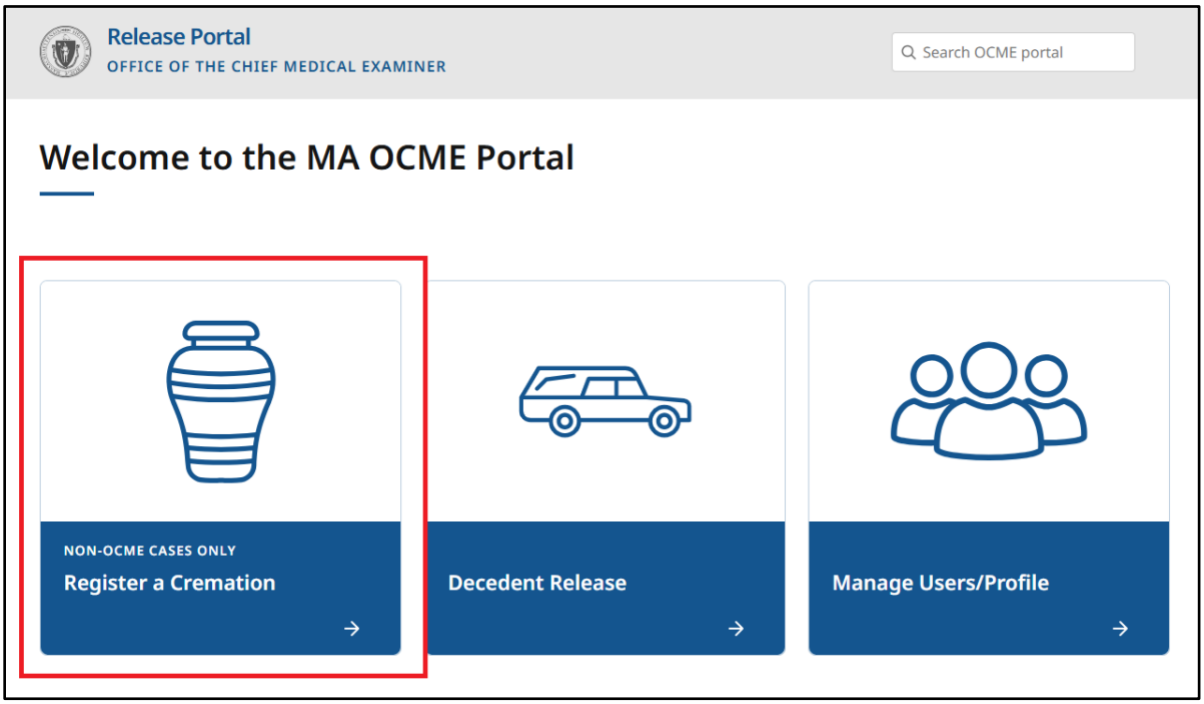
View or print confirmation

To view or print a confirmation:

1. Log in to the OCME Portal (see **Logging in**).

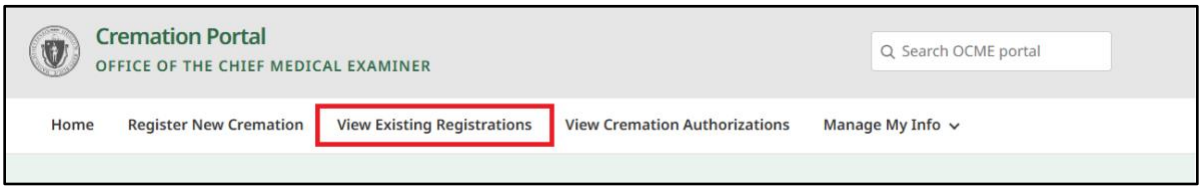
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Register a Cremation**.



   The screen displays the *Decedent Cremation Portal* page.

3. Select **View Existing Registrations**.

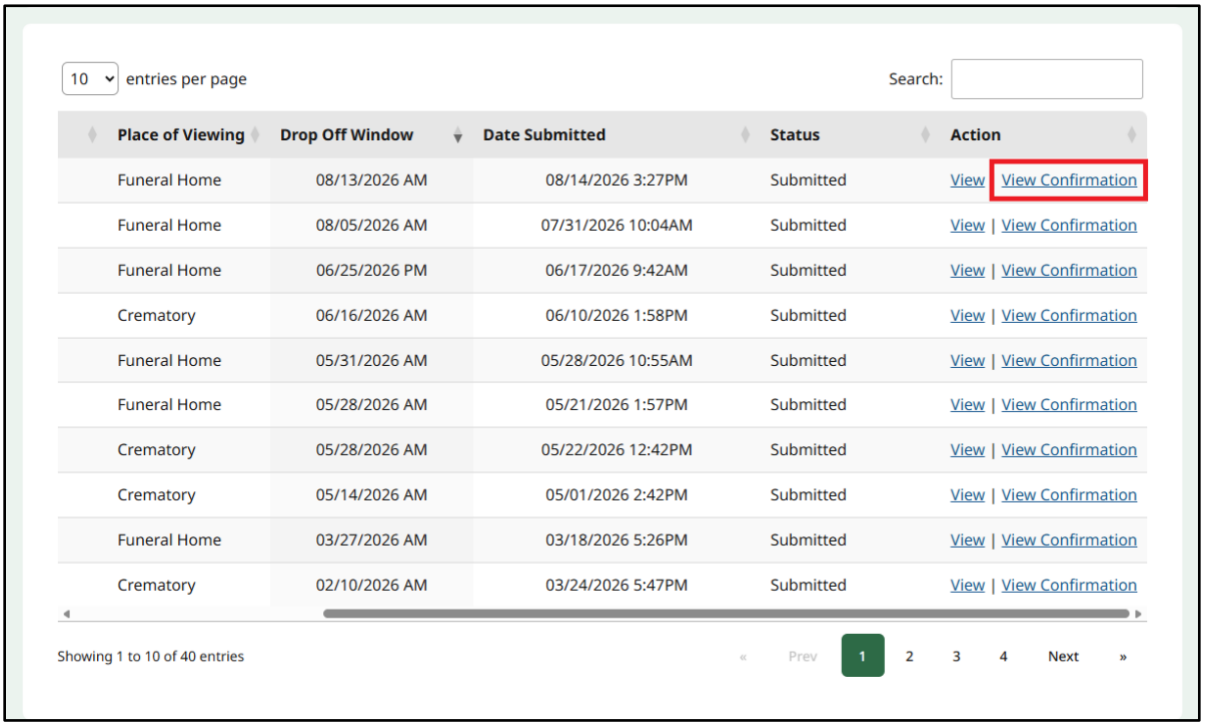


   The screen displays the *Existing Registrations* page.

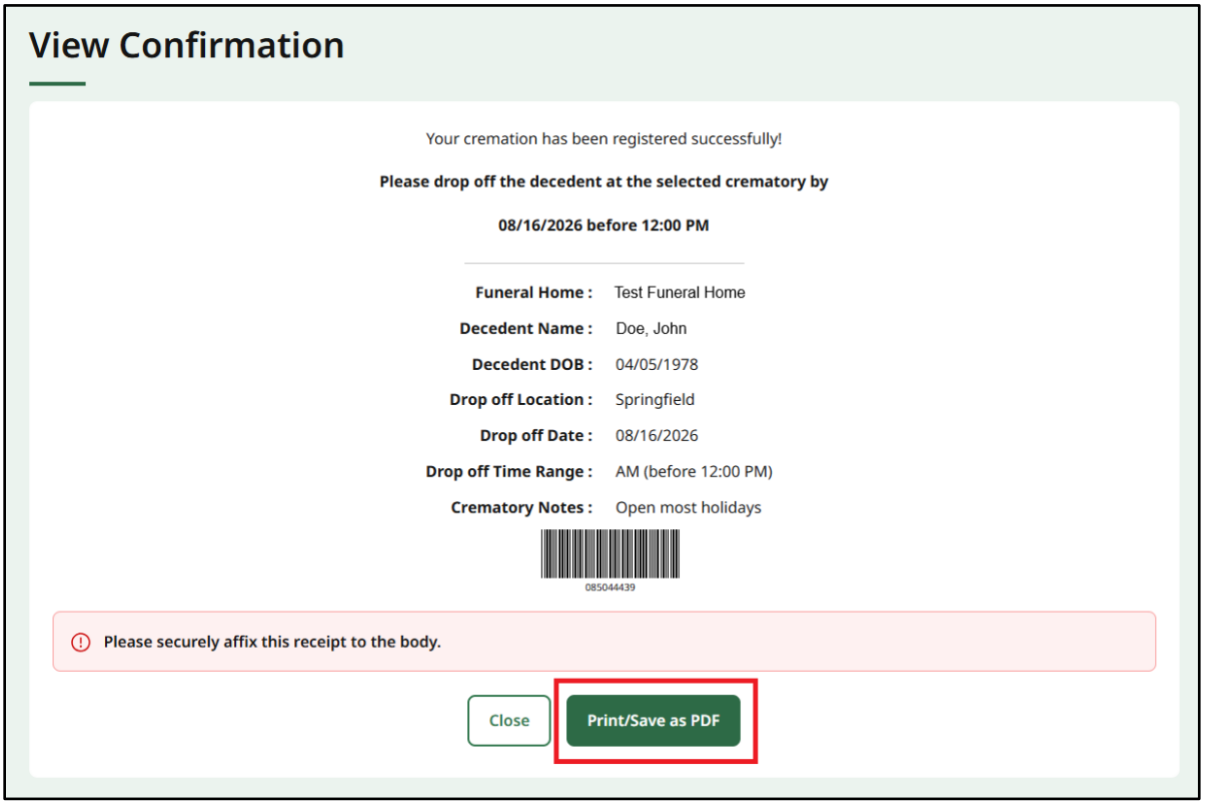
4. Scroll down to the bottom of the page to see the listing of cremation authorizations.

5. Scroll to the right to see the *Action* column.

6. Select **View Confirmation** in the row corresponding to the cremation you want.

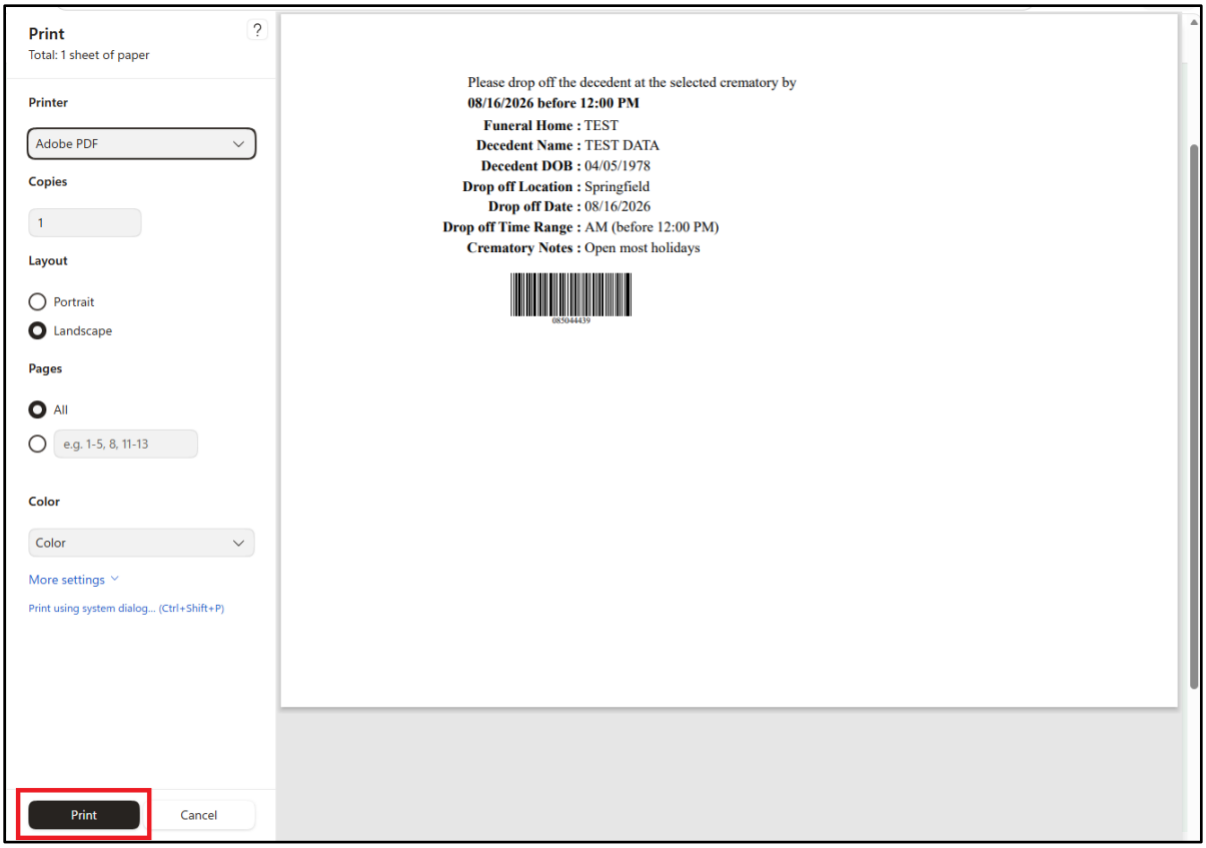


7. Select **Print/Save as PDF**.



The screen displays the print preview page.

8. Select how you want to print the document:
   - To print the document to a file, select *Adobe PDF* in the **Printer** field.
     The screen displays a file navigation window.
     Navigate to the location where you want to store the document and select **Open**.
   - To print the document on a printer, select the printer you want from the listing in the **Printer** field.
9. Select **Print**.



The system prints or saves the document as you specified.

10. Select **Close**.

    The screen displays the *Existing Registrations* page.

This completes the procedure.

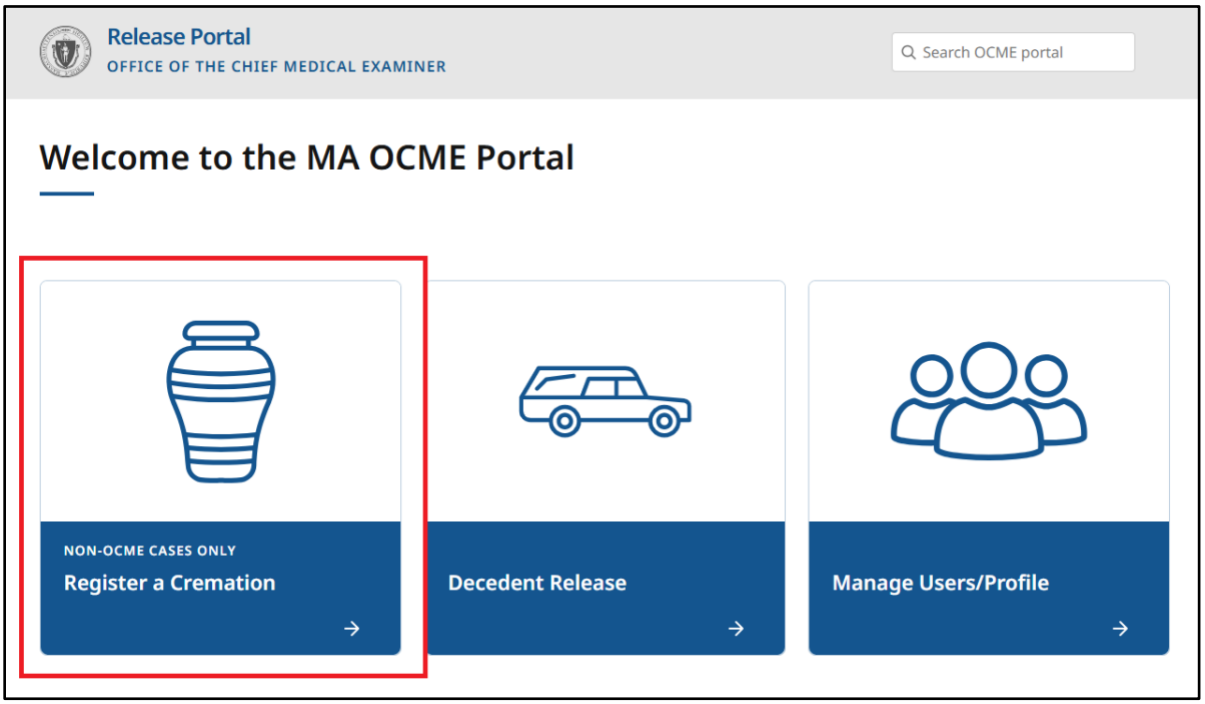
View cremation authorizations

To view cremation authorizations:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Register a Cremation**.



   The screen displays the *Decedent Cremation Portal* page.

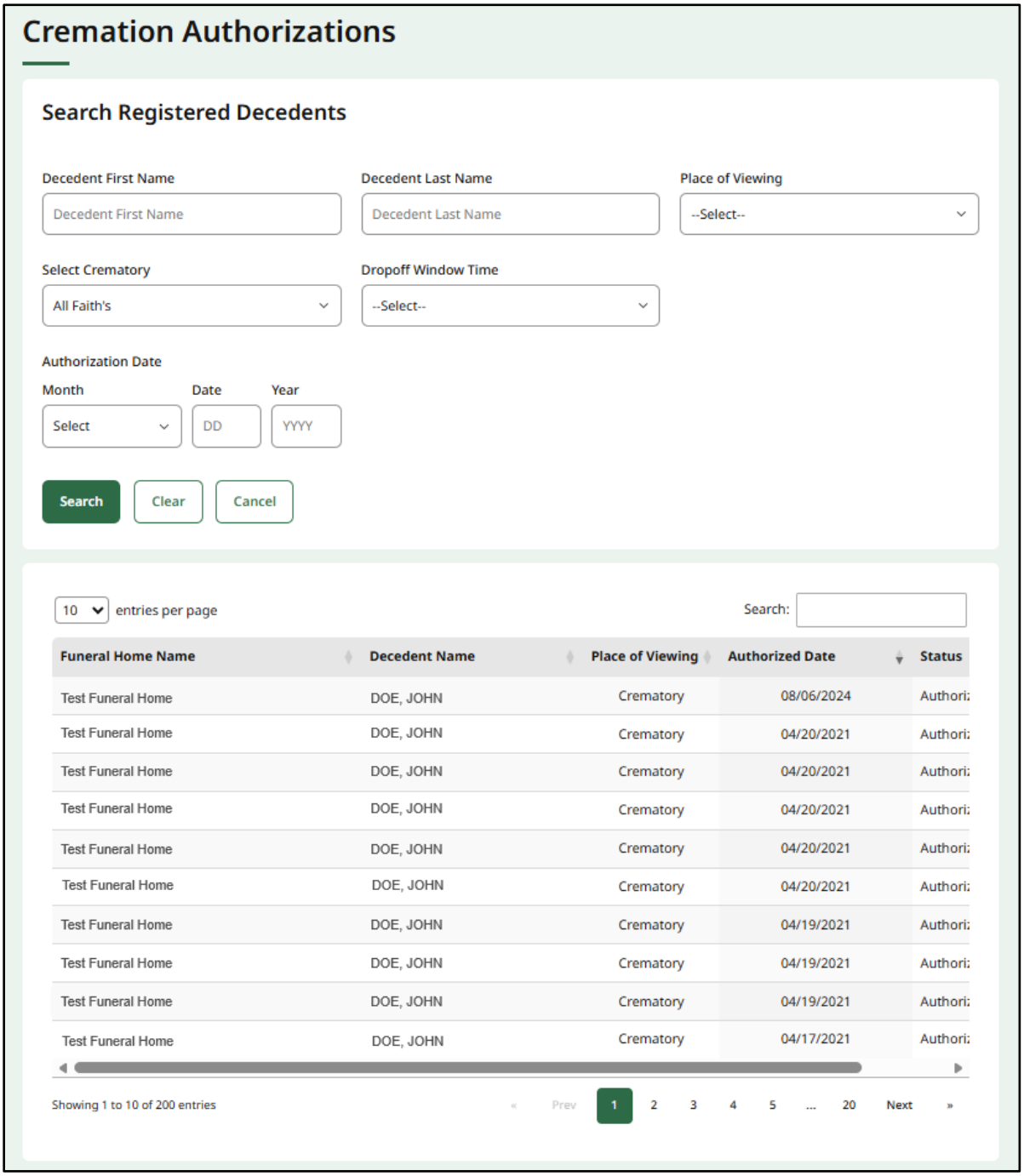
3. Select **View Cremation Authorizations**.



   The screen displays the *Cremation Authorizations* page.

   The bottom portion of the page displays a listing of cremation authorizations.

4. (Optional) To sort the listing, follow the procedure described in **List pages**.



5. (Optional) To view additional information about any entry in the listing, scroll to the right and select **View** in the corresponding row.

   The screen displays the *View Registered Cremation* page for the entry you selected.

6. (Optional) To view the cremation authorization certificate, select **View Cremation Authorization** (at the bottom of the page).

   The screen displays the *Cremation Authorization Certificate* page, which includes a toolbar that allows you to manipulate, save, or print the certificate.

7. To return to the *Cremation Authorizations* page, select **Back** (at the bottom of the page).

This completes the procedure.

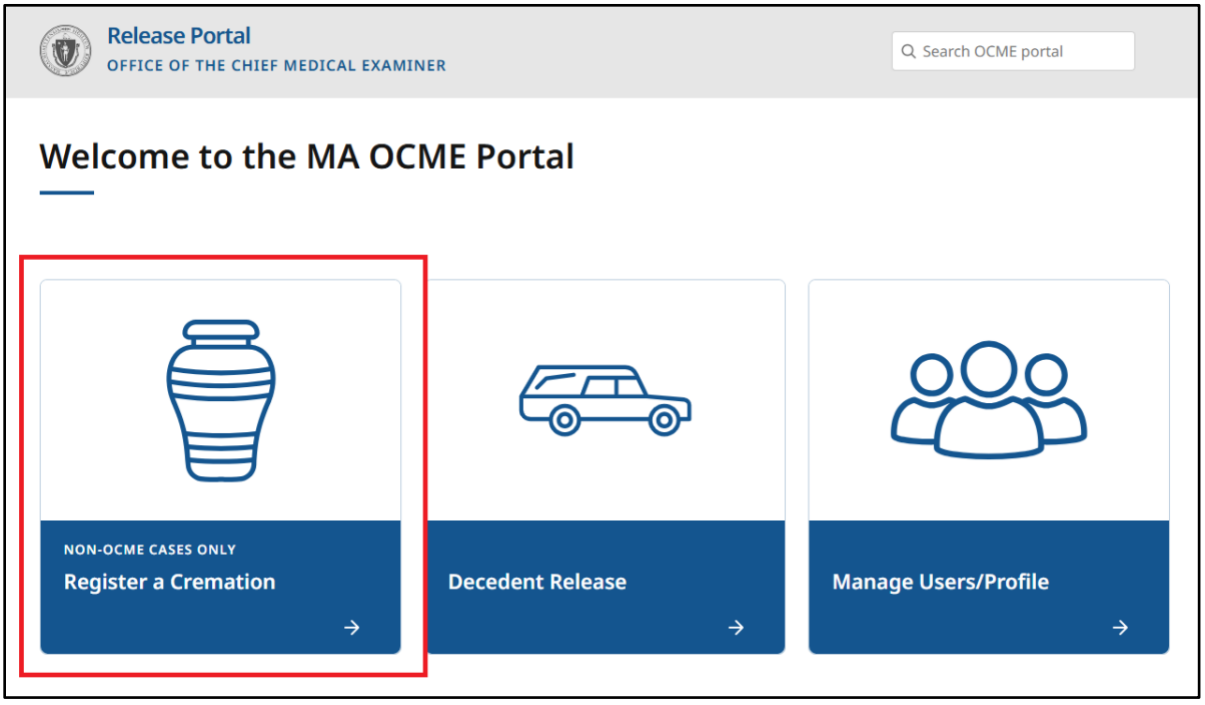
Search for registered decedents

To search for registered decedents:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Register a Cremation**.



   The screen displays the *Decedent Cremation Portal* page.

3. Select **View Cremation Authorizations**.

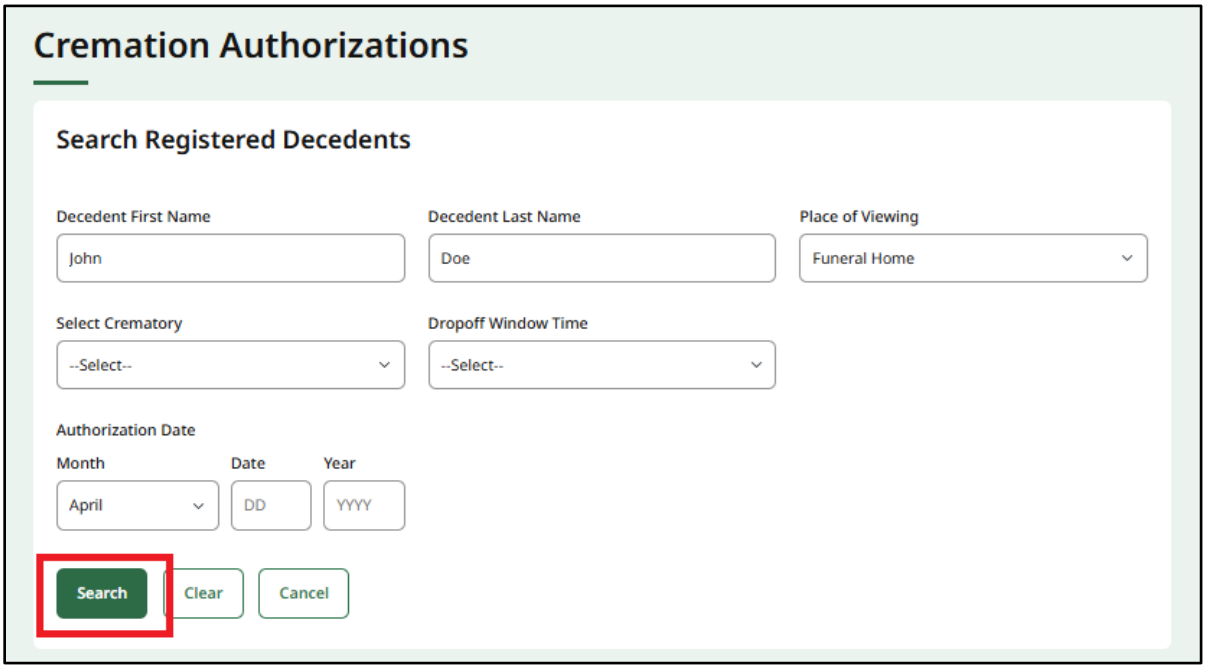


The screen displays the *Cremation Authorizations* page.

4. Complete at least one search field in the *Search Registered Decedents* portion of the page.

   Note that you can complete any number or combination of search fields.

5. Select **Search**.



The screen displays the results of your search in the lower portion of the page.

6. (Optional) To clear the search fields, select **Clear**.

   The lower portion of the page displays the original listing of decedents.

7. (Optional) To return to the *Decedent Cremation Portal* page, select **Cancel**.

This completes the procedure.

Association applications

The OCME Portal includes the following procedures for managing association application:

- **Create new association**
- **Edit pending associations**
- **Submit statements of ID**
- **Approved/closed associations**

The following sections describe these procedures in detail.

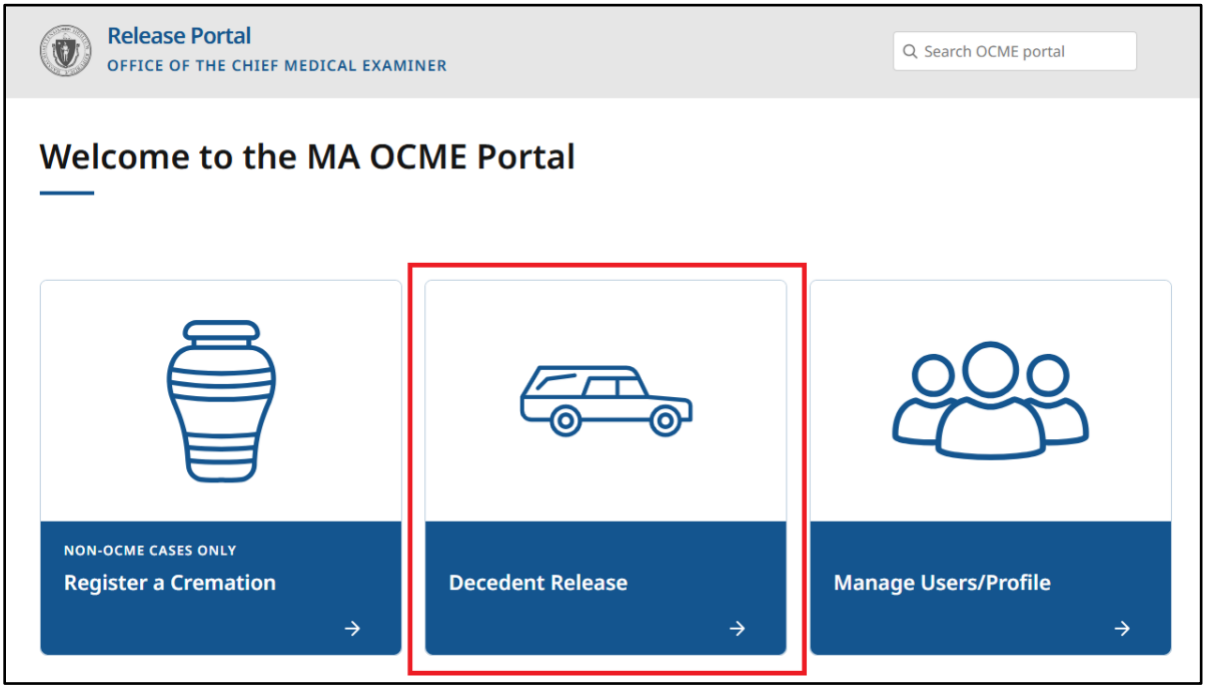
Create new association

To create a new association:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



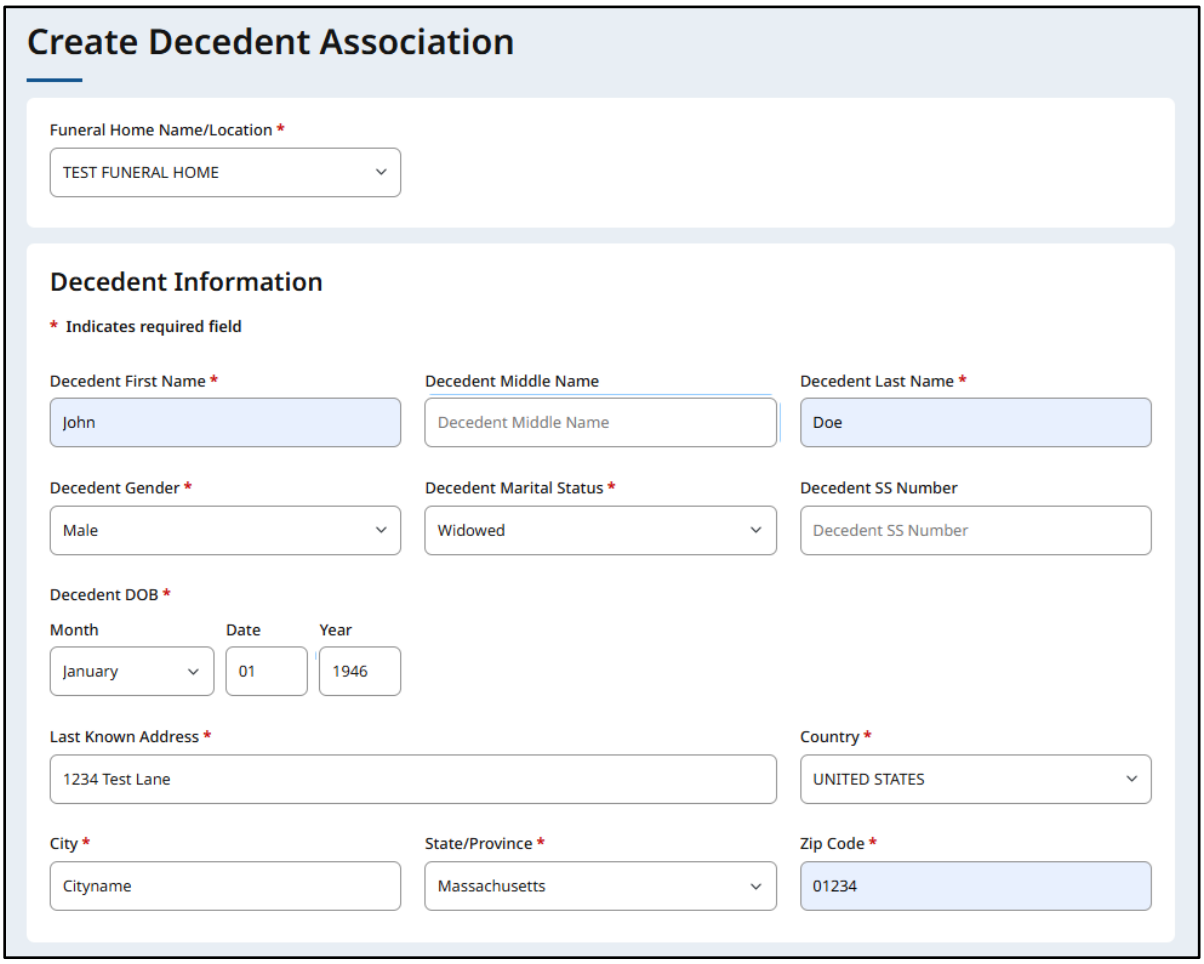
   The screen displays the *Welcome to the MA OCME Decedent Release Portal* page.

3. Select **Association Applications → Create New Association**.



The screen displays the *Create Decedent Association* page.

4. If your funeral home has more than one location, select the appropriate location in the **Funeral Home Name/Location** field.
5. Complete as many fields as possible in the *Decedent Information* section (all fields except **Decedent Middle Name** and **Decedent SS Number** are required).



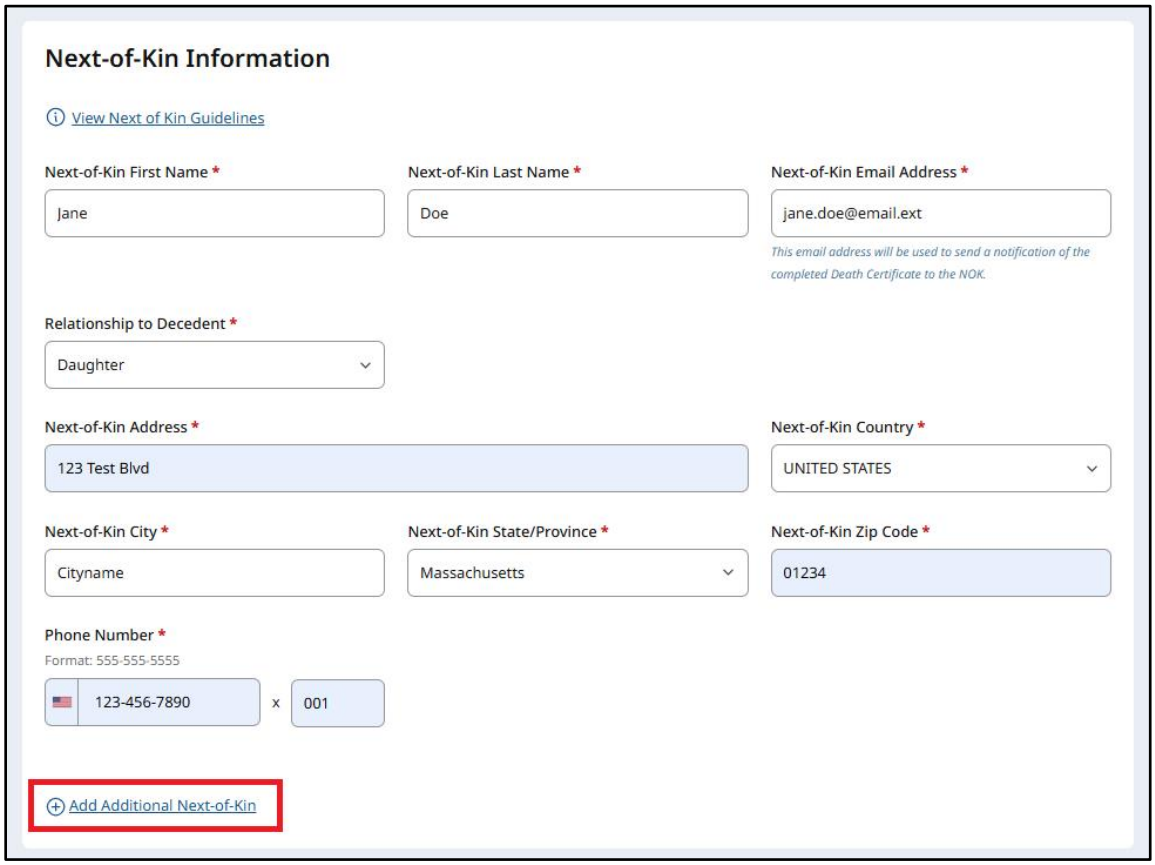
6. Scroll down as necessary to view the *Decedent Disposition* section.

7. Complete both fields as possible in the *Decedent Disposition* section (both fields are required).



8. Scroll down as necessary to view the *Next-of-Kin Information* section.
9. (Optional) To view guidelines on adding information for next-of-kin, select **View Next of Kin Guidelines**.
10. Complete all fields in the *Next-of-Kin Information* section (all fields are required).
11. (Optional) If it is necessary to add information for another next-of-kin:

    a. Select **Add Additional Next of Kin**.



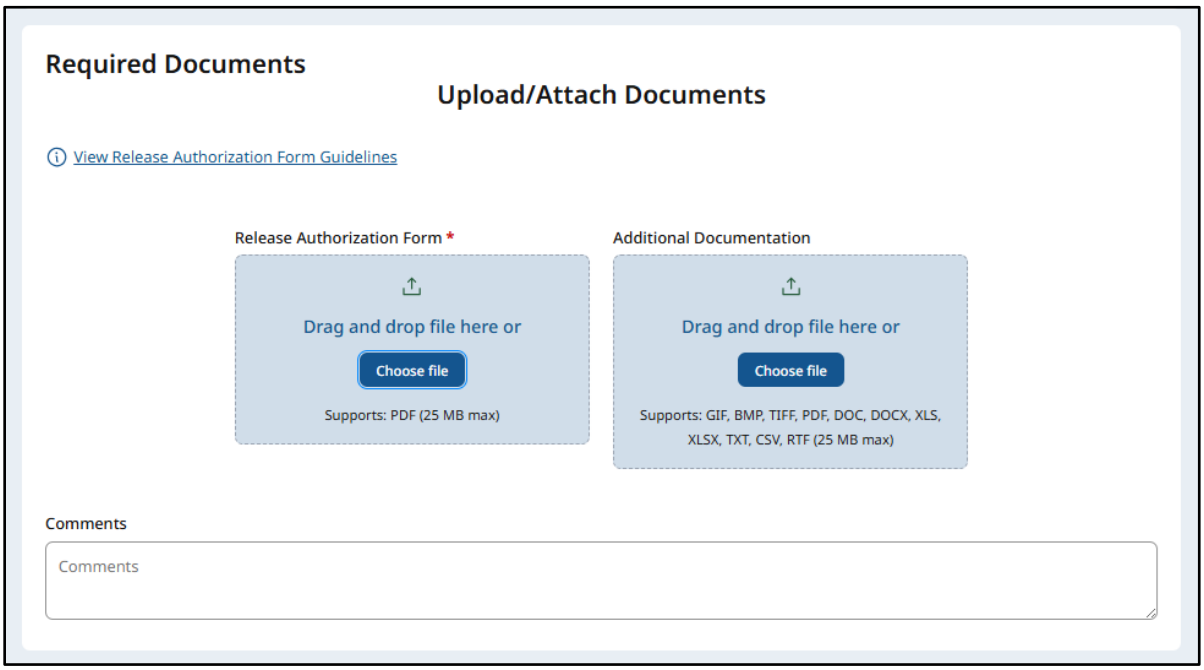
    The screen displays another set of information fields.

b. Complete all fields.

c. If appropriate, repeat steps a and b for each additional next of kin.

12. Scroll down as necessary to view the *Required Documents* section.

13. (Optional) To view guidelines on release authorization forms, select **View Release Authorization Form Guidelines**.



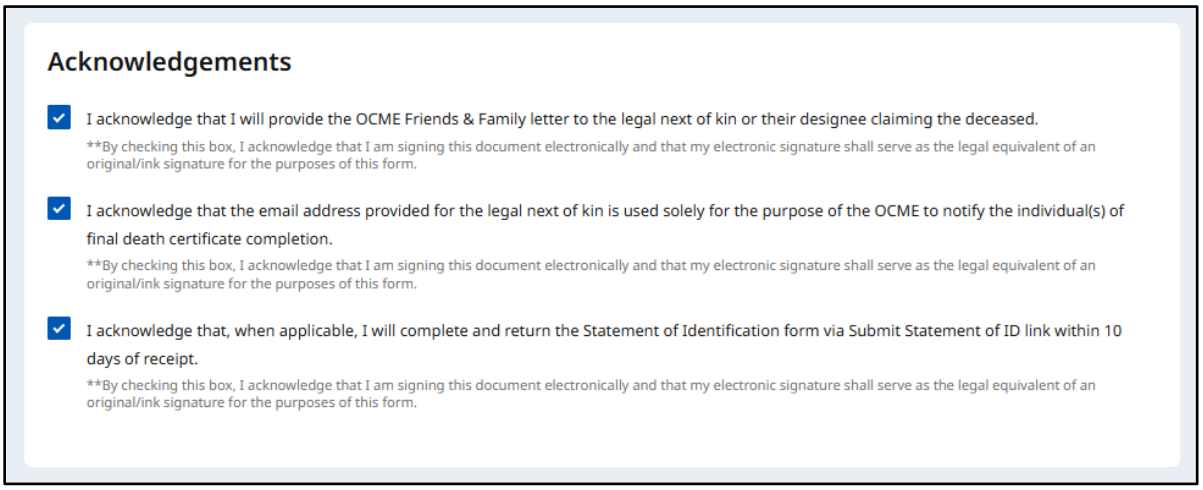
14. Upload the Release Authorization form using either of the following methods:

- Drag the file containing the *Release Authorization Form* to the light blue *Release Authorization Form* drag-and-drop box.
- Select **Choose file**.
  The screen displays a file navigation window.
  Navigate to the Release Authorization form you want, select it, and select **Open**.

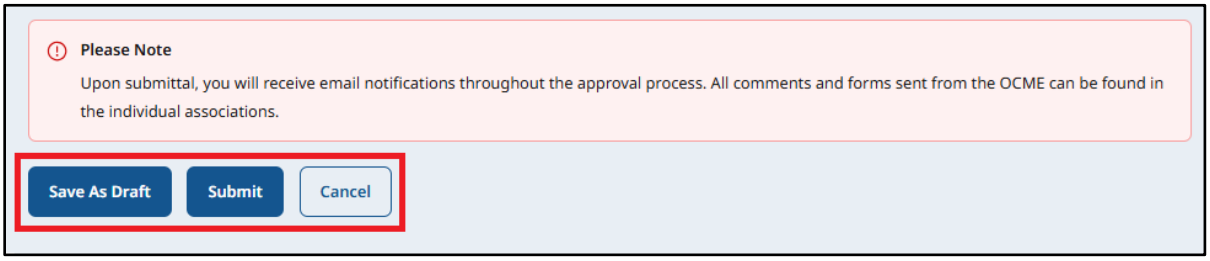
The system uploads the document, and displays the document name in the *Release Authorization Form* drag-and-drop box.

15. (Optional) Add any other documents using the procedure described in the previous step and the *Additional Documentation* drag-and-drop box.

16. (Optional) Add any comments in the **Comments** field.
17. Scroll down as necessary to view the *Acknowledgements* section.
18. Read each acknowledgement and select the corresponding check box (required).



19. Scroll down as necessary to view the note and the page buttons.
20. Read the note.
21. Select the appropriate button:
    - To submit the form and implement the new association, select **Submit**.
    - To save your work in draft form, select **Save as Draft**. You can return to the form at a later time, make changes if necessary, and then submit it.
    - To cancel the form, select **Cancel**. Note that doing this deletes all your responses on this form.



This completes the procedure.

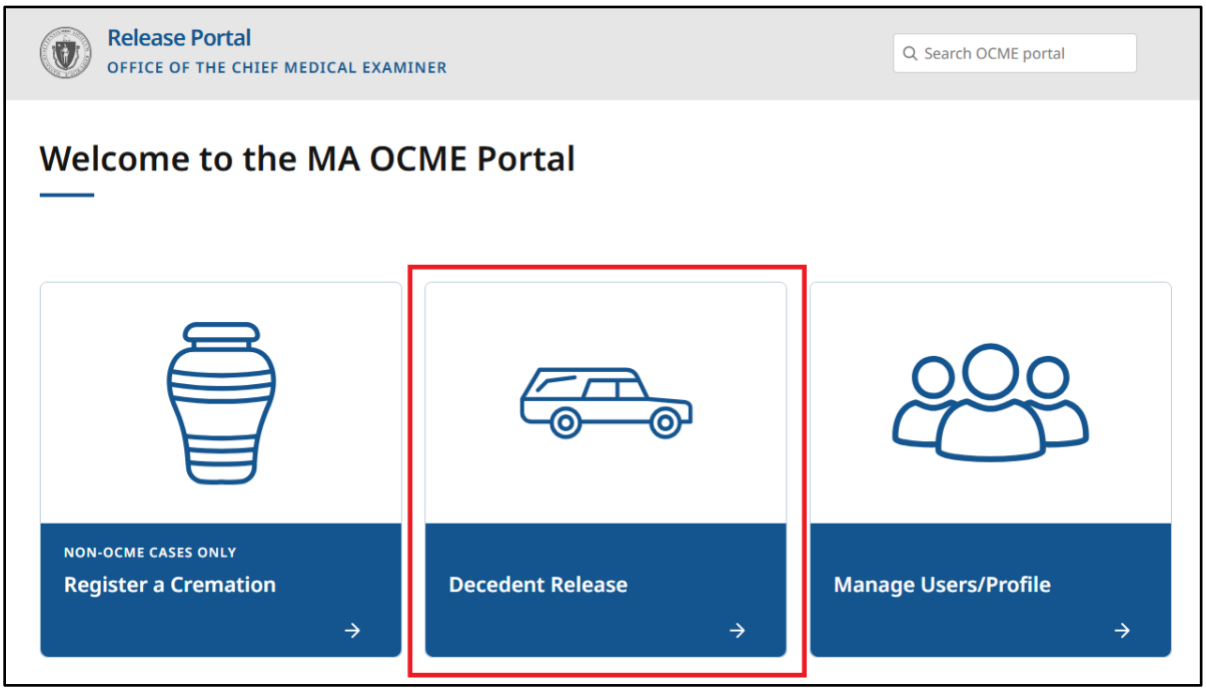
View and edit pending associations

To edit a pending association:

1. Log in to the OCME Portal (see **Logging in**).

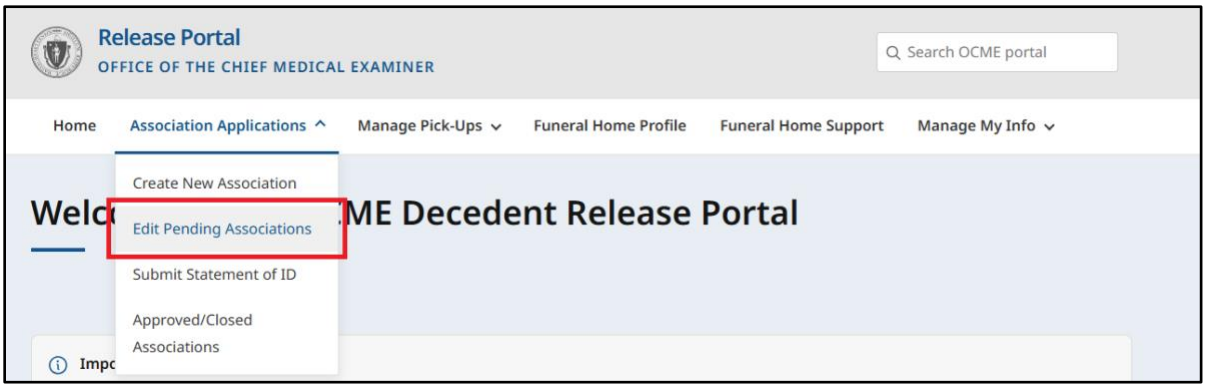
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



   The screen displays the *Welcome to the MA OCME Decedent Release Portal* page.

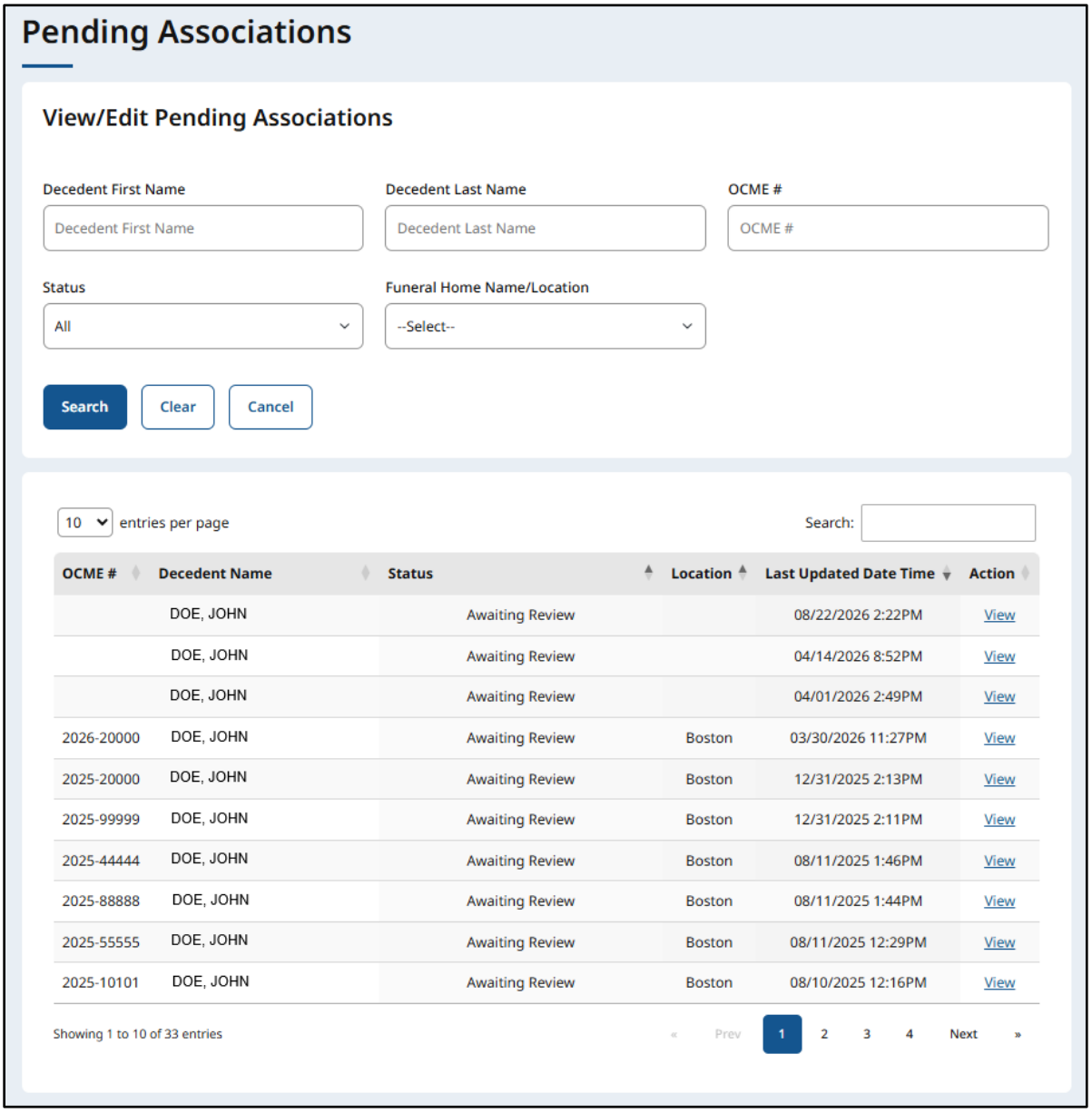
3. Select **Association Applications → Edit Pending Associations**.



   The screen displays the *Pending Associations* page.

   The bottom portion of the page displays a listing of pending associations.

4. (Optional) To sort the listing, follow the procedure described in **List pages**.



5. (Optional) To view additional information about any entry in the listing, select **View** in the corresponding row.

   The screen displays the *View Decedent Association* page for the entry you selected.

6. To return to the *Pending Associations* page, select **Close** (at the bottom of the page).

This completes the procedure.

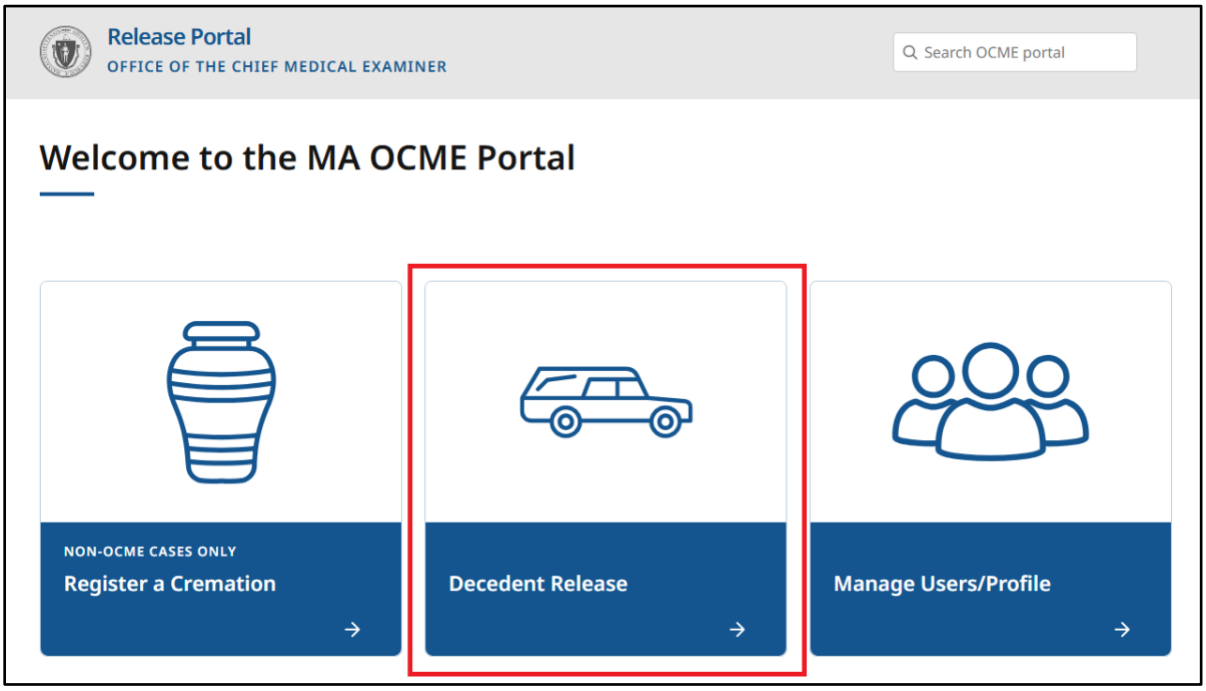
Search for pending associations

To search for pending associations:

1. Log in to the OCME Portal (see **Logging in**).

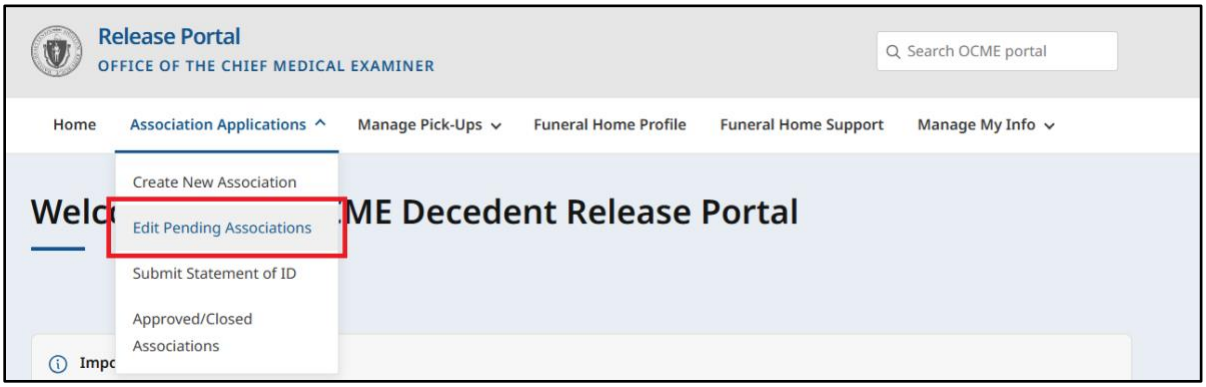
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



   The screen displays the *Welcome to the MA OCME Decedent Release Portal* page.

3. Select **Association Applications → Edit Pending Associations**.

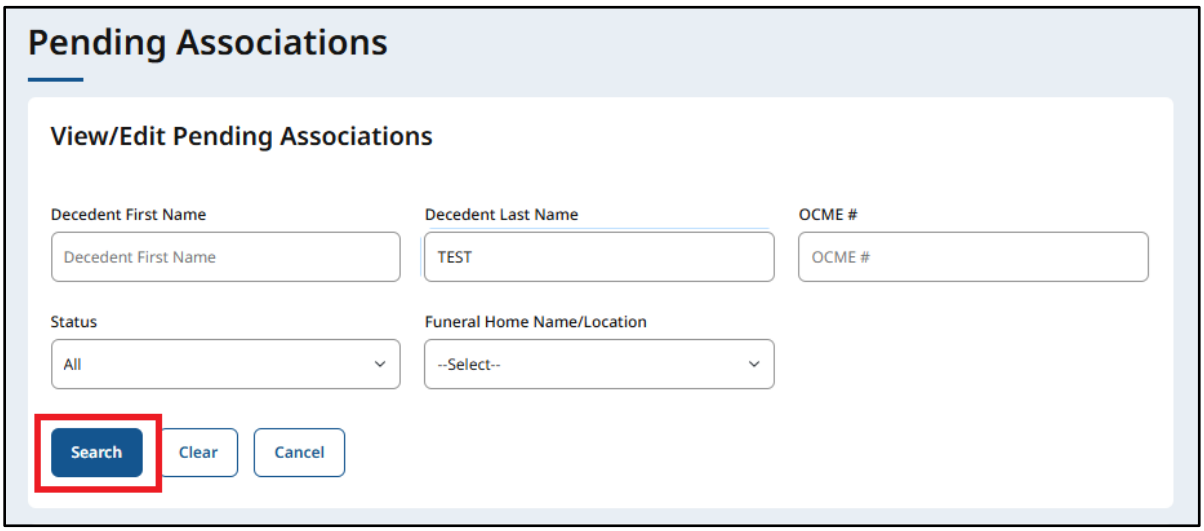


The screen displays the *Pending Associations* page.

4. Complete at least one search field in the *View/Edit Pending Associations* portion of the page.

   Note that you can complete any number or combination of search fields.

5. Select **Search**.



   The screen displays the results of your search in the lower portion of the page.

6. (Optional) To clear the search fields, select **Clear**.

   The lower portion of the page displays the original listing of decedents.

7. (Optional) To return to the *Welcome to the MA OCME Decedent Release Portal* page, select **Cancel**.

This completes the procedure.

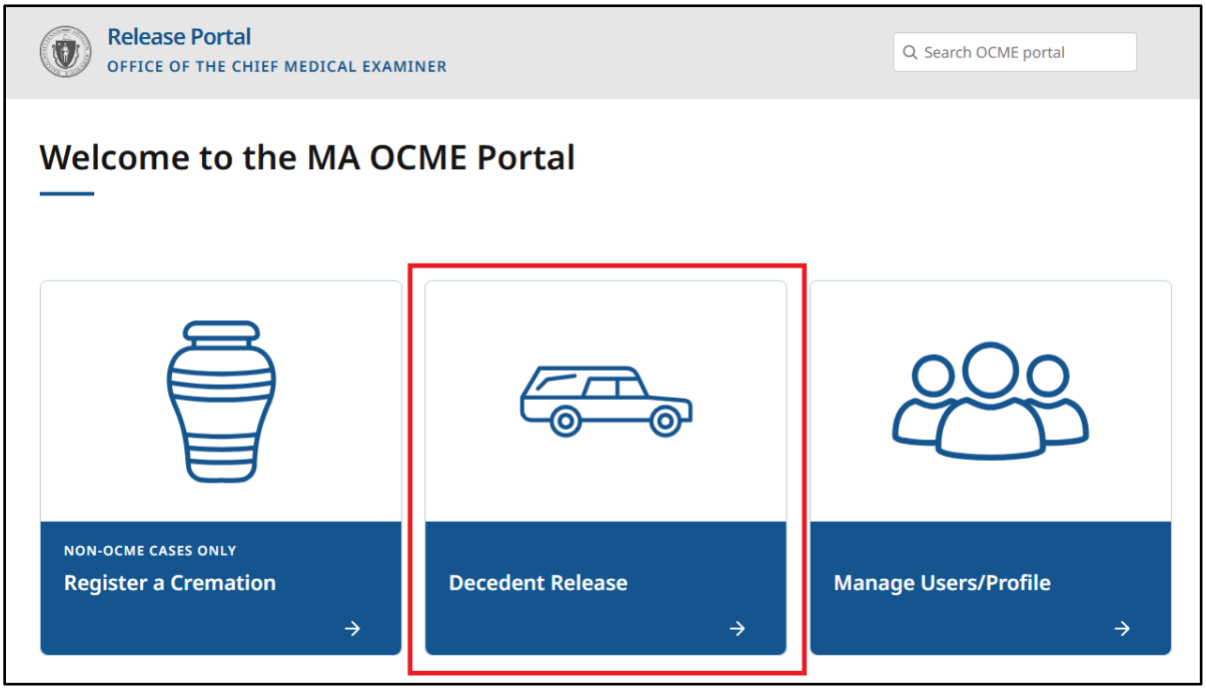
Submit statement of ID search

To search for a statement of ID:

1. Log in to the OCME Portal (see **Logging in**).

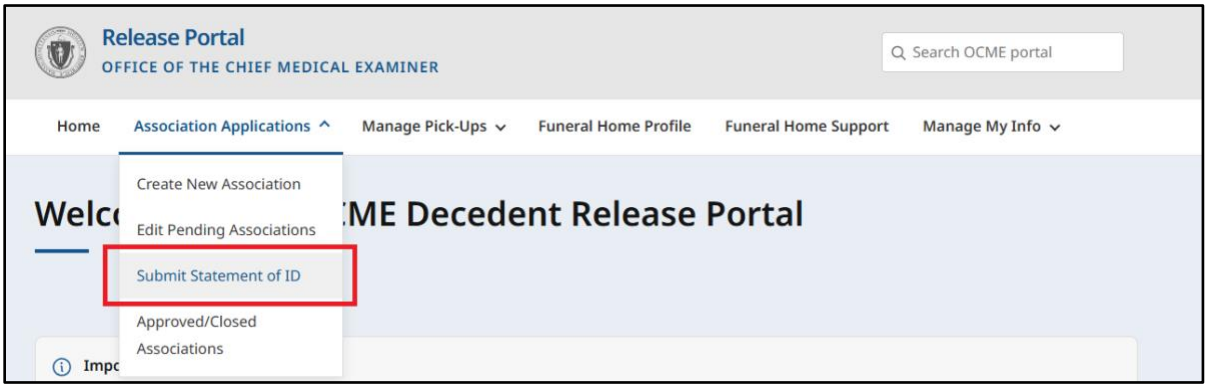
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



The screen displays the *Welcome to the MA OCME Decedent Release Portal* page.

3. Select **Association Applications → Submit Statement of ID**.

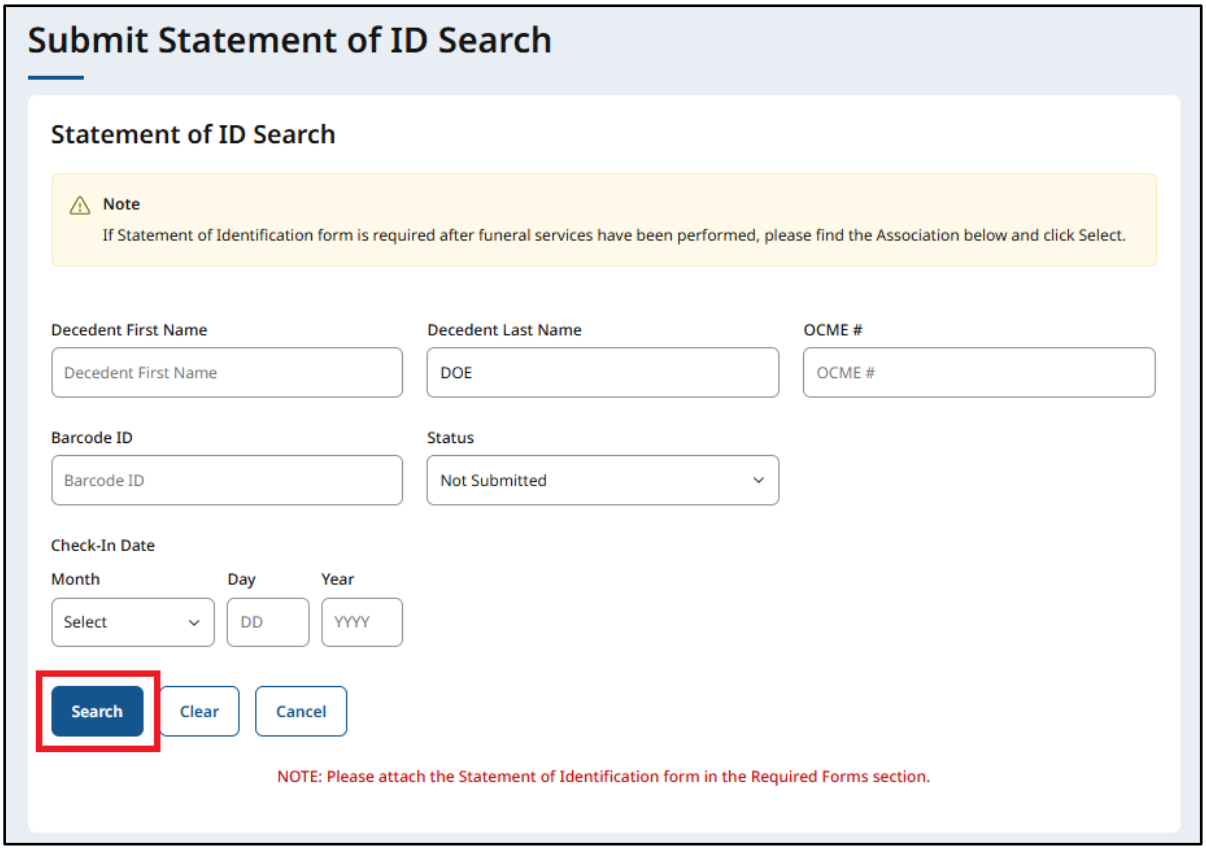


The screen displays the *Submit Statement of ID Search* page.

4. Complete at least one search field in the *View/Edit Pending Associations* portion of the page.

   Note that you can complete any number or combination of search fields.

5. Select **Search**.



   The screen displays the results of your search in the lower portion of the page.

6. (Optional) To clear the search fields, select **Clear**.

   The lower portion of the page displays the original listing of decedents.

7. (Optional) To return to the *Welcome to the MA OCME Decedent Release Portal* page, select **Cancel**.

This completes the procedure.

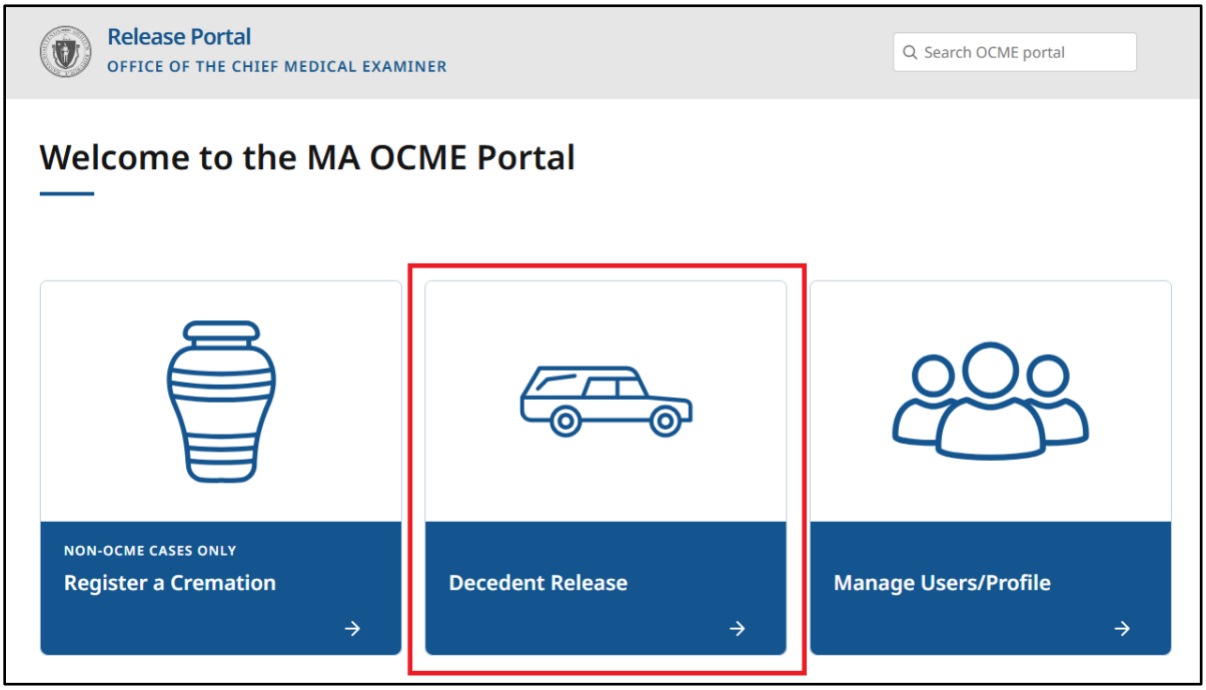
Approved/closed associations

To edit a pending association:

1. Log in to the OCME Portal (see **Logging in**).

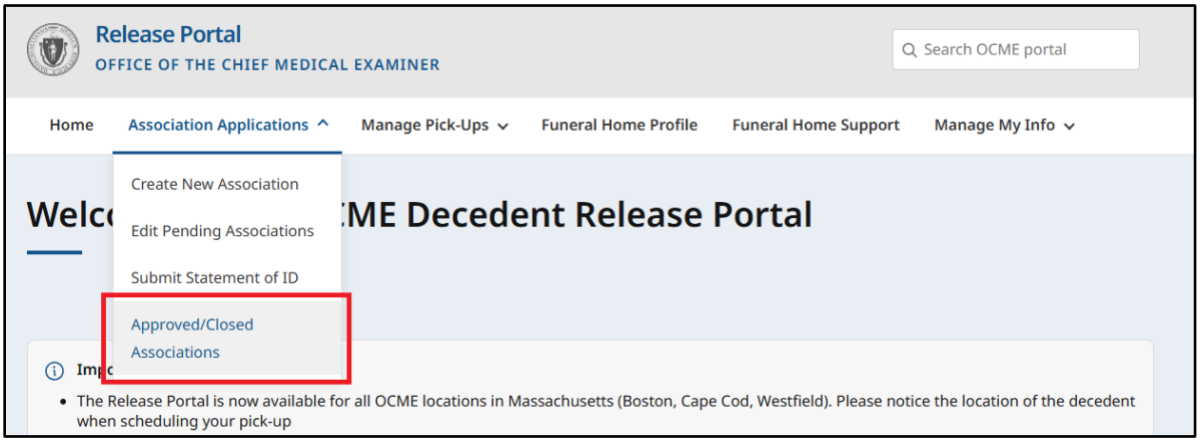
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



The screen displays the *Welcome to the OCME Decedent Release Portal* page.

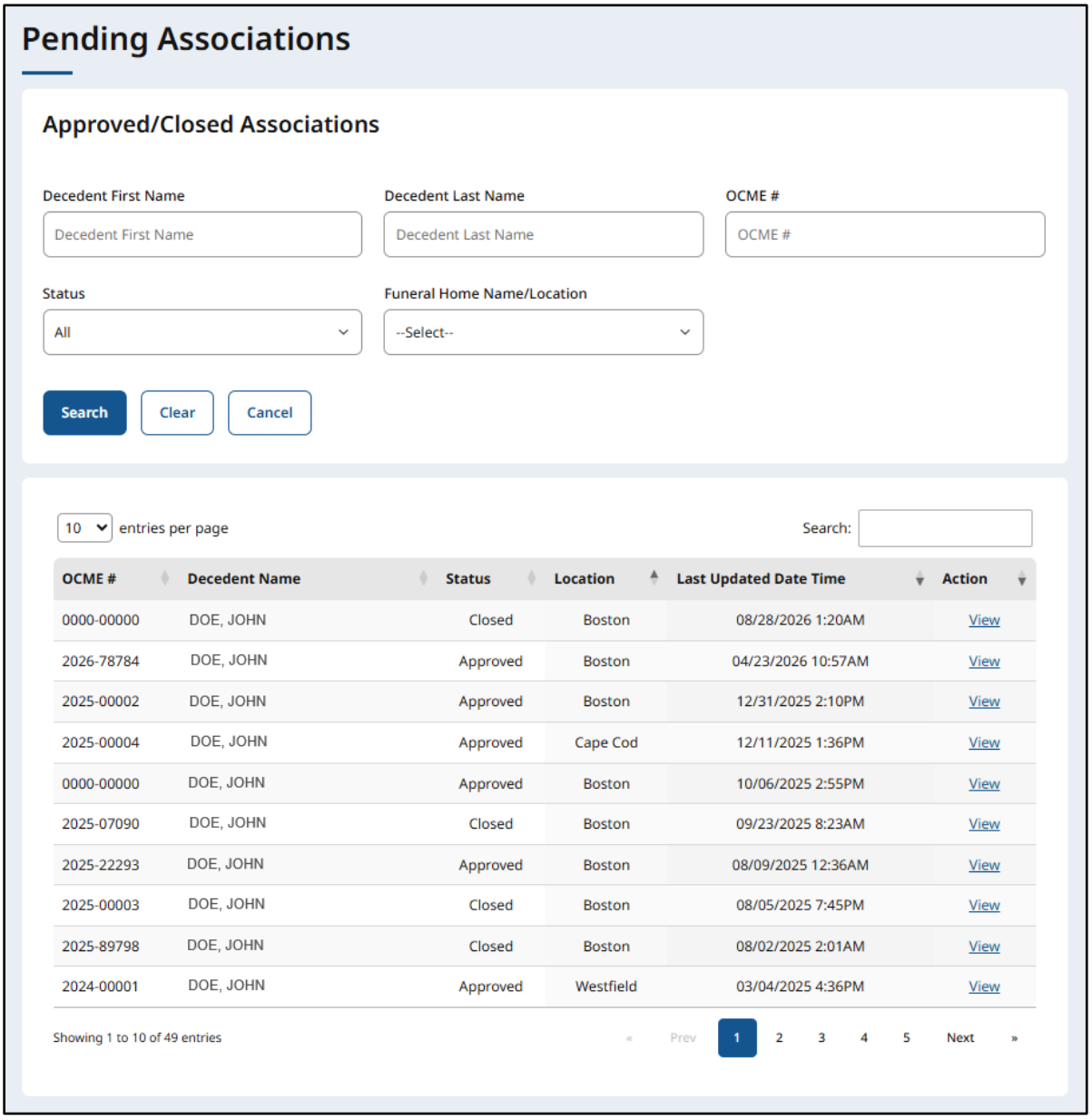
3. Select **Association Applications → Approved/Closed Associations**.



The screen displays the *Approved/Closed Associations* page.

The bottom portion of the page displays a listing of pending associations.

4. (Optional) To sort the listing, follow the procedure described in **List pages**.



5. (Optional) To view additional information about any entry in the listing, select **View** in the corresponding row.

   The screen displays the *View Decedent Association* page for the entry you selected.

6. To return to the *Approved/Closed Associations* page, select **Close**.

This completes the procedure.

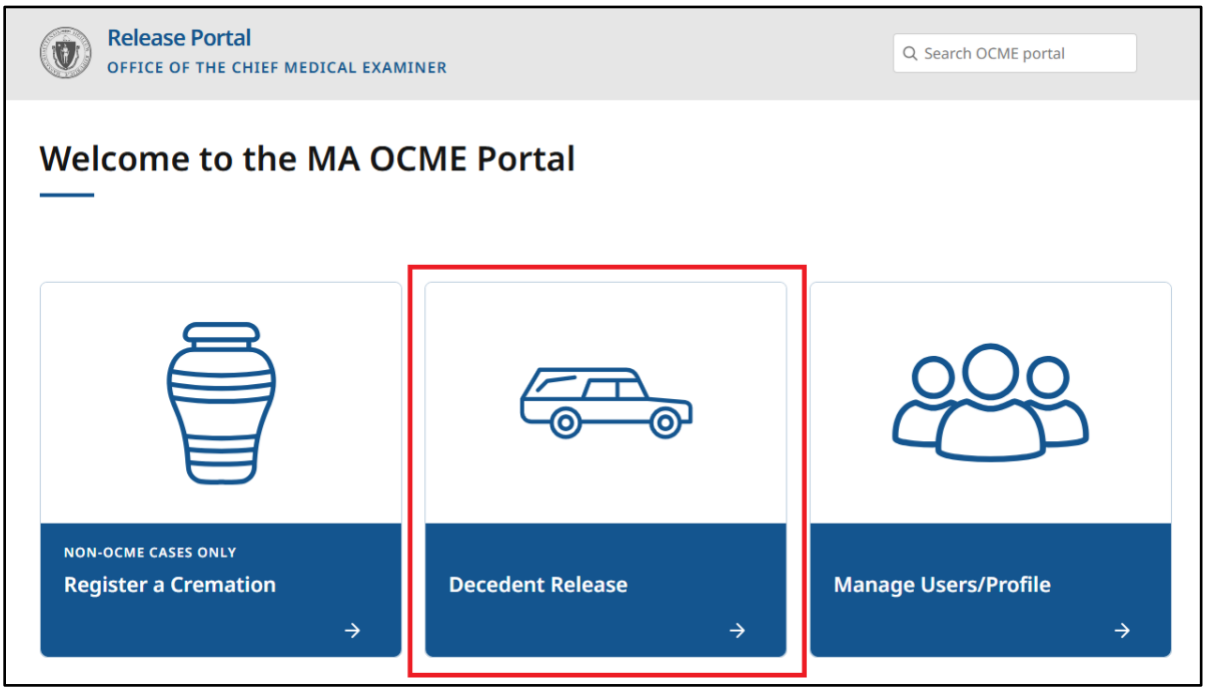
Search for approved/closed associations

To search for pending associations:

1. Log in to the OCME Portal (see **Logging in**).

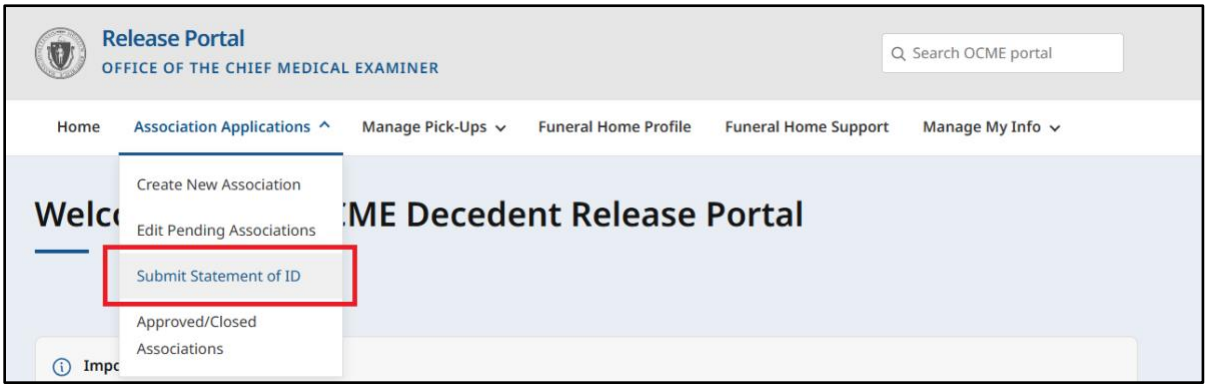
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

3. Select **Association Applications → Approved/Closed Associations**.

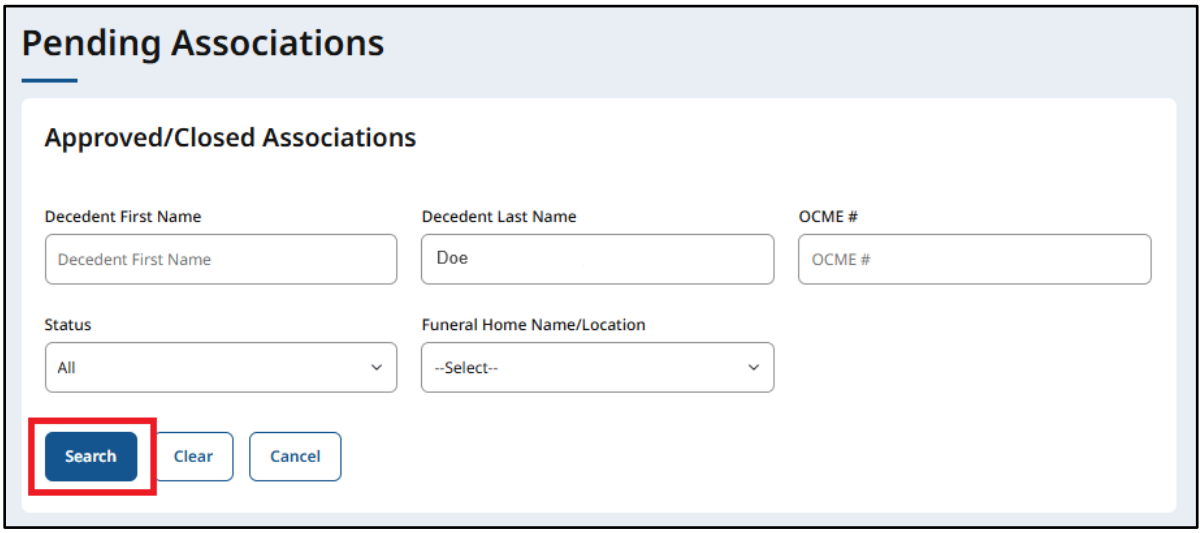


   The screen displays the *Approved/Closed Associations* page.

4. Complete at least one search field in the *Approved/Closed Associations* portion of the page.

   Note that you can complete any number or combination of search fields.

5. Select **Search**.



   The screen displays the results of your search in the lower portion of the page.

6. (Optional) To clear the search fields, select **Clear**.

   The lower portion of the page displays the original listing of decedents.

7. (Optional) To return to the *Welcome to the MA OCME Decedent Release Portal* page, select **Cancel**.

This completes the procedure.

Managing pick-ups

The OCME Portal includes the following procedures for managing pick-ups:

- **Pending requests**
- **Schedule new pick-up**
- **Manage existing pick-up**
- **View completed pick-ups**

The following sections describe these procedures in detail.

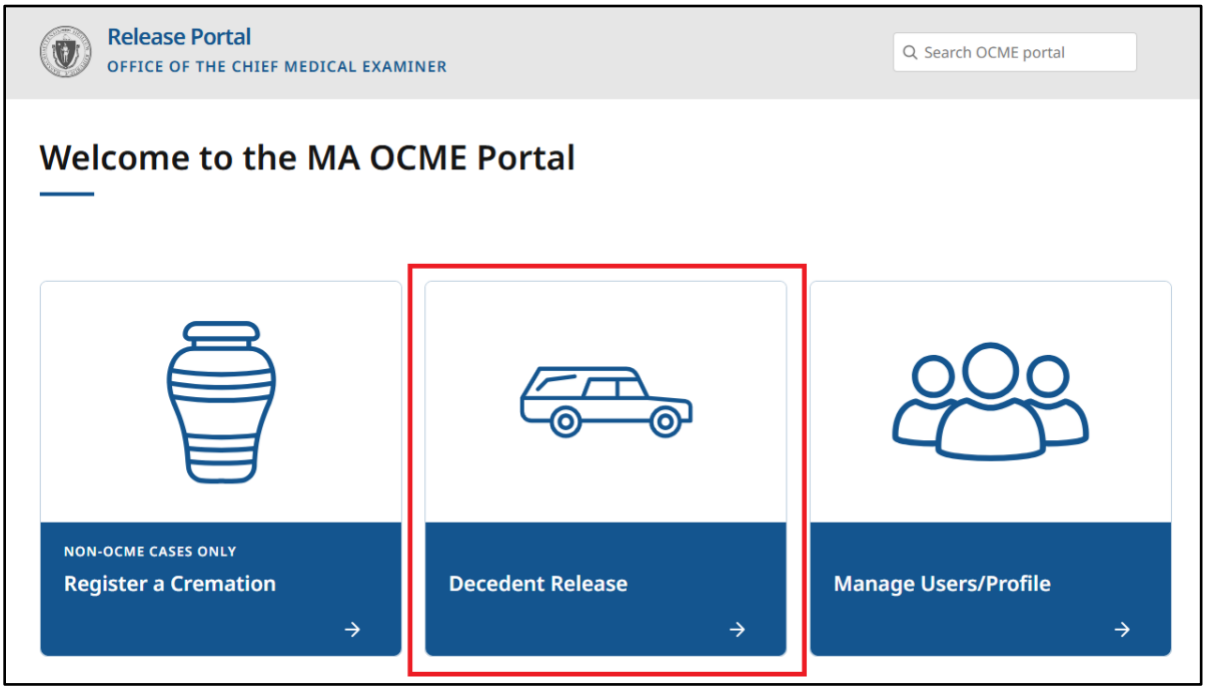
Pending requests

To manage pending requests:

1. Log in to the OCME Portal (see **Logging in**).

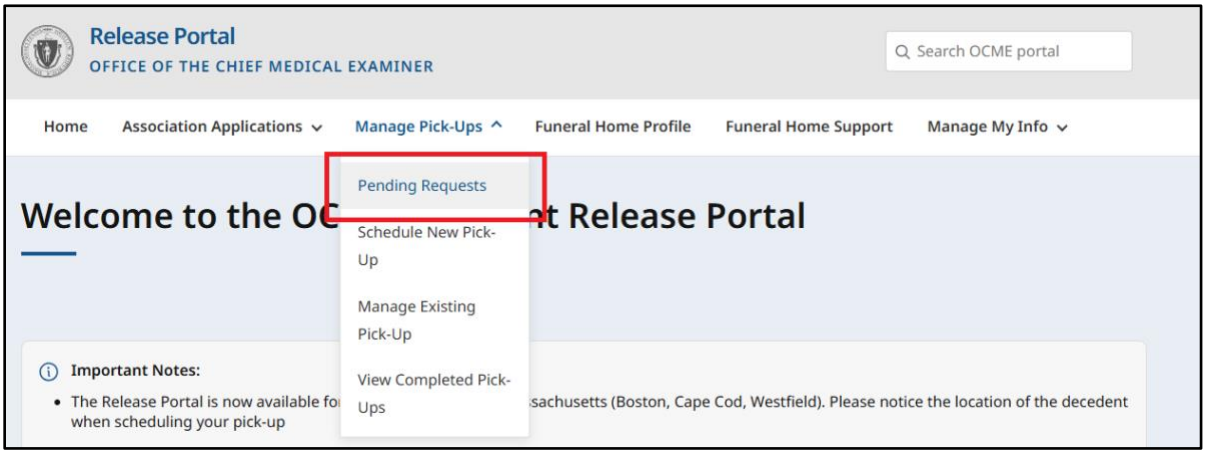
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



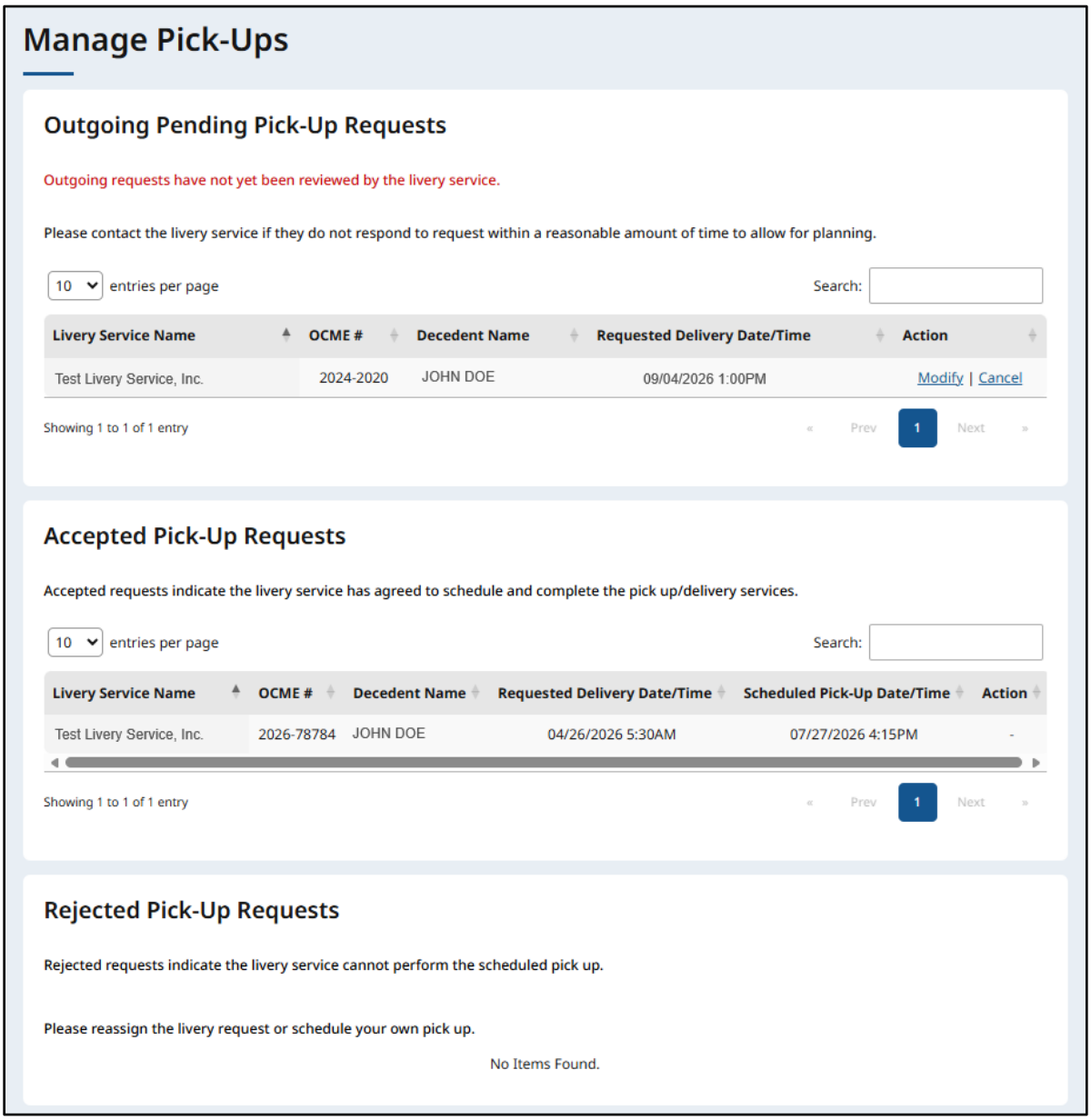
   The screen displays the *Welcome to the MA OCME Decedent Release Portal* page.

3. Select **Manage Pick-Ups → Pending Requests**.



The screen displays the *Manage Pick-Ups* page.

4. (Optional) To sort any of the 3 listings (*Outgoing Pending Pick-Up Requests*, *Accepted Pick-Up Requests*, or *Rejected Pick-Up Requests*), follow the procedure described in **List pages**.



5. (Optional) To modify an outgoing pending pick-up request:
   a. Select **Modify** in the row corresponding to the request you want to modify.

      The screen displays the *Modify Pick-Up* window.
   b. Select **Yes**.

The screen displays the *Modify Request* window.

c. Make the required changes.

d. Select **Update**.

The screen displays the *Manage Pick-Ups* page; the listing in the *Outgoing Pending Pick-Up Requests* section of the page now reflects the changes you just made.

6. To cancel an outgoing pending pick-up request:

a. Select **Cancel** in the row corresponding to the request you want to cancel.

The screen displays the *Cancel Pick-Up Request* window.

b. Select **Yes**.

The screen displays the *Manage Pick-Ups* page, which displays a message at the top of the page confirming that the system has canceled the listing. The listing in the *Outgoing Pending Pick-Up Requests* section of the page is no longer present.

This completes the procedure.

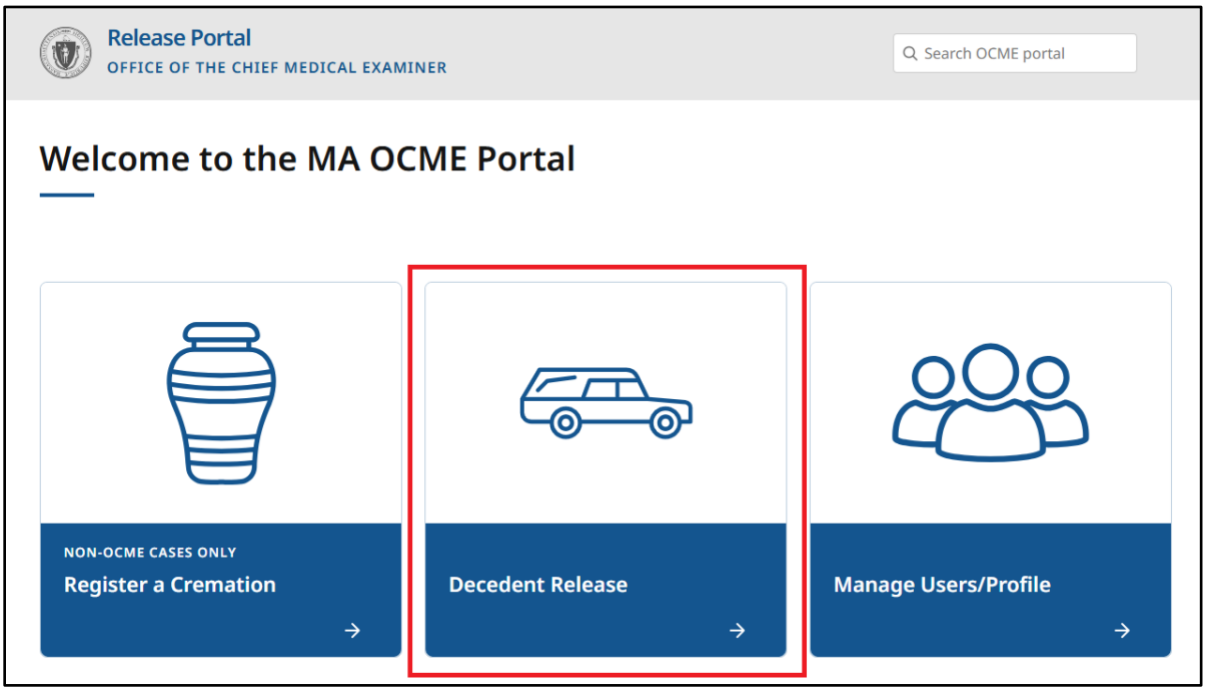
Schedule new pick-up

To schedule a new pick-up request:

1. Log in to the OCME Portal (see **Logging in**).

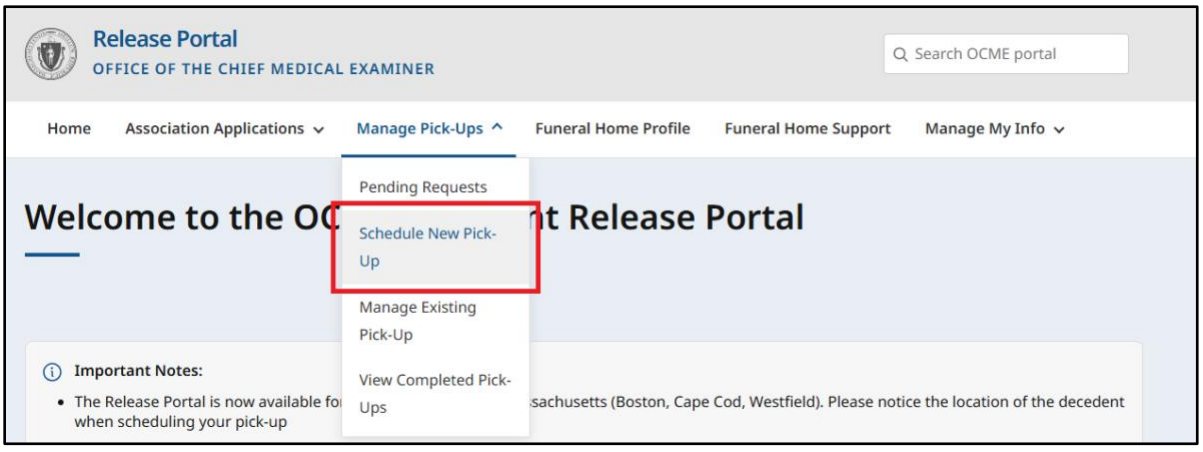
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

3. Select **Manage Pick-Ups → Schedule New Pick-Up**.



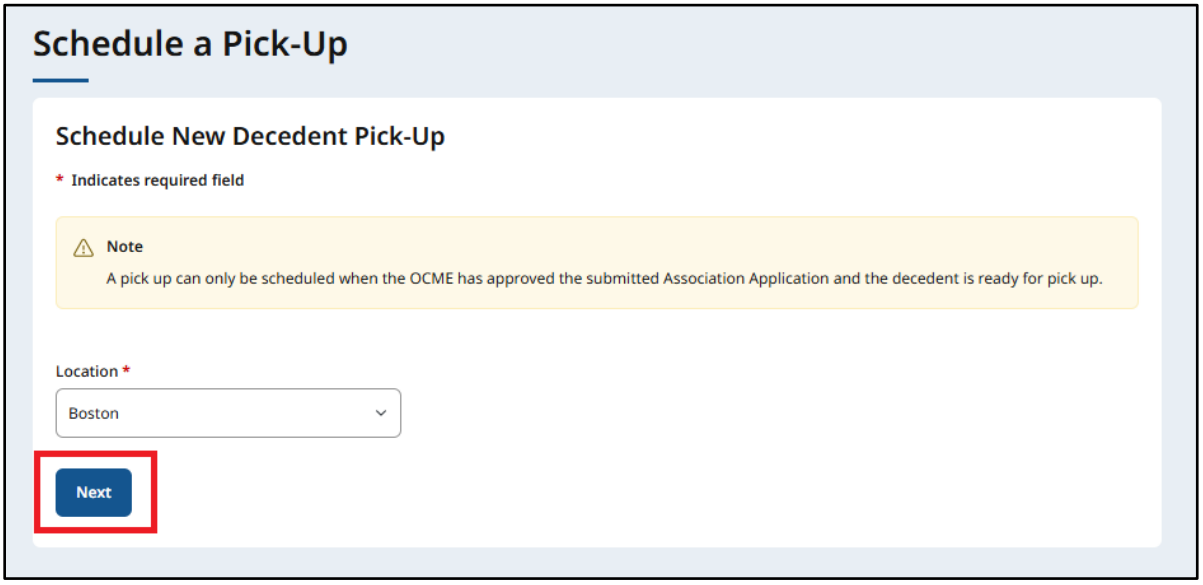
   The screen displays the *Schedule New Decedent Pick-Up* page.

4. Select the **Location** field.

   The screen displays a dropdown menu.

5. Select the location you want.

6. Select **Next**.

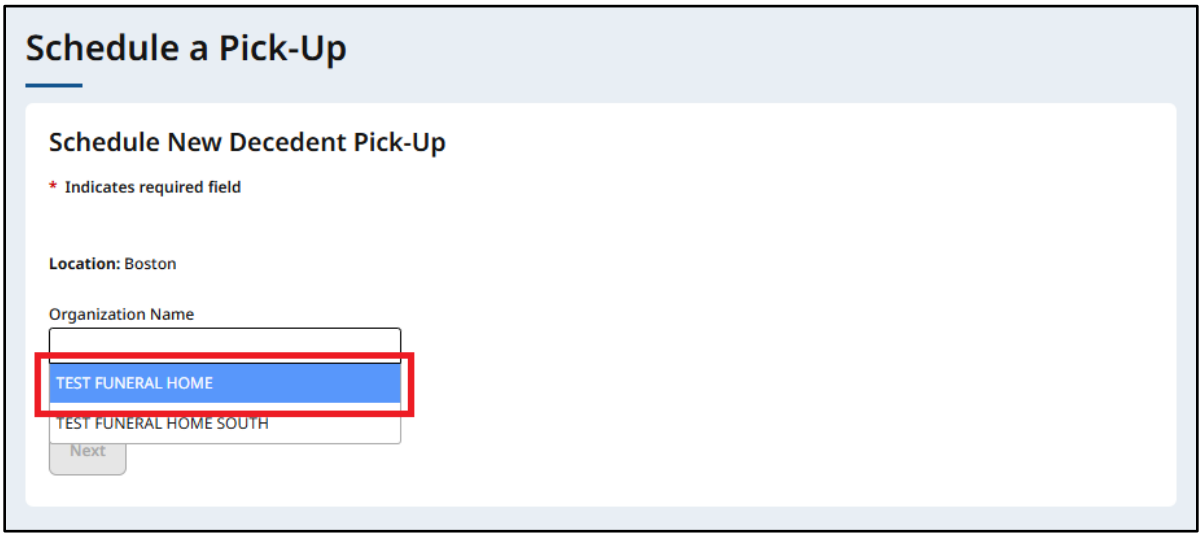


   The screen displays the *Schedule New Decedent Pick-Up* page.

7. Select the **Organization Name** field.

   The screen displays a dropdown menu.

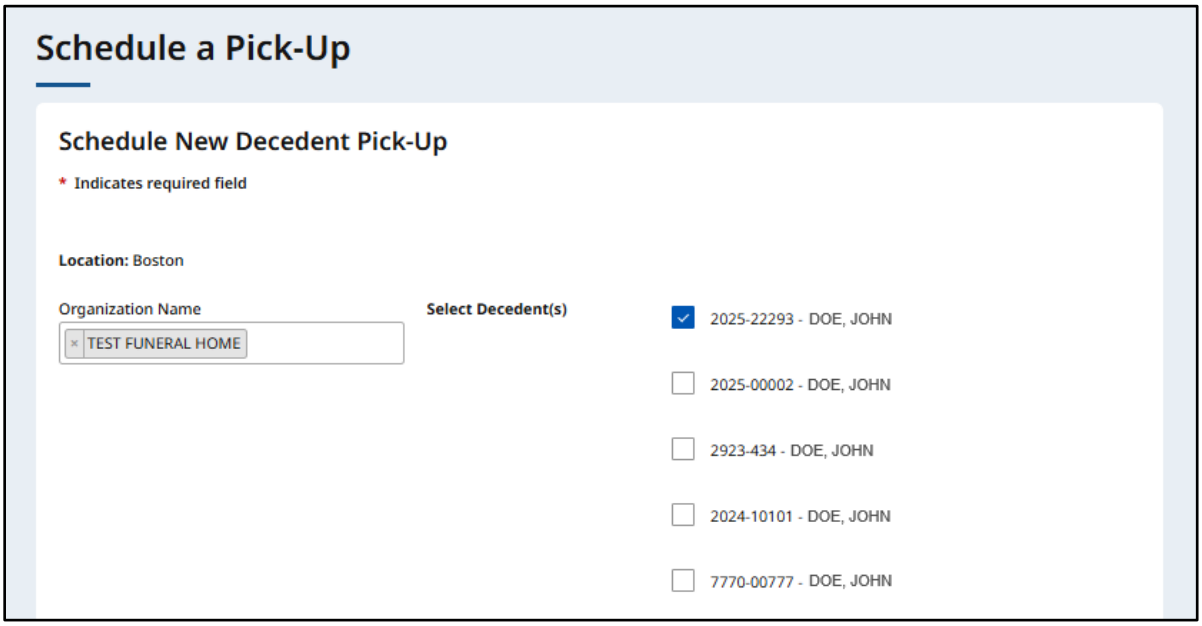
8. Select the organization you want.



The screen inserts the name into the **Organization Name** field, and adds a listing of all eligible decedents associated with that organization.

9. Select the check box associated with the decedent you want.

   Note that you can select multiple decedents.



10. Scroll to the bottom of the page, as necessary to view all decedents.

    Note that the screen displays an information box for each decedent you chose.

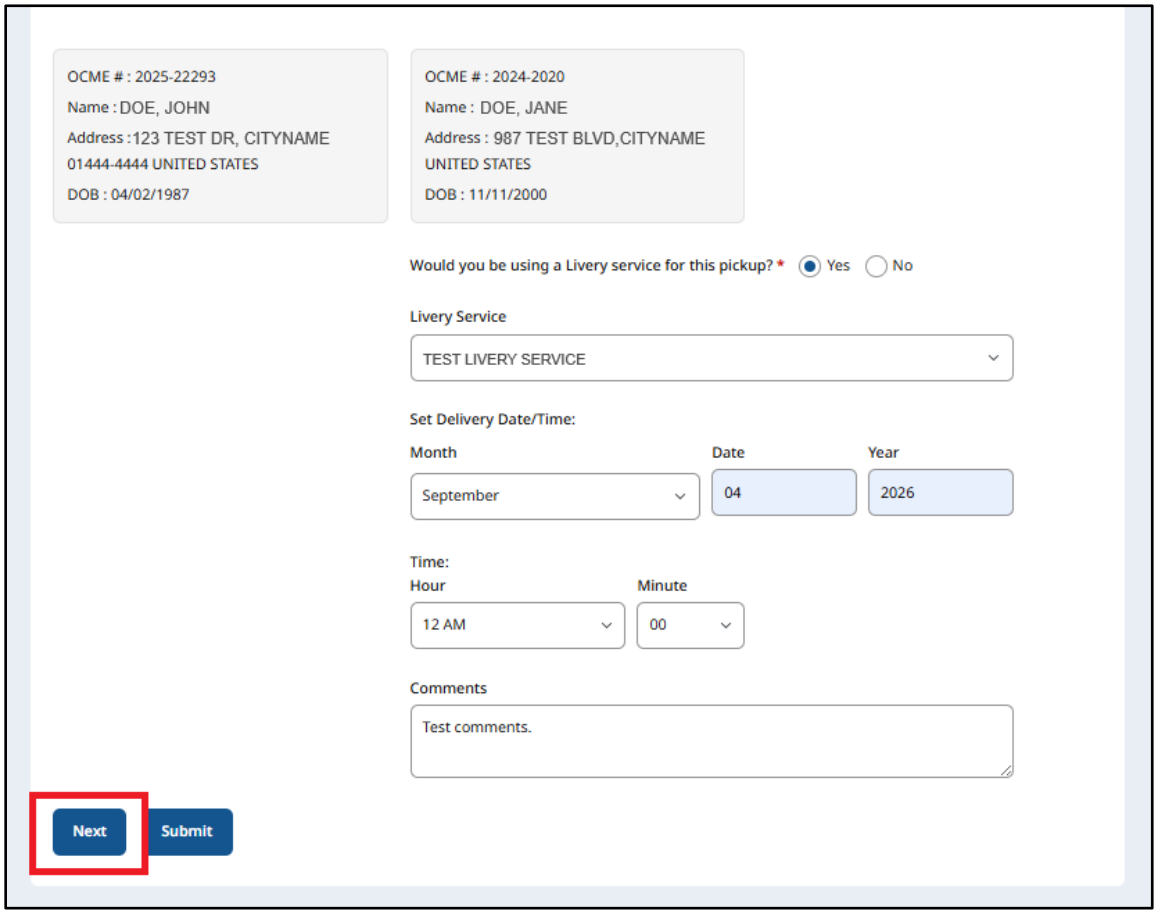
11. Use the **Would you be using a Livery service for this pick-up?** field to specify if you want to use a livery service or not:

    - If you do not want to use a livery service, select **No**. Proceed to step 13.
    - If you want to use a livery service, select **Yes**. The screen displays some additional fields. Proceed to step 12.

12. If you want to use a livery service:

    a. Complete as many of the livery service fields as possible.

b. Select **Next**.



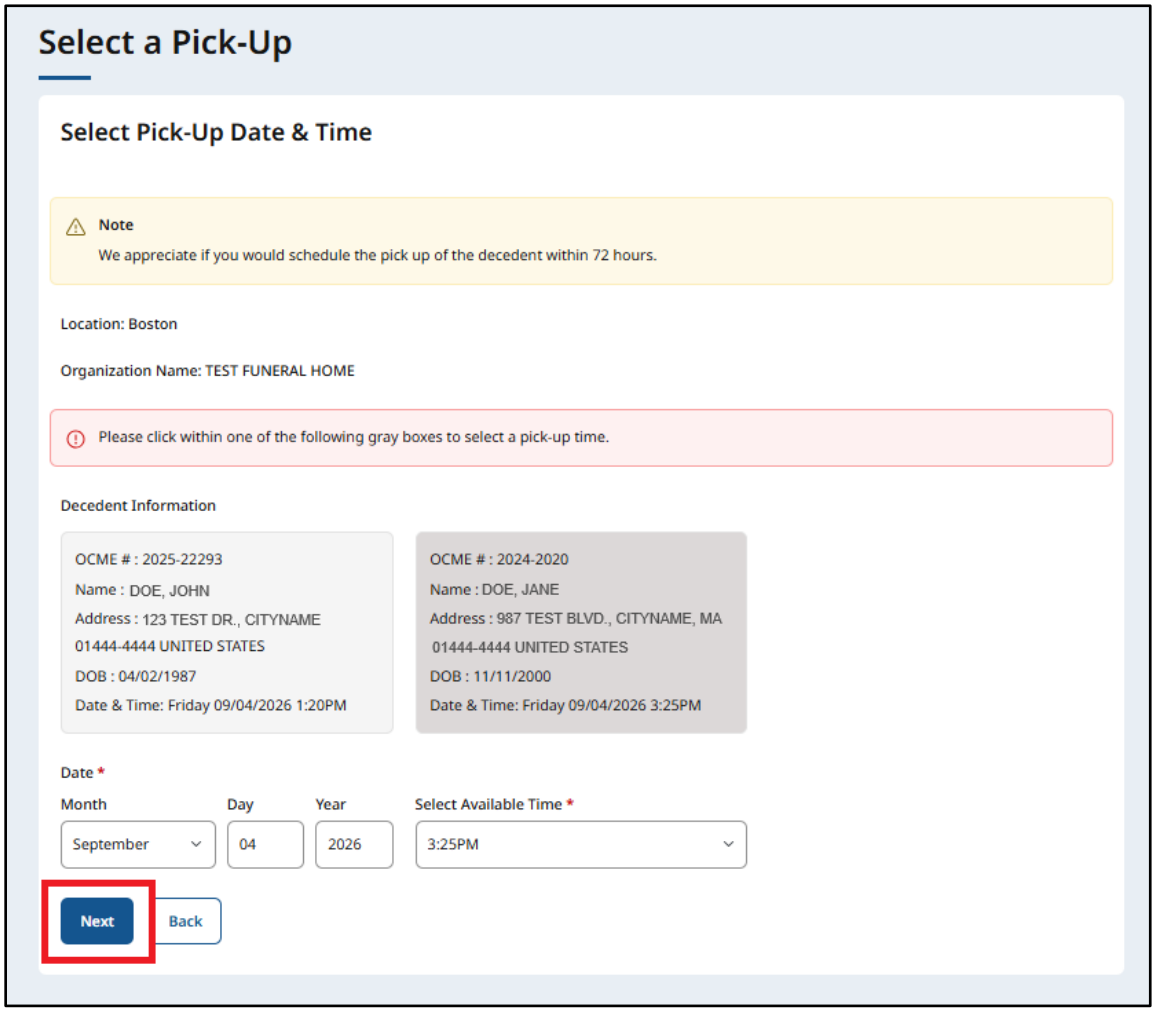
The screen displays the *Select a Pick-Up* page.

c. Proceed to step 13.

13. Complete the pick-up date and time fields (these are required fields).

    Note that if you selected more than one decedent (as shown in this example), you must select the gray box for the first decedent and complete the pick-up date and time fields. Then select the gray box for the next decedent and complete the fields for that decedent. Continue this procedure until you have completed the pick-up date and time fields for all decedents.

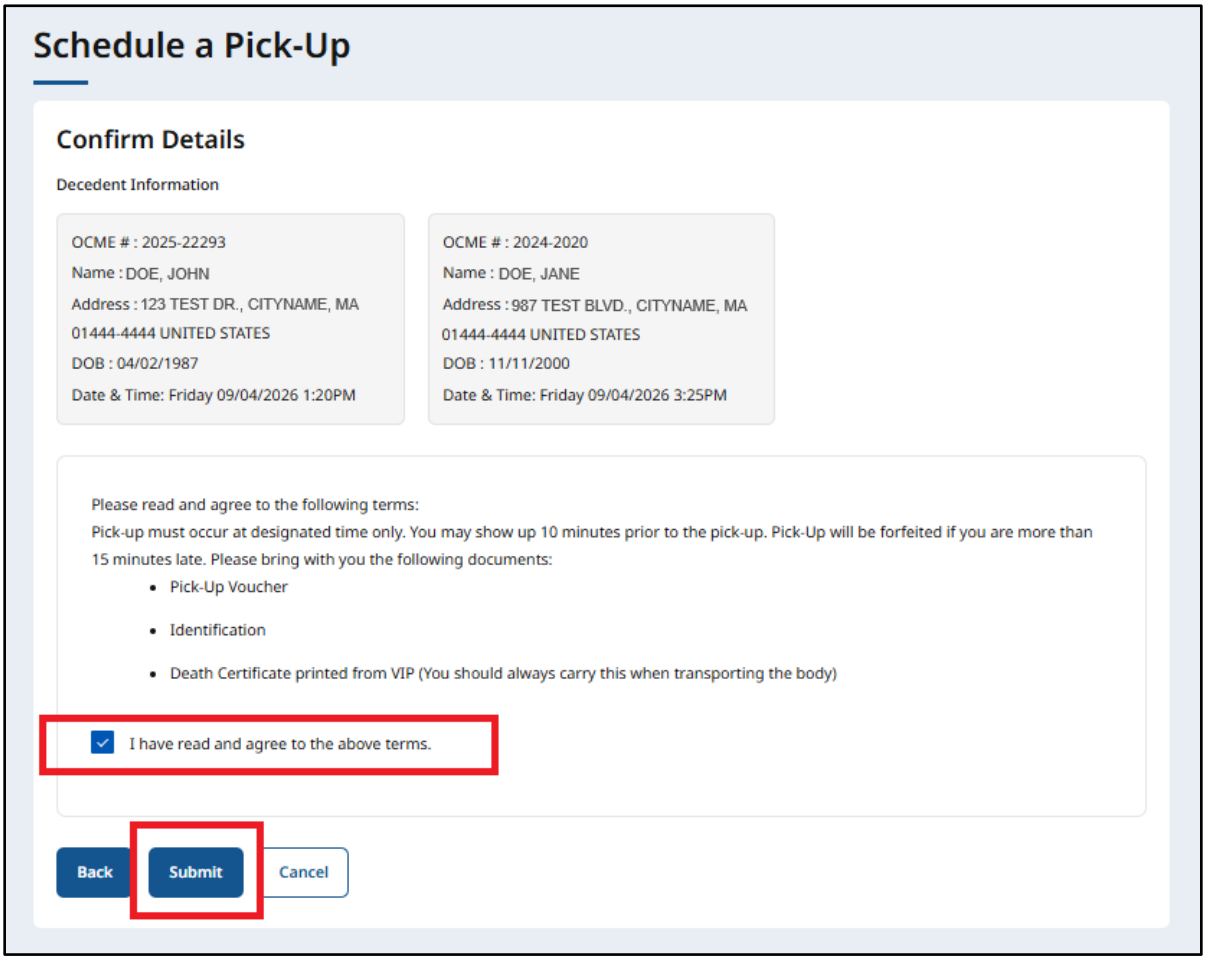
14. Select **Next**.



The screen displays the *Confirm Details* page.

15. Select the **I have read and agree to these terms** check box.

16. Select **Submit**.



The screen displays the *Confirm Schedule Pick-Up* page.

17. (Optional) To print a copy of this page, select **Print**.

    The screen displays a print preview page; select the printer and print parameters you want, and select **Print**.

18. (Optional) To save a copy of this page, select **Save as PDF** and select the option you want:

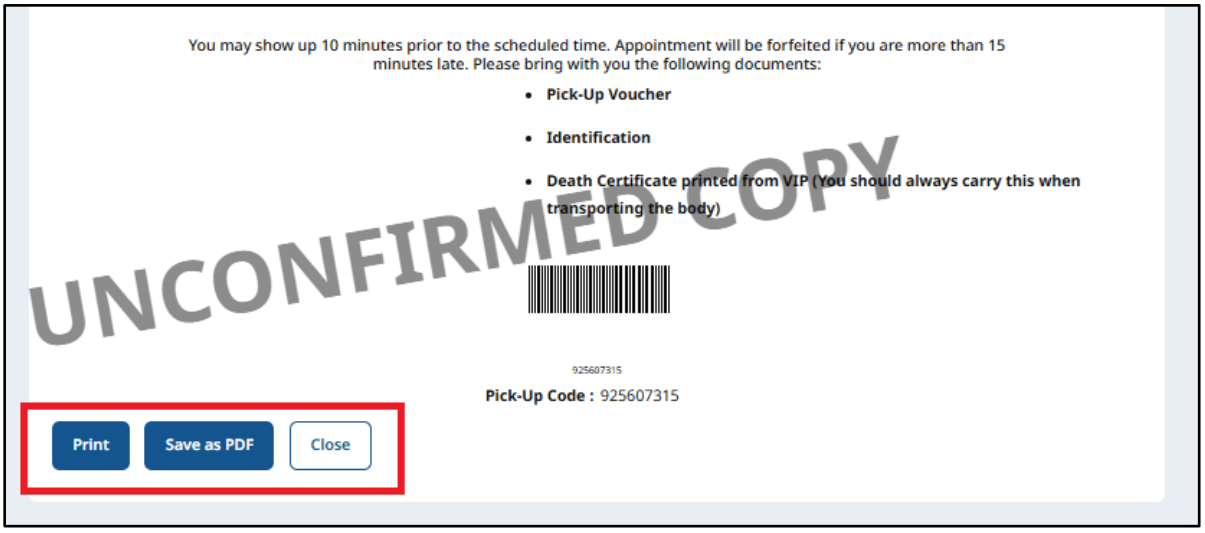
    - To view the document, select **Open**.
      The system launches Adobe Acrobat and displays the document in PDF format.
    - To save the document, select **Save as**.
      The screen displays a standard file navigation window.

Navigate to the location where you want to store the document, and select **Open**.

The system saves the document in the location you specified.

- To save the form document in your computer's *Downloads* folder, select **Save**.

19. To return to the *Welcome to the OCME Decedent Release Portal* page, select **Close**.



This completes the procedure.

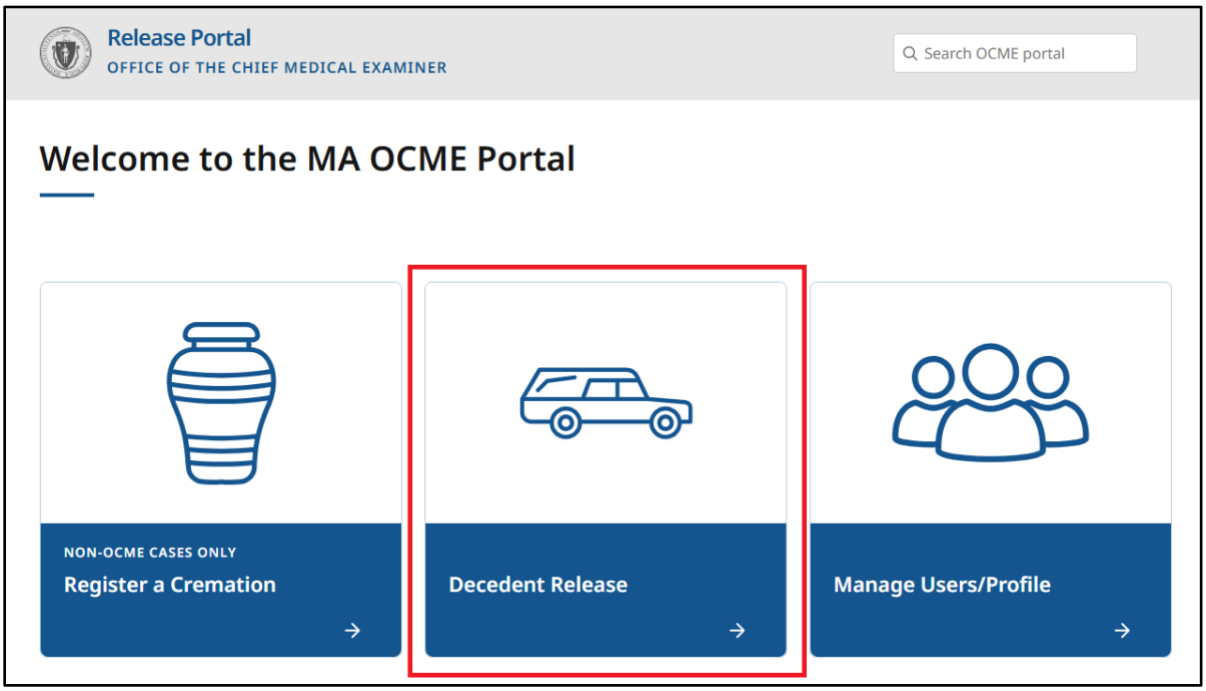
Manage existing pick-up

To manage current pick-up requests:

1. Log in to the OCME Portal (see **Logging in**).

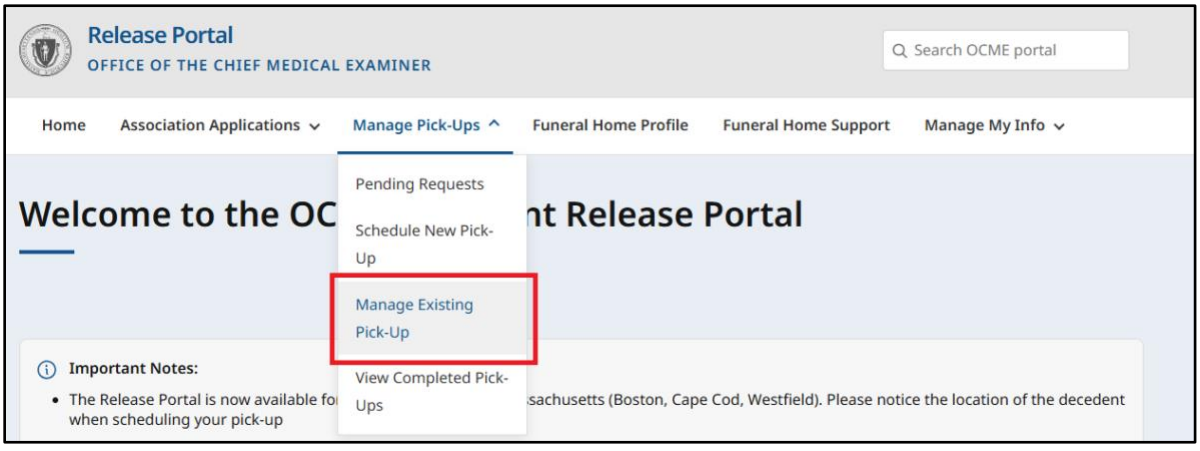
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

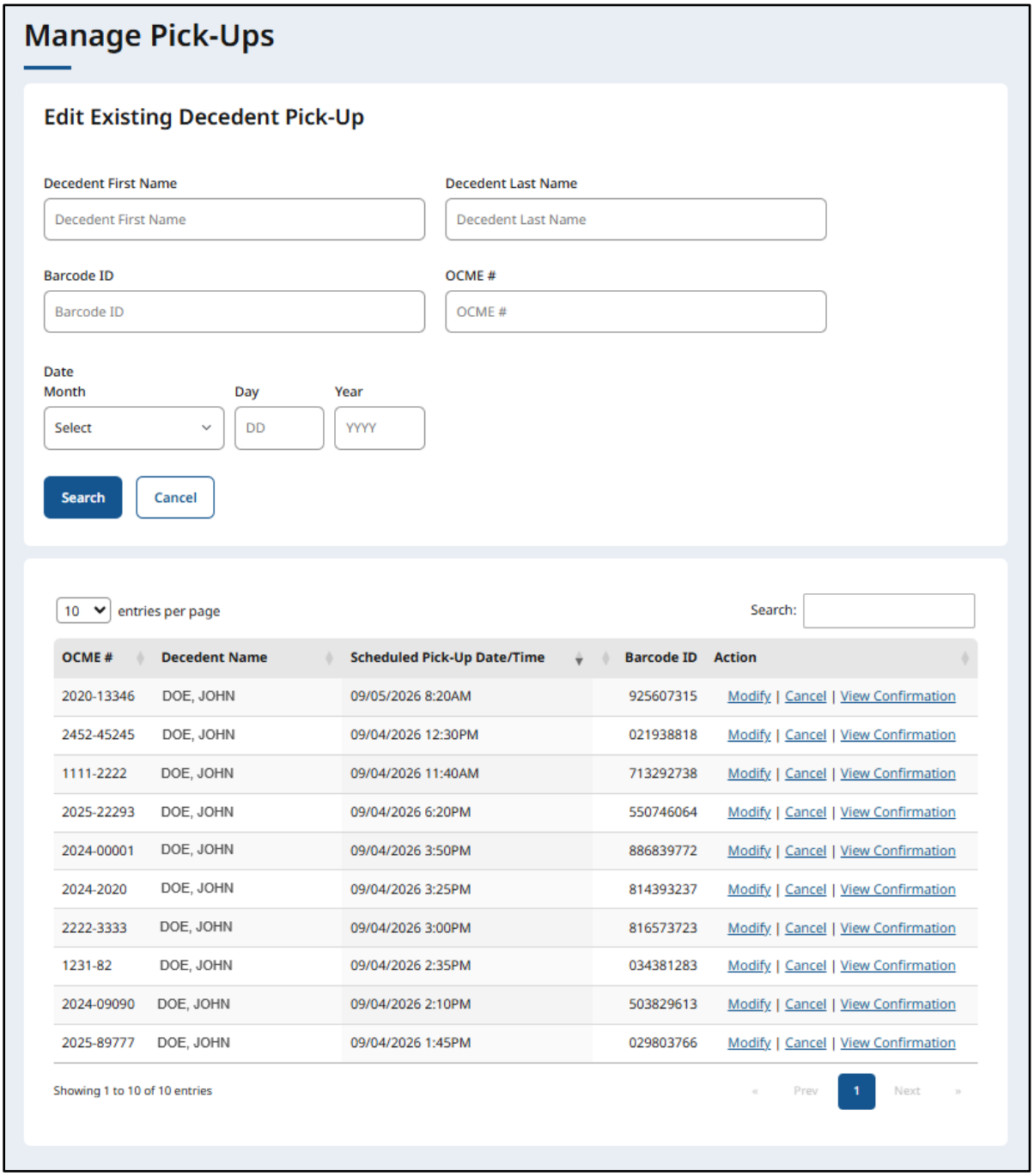
3. Select **Manage Pick-Ups → Manage Existing Pick-Up**.



   The screen displays the *Manage Existing Decedent Pick-Up* page.

The bottom portion of the page displays a listing of pick-ups.

4. (Optional) To sort the listing, follow the procedure described in **List pages**.



5. (Optional) To search for a pick-up, complete at least one search field in the upper portion of the page, and select **Search**.

   The screen displays the search results in the lower portion of the page.

6. (Optional) To modify a pick-up:
   a. Select **Modify** in the row corresponding to the pick-up you want to modify.

      The screen displays the *Modify Decedent Pick-Up* page.

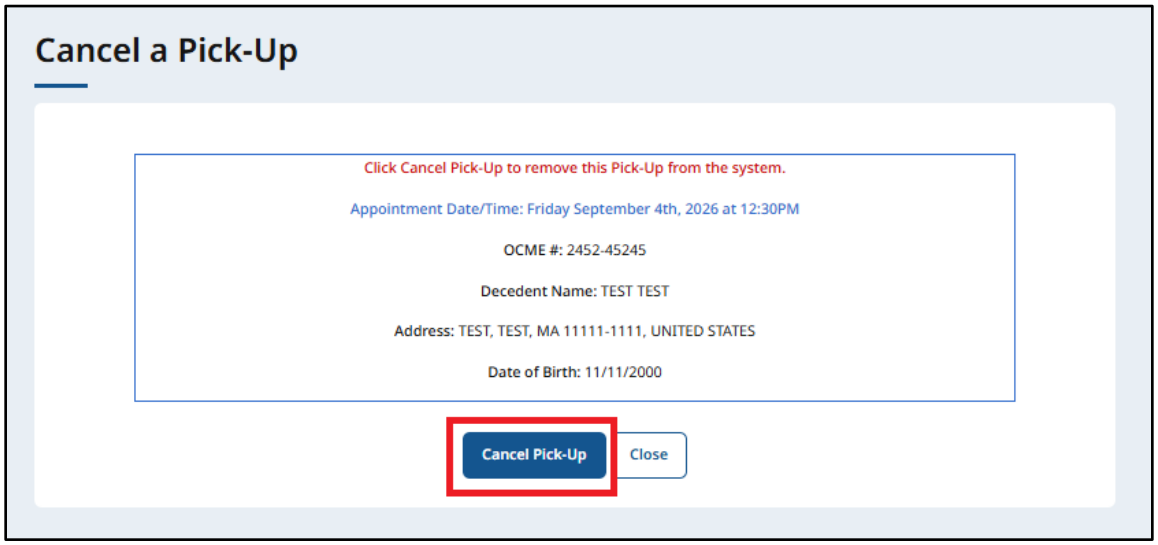
   b. Make the required changes.
   c. Select **Submit**.

      The screen displays the *Manage Existing Decedent Pick-Up* page, with a message confirming that the system has implemented the change you requested.

7. (Optional) To cancel a pick-up:
   a. Select **Cancel** in the row corresponding to the pick-up you want to modify.

      The screen displays the *Cancel a Pick-Up* page.

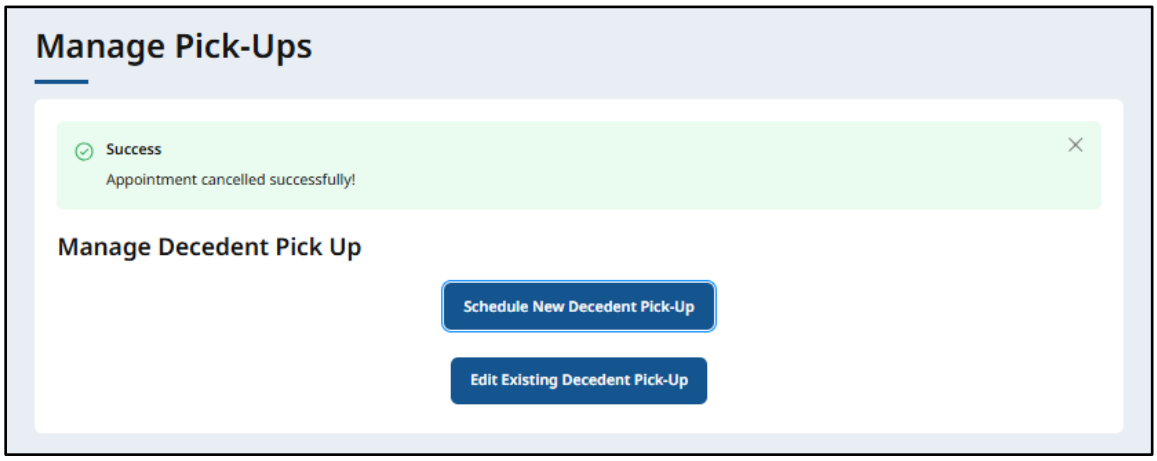
   b. Select **Cancel Pick-Up**.



      The screen displays a small window asking you to confirm the cancellation.

   c. Select **Yes**.

The screen displays the *Manage Pick-Ups* page, with a message confirming that the system has implemented the change you requested.



8. (Optional) To view the confirmation form for a pick-up:

   a. Select **View Confirmation** in the row corresponding to the pick-up you want.

      The screen displays the *Confirm Schedule Pick-Up* page.

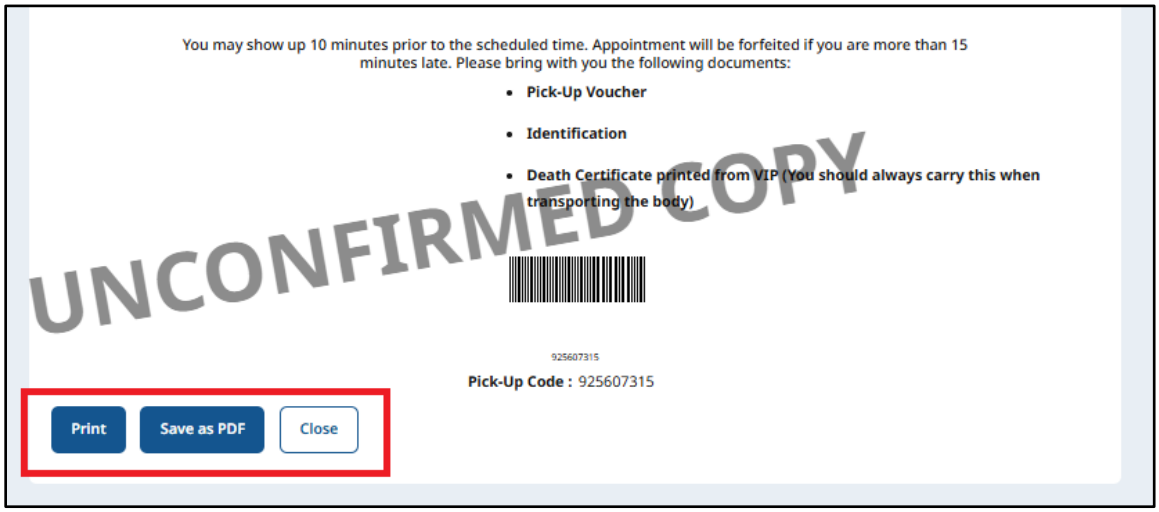
   b. (Optional) To print a copy of this page, select **Print**.

      The screen displays a print preview page; select the printer and print parameters you want, and select **Print**.

   c. (Optional) To save a copy of this page, select **Save as PDF** and select the option you want:

      - To view the document, select **Open**.
        The system launches Adobe Acrobat and displays the document in PDF format.
      - To save the document, select **Save as**.
        The screen displays a standard file navigation window.
        Navigate to the location where you want to store the document, and select **Open**.
        The system saves the document in the location you specified.
      - To save the form document in your computer's *Downloads* folder, select **Save**.

d. (Optional) To return to the *Welcome to the OCME Decedent Release Portal* page, select **Close**.



This completes the procedure.

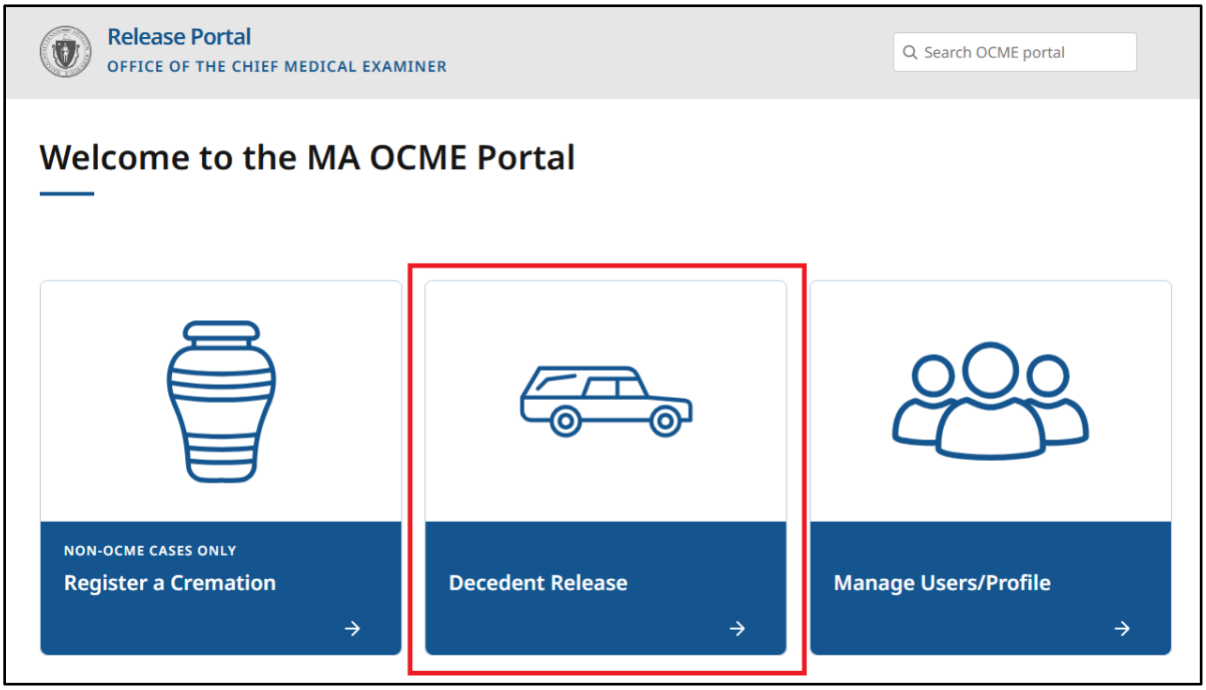
View completed pick-ups

To view completed pick-up requests:

1. Log in to the OCME Portal (see **Logging in**).

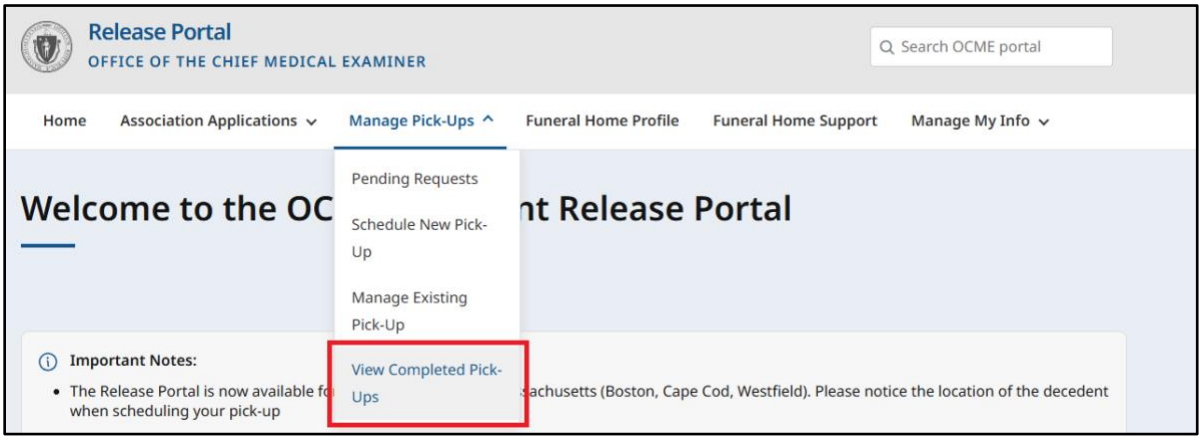
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



The screen displays the *Welcome to the OCME Decedent Release Portal* page.

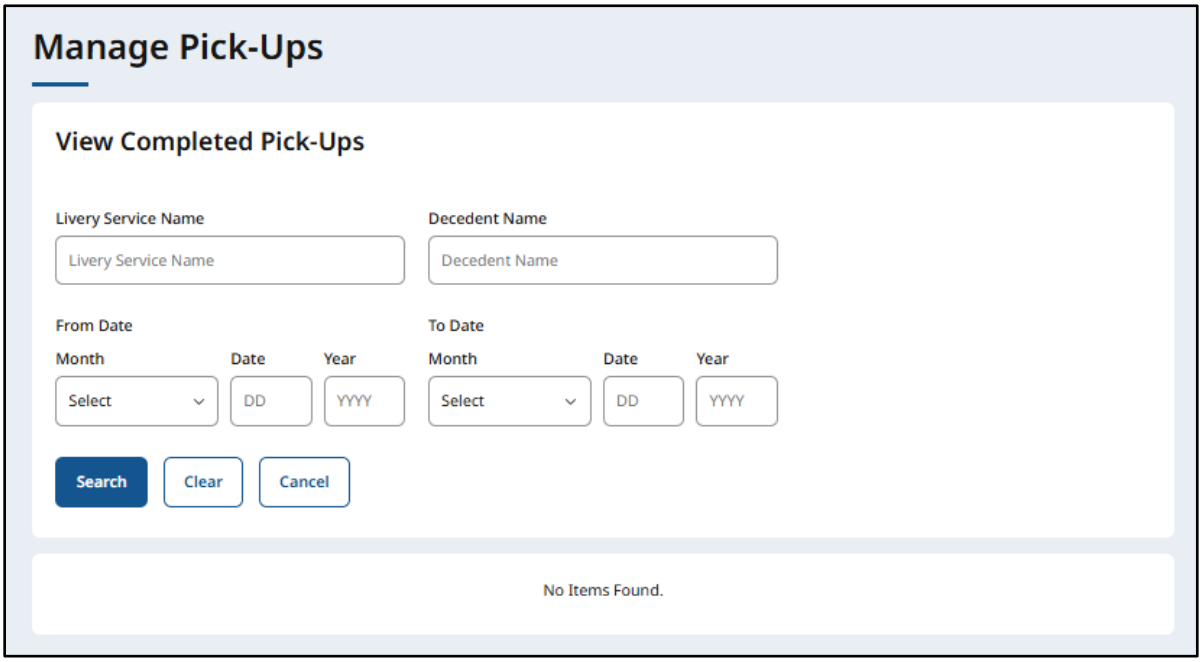
3. Select **Manage Pick-Ups → View Completed Pick-Ups**.



The screen displays the *View Completed Pick-Ups* page.

The bottom portion of the page displays a listing of pick-ups.

4. (Optional) To sort the listing, follow the procedure described in **List pages**.



5. (Optional) To search for a pick-up, complete at least one search field in the upper portion of the page, and select **Search**.

   The screen displays the search results in the lower portion of the page.

This completes the procedure.

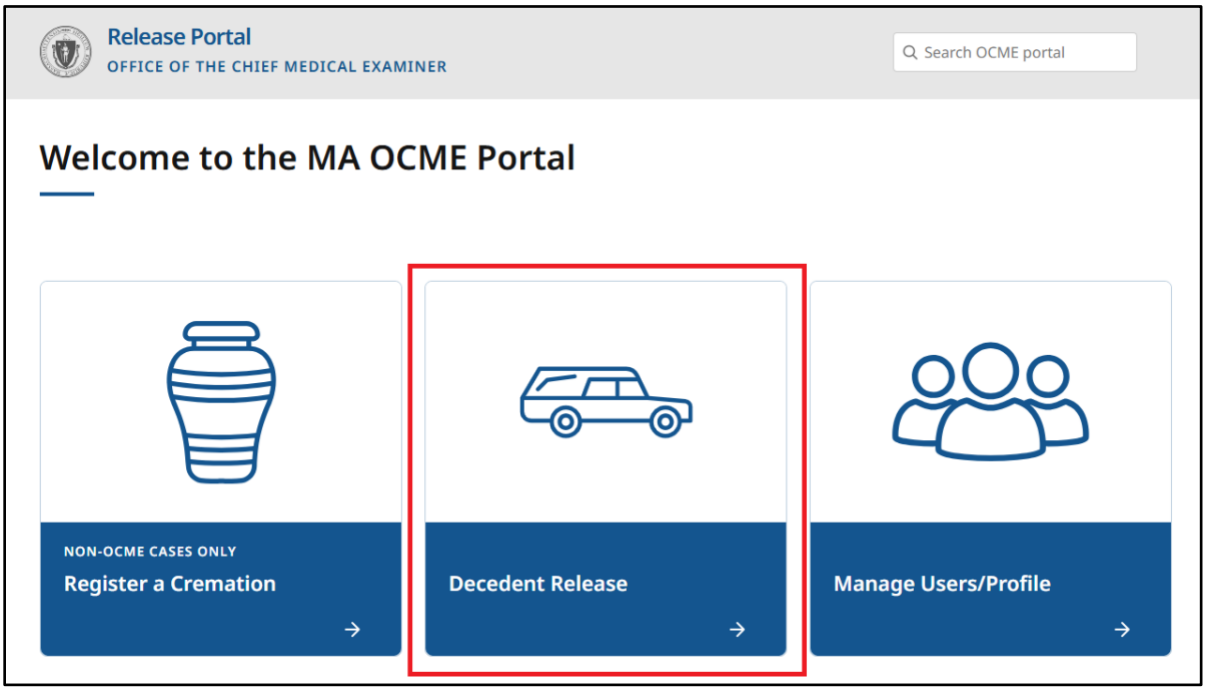
Funeral home profile

To manage your facility's profile:

1. Log in to the OCME Portal (see **Logging in**).

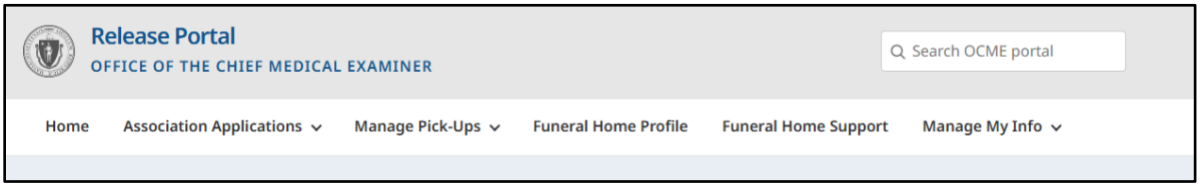
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.



   The screen displays the *Welcome to the MA OCME Decedent Release Portal* page.

3. Select **Funeral Home Profile**.



   The screen displays the *Update Funeral Home Profile* page.

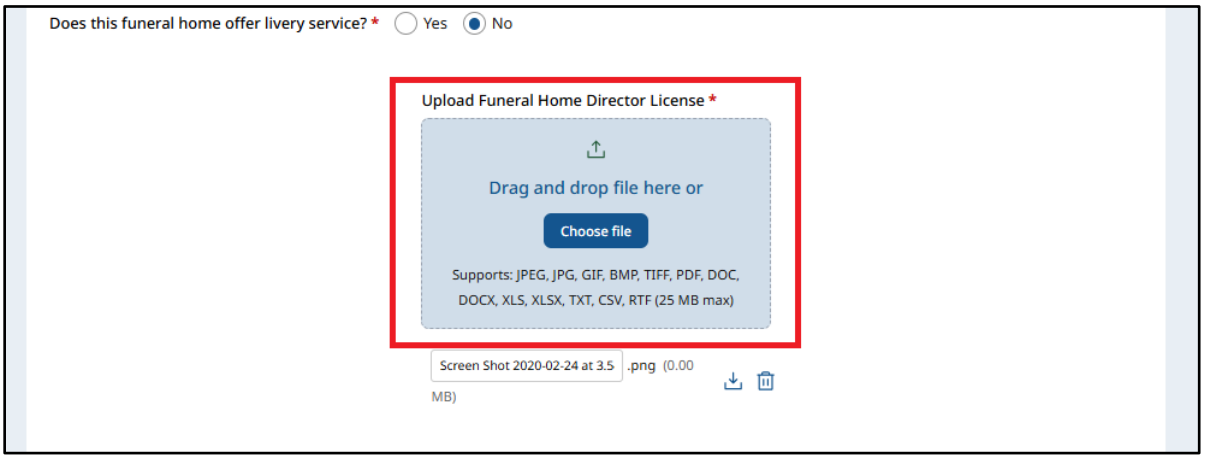
4. Make any changes necessary.

   Note that you can change the information in any field, but you cannot leave a required field blank.

5. To upload your Funeral Directory License, use either of the following methods:

- Drag the file containing your license to the light blue drag-and-drop box.
- Select **Choose file**.
  The screen displays a file navigation window.
  Navigate to the file you want, select it, and select **Open**.

The screen displays the file name in the space below the light blue drag-and-drop box.



6. (Optional) To delete an uploaded document, select the **Delete** symbol (the trash can) in the corresponding row.

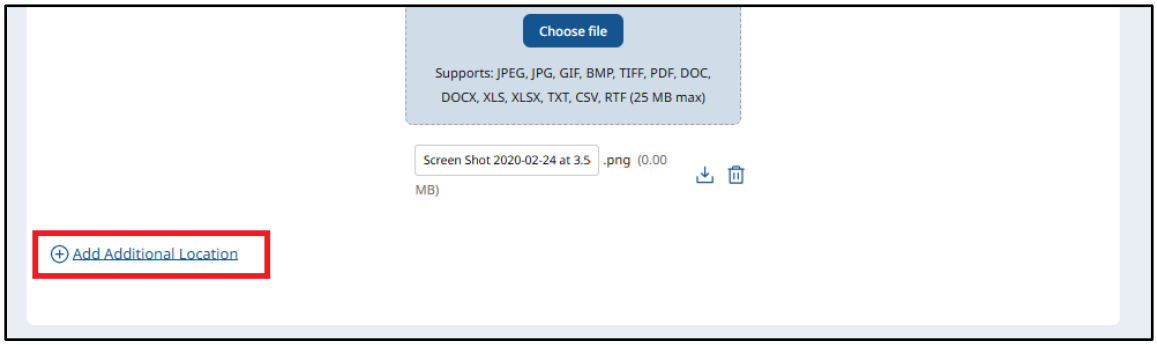
   The screen displays a confirmation window; select **Yes**.

7. (Optional) To download an uploaded document, select the **Download** symbol (the arrow and tray symbol) in the corresponding row.

   The screen displays a file navigation window; navigate to the location you want and select **Open**.

8. (Optional) To add another location:

a. Select **+Add Additional Location**.

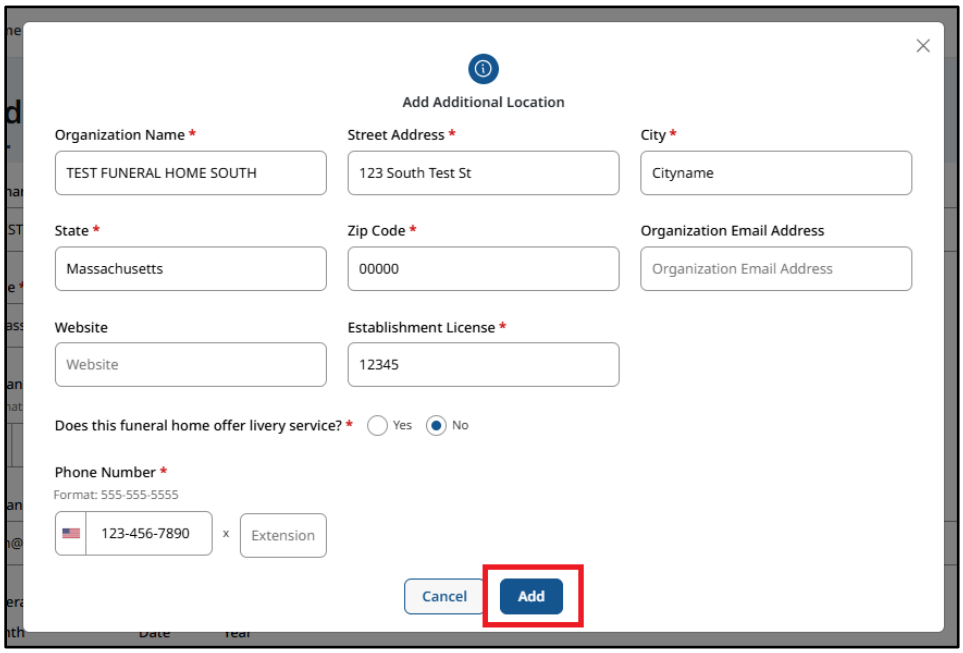


The screen displays the *Add Additional Location* window.

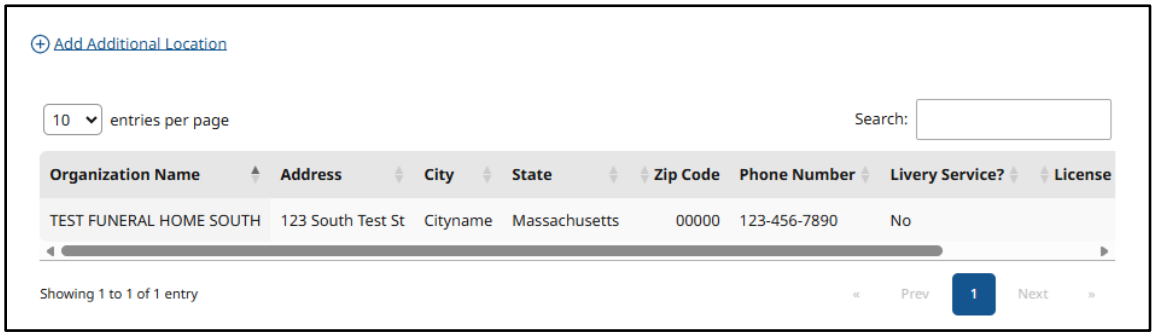
b. Complete as many fields in the window as possible.

The **Organization Name**, **Street Address**, **City**, **State**, **Zip Code**, and **Phone Number** fields are required.

c. Select **Add**.



The screen displays the location you just added.

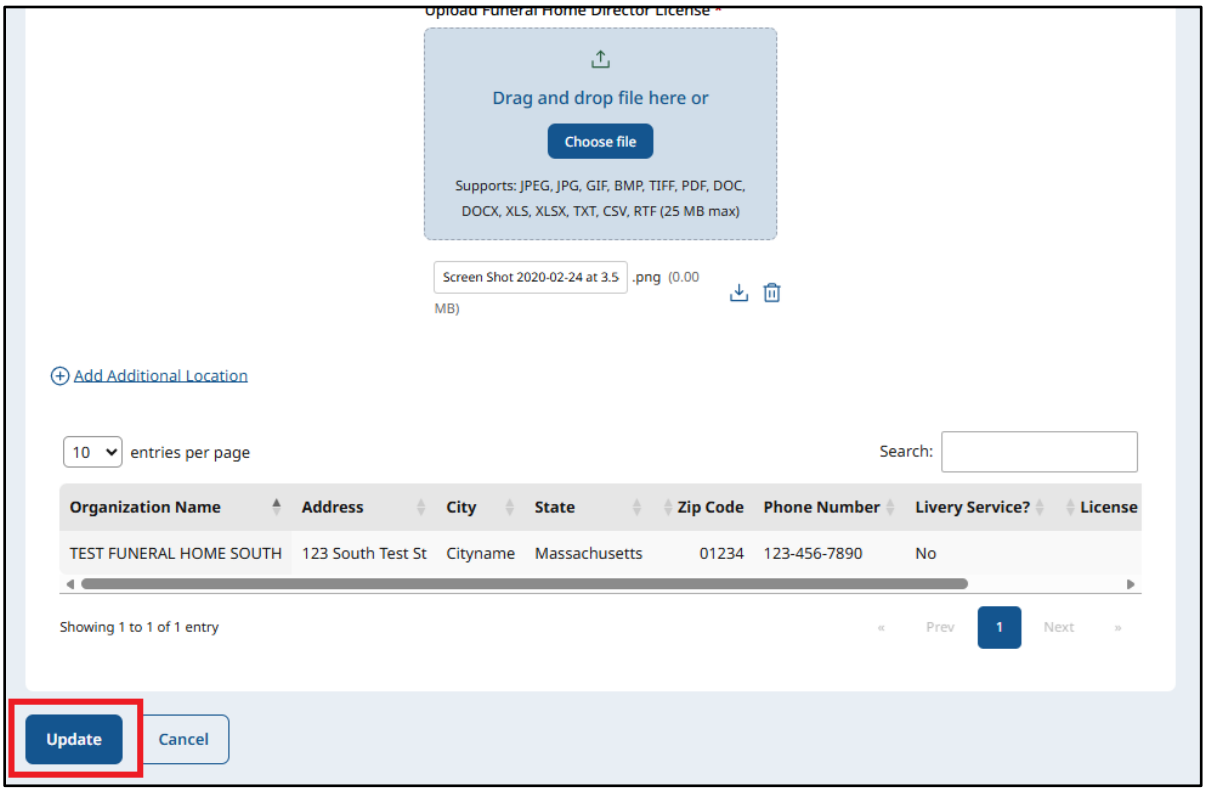


d. Repeat steps a-c for each location you want to add.

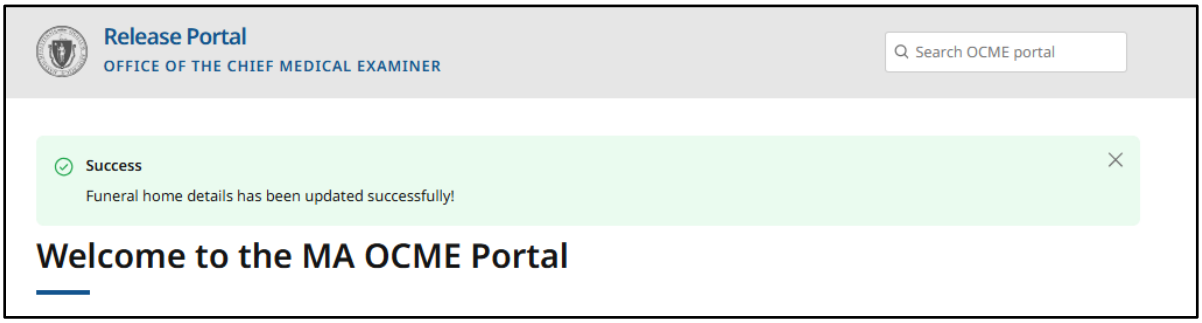
e. To edit the information for any location, scroll to the right, select **Edit** in the corresponding row, make the necessary changes, and select **Update**.

f. To delete any location, scroll to the right, select **Delete** in the corresponding row, and then select **Yes**.

9. When you have completed making your changes, select **Update**.



The screen displays the *Welcome to the MA OCME Portal* page, which now includes a message confirming that the system has implemented your changes.



This completes the procedure.

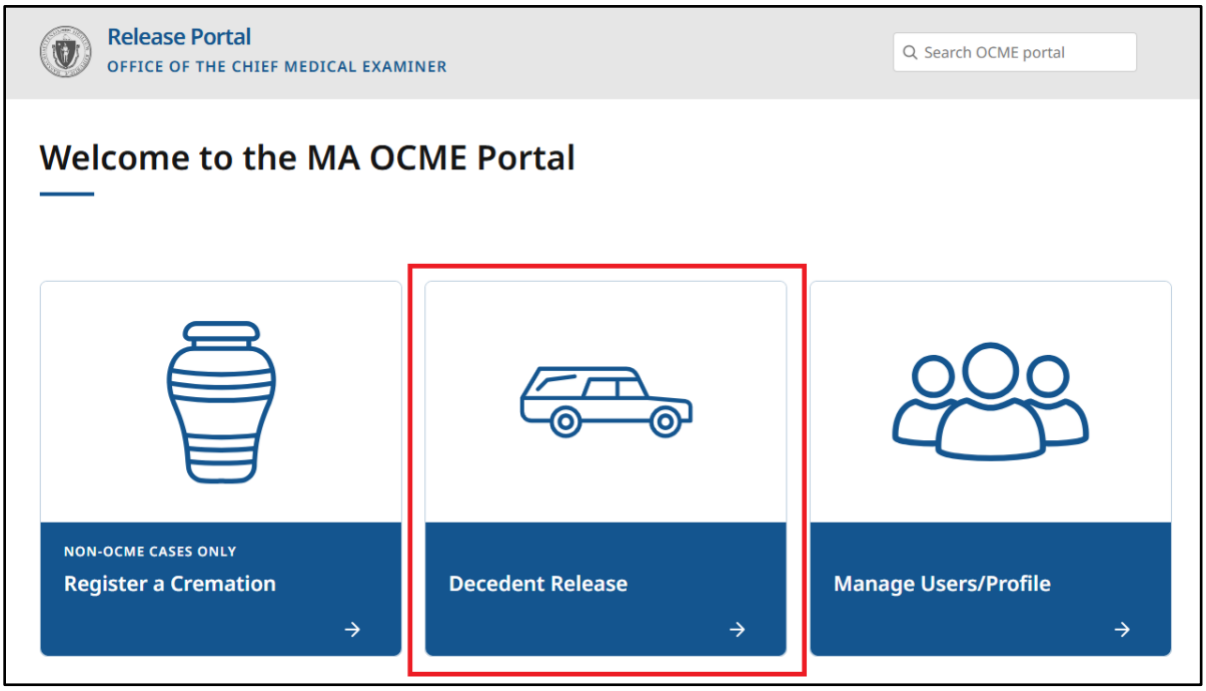
Funeral home support

To access funeral home support resources:

1. Log in to the OCME Portal (see **Logging in**).

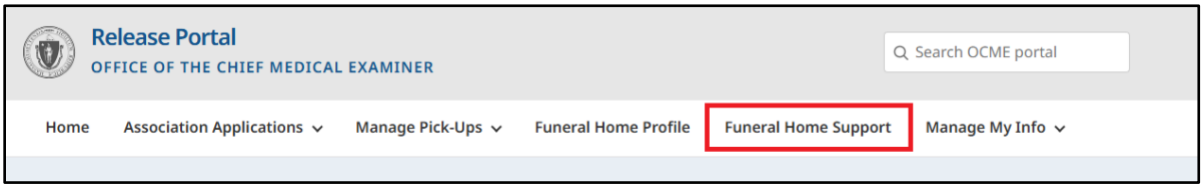
   The screen displays the *Welcome to the MA OCME Portal - Release Portal* page.

2. Select **Decedent Release**.

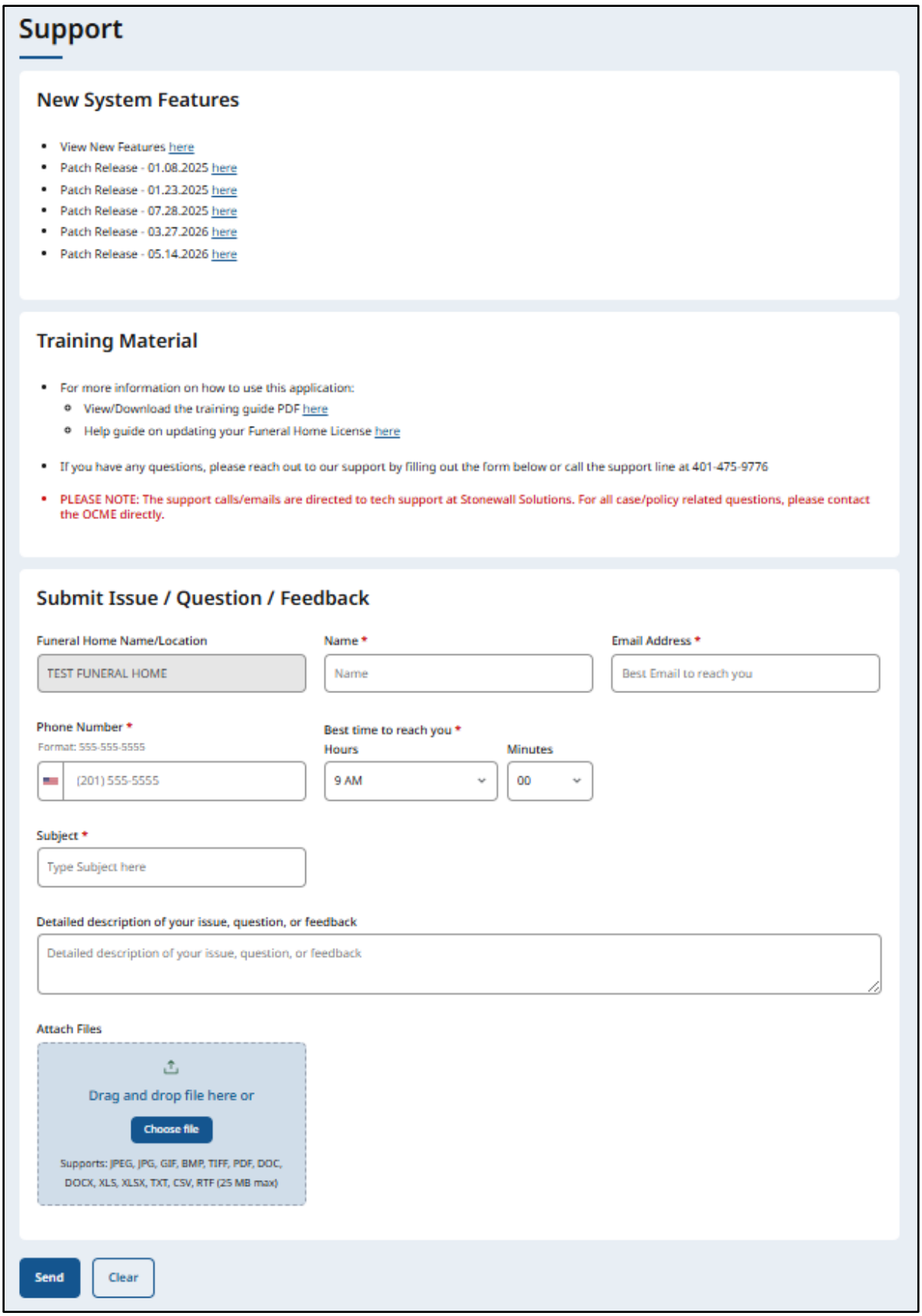


   The screen displays the *Welcome to the MA OCME Decedent Release Portal* page.

3. Select **Funeral Home Support**.

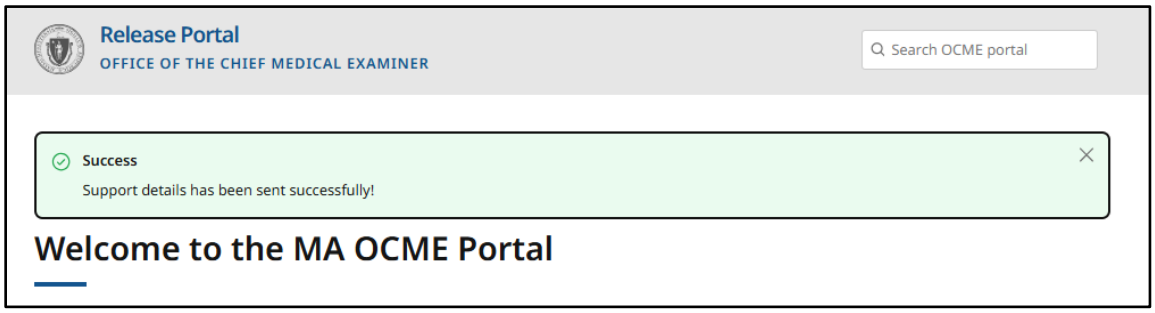


The screen displays the *Support* page.


Support
New System Features
View New Features here
Patch Release - 01.08.2025 here
Patch Release - 01.23.2025 here
Patch Release - 07.28.2025 here
Patch Release - 03.27.2026 here
Patch Release - 05.14.2026 here
Training Material
For more information on how to use this application:
View/Download the training guide PDF here
Help guide on updating your Funeral Home License here
If you have any questions, please reach out to our support by filling out the form below or call the support line at 401-475-9776
PLEASE NOTE: The support calls/emails are directed to tech support at Stonewall Solutions. For all case/policy related questions, please contact the OCME directly.
Submit Issue / Question / Feedback
Funeral Home Name/Location
TEST FUNERAL HOME
Name *
Name
Email Address *
Best Email to reach you
Phone Number *
Format: 555-555-5555
(201) 555-5555
Best time to reach you *
Hours
9 AM
Minutes
00
Subject *
Type Subject here
Detailed description of your issue, question, or feedback
Detailed description of your issue, question, or feedback
Attach Files
Drag and drop file here or
Choose file
Supports: JPEG, JPG, GIF, BMP, TIFF, PDF, DOC, DOCX, XLS, XLSX, TXT, CSV, RTF (25 MB max)
Send
Clear

4. (Optional) To view details on any software update, select the corresponding link in the *New System Features* section of the page.
5. (Optional) To view the available training materials, select the corresponding link in the *Training Materials* page.
6. (Optional) To submit an issue, ask a questions, or send feedback on the OCME Portal:
   a. Complete the name, address, and subject fields.
   b. (Optional) Include a screen image or other file using either of the following methods:
      - Drag the file containing your license to the light blue drag-and-drop box.
      - Select **Choose file**.
        The screen displays a file navigation window.
        Navigate to the file you want, select it, and select **Open**.
   c. Select **Send**.

      The screen displays the *Welcome to the MA OCME Portal* page, which now includes a message confirming that the system has received your message.



This completes the procedure.

Livery service module

This chapter describes Livery service module functions:

- **Pending pick-up requests**
- **Schedule new pick-up**
- **Manage existing pick-ups**
- **View completed pick-ups**
- **Livery service profile**
- **Livery service support**

The following sections describe these procedures in detail.

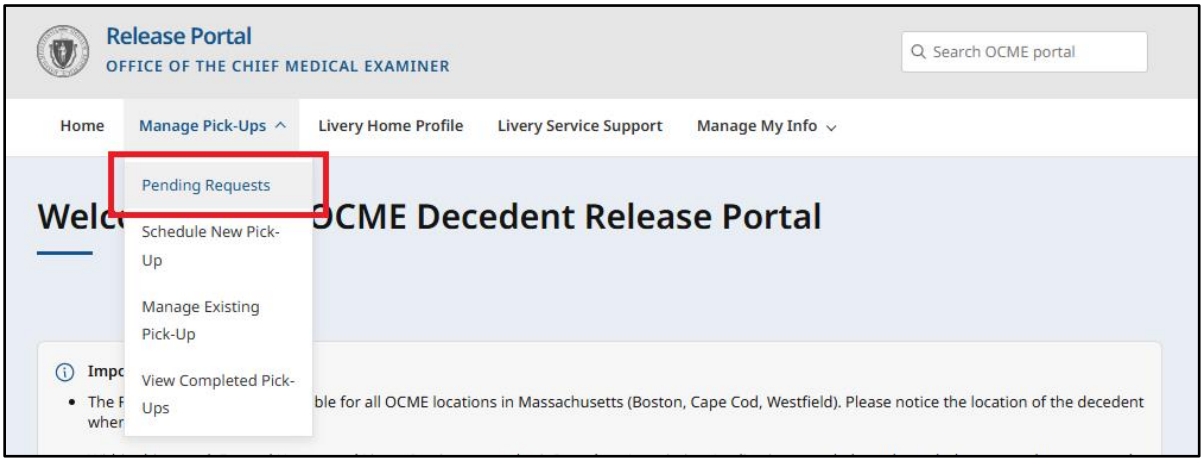
Pending pick-up requests

To manage pending requests:

1. Log in to the OCME Portal (see **Logging in**).

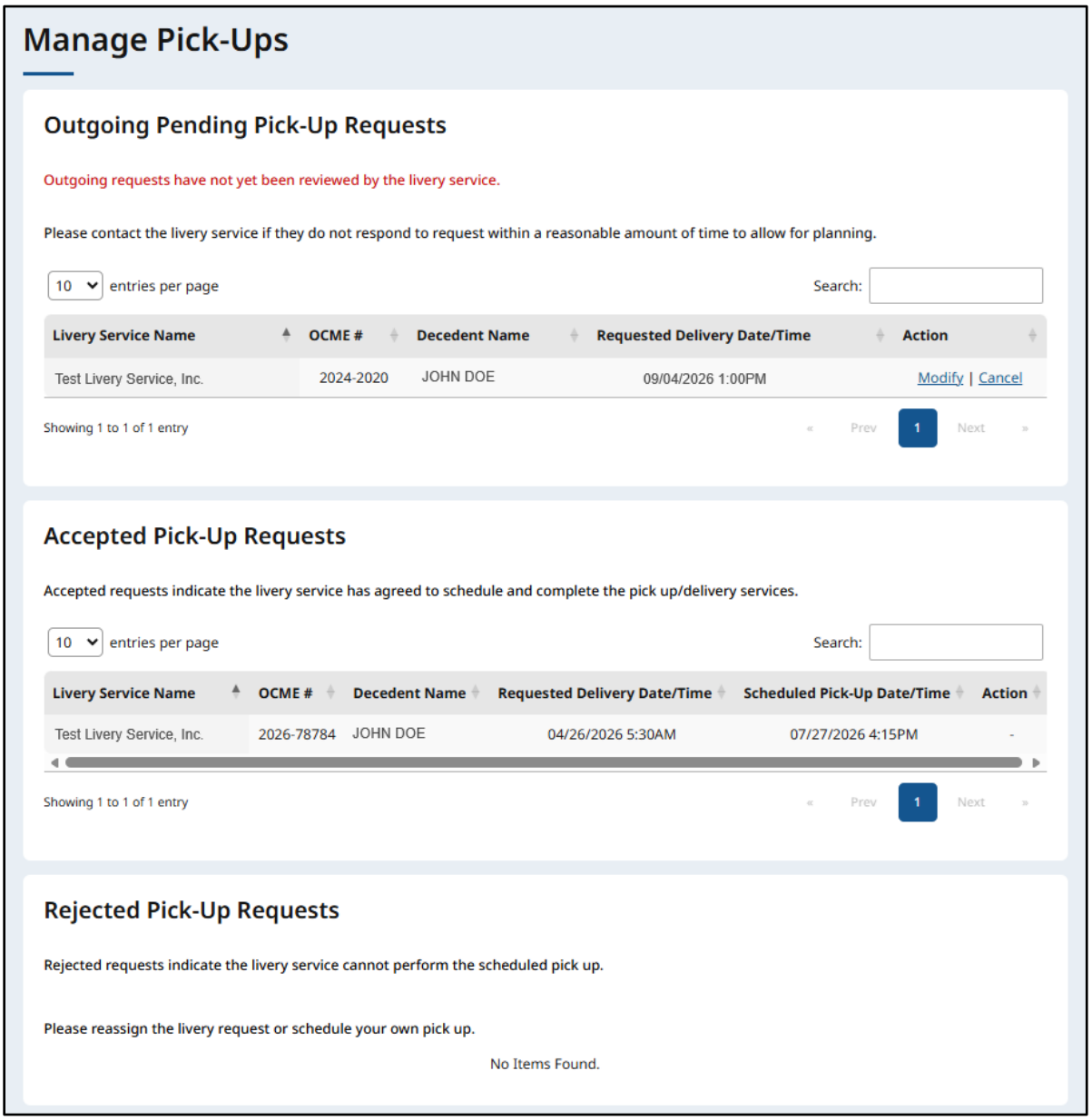
   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

2. Select **Manage Pick-Ups → Pending Requests**.



   The screen displays the *Manage Pick-Ups – Outgoing Pending Pick-Up Requests* page.

3. (Optional) To sort any of the 3 listings (*Outgoing Pending Pick-Up Requests*, *Accepted Pick-Up Requests*, or *Rejected Pick-Up Requests*), follow the procedure described in **List pages**.



4. (Optional) To modify an incoming pending pick-up request:
   a. Select **Modify** in the row corresponding to the request you want to modify.

      The screen displays the *Modify Pick-Up* window.

   b. Select **Yes**.

The screen displays the *Modify Request* window.

c. Make the required changes.

d. Select **Update**.

The screen displays the *Manage Pick-Ups* page; the listing in the *Incoming Pending Pick-Up Requests* section of the page now reflects the changes you just made.

5. To cancel an incoming pending pick-up request:

a. Select **Cancel** in the row corresponding to the request you want to cancel.

The screen displays the *Cancel Pick-Up Request* window.

b. Select **Yes**.

The screen displays the *Manage Pick-Ups* page, which displays a message at the top of the page confirming that the system has canceled the listing. The listing in the *Incoming Pending Pick-Up Requests* section of the page is no longer present.

This completes the procedure.

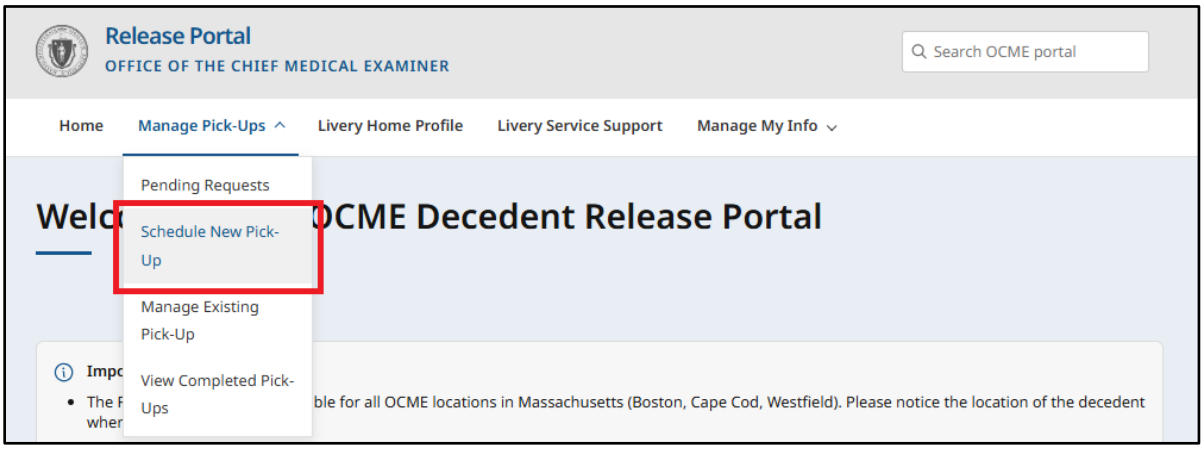
Schedule new pick-up requests

To schedule a new pick-up request:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

2. Select **Manage Pick-Ups → Schedule New Pick-Up**.

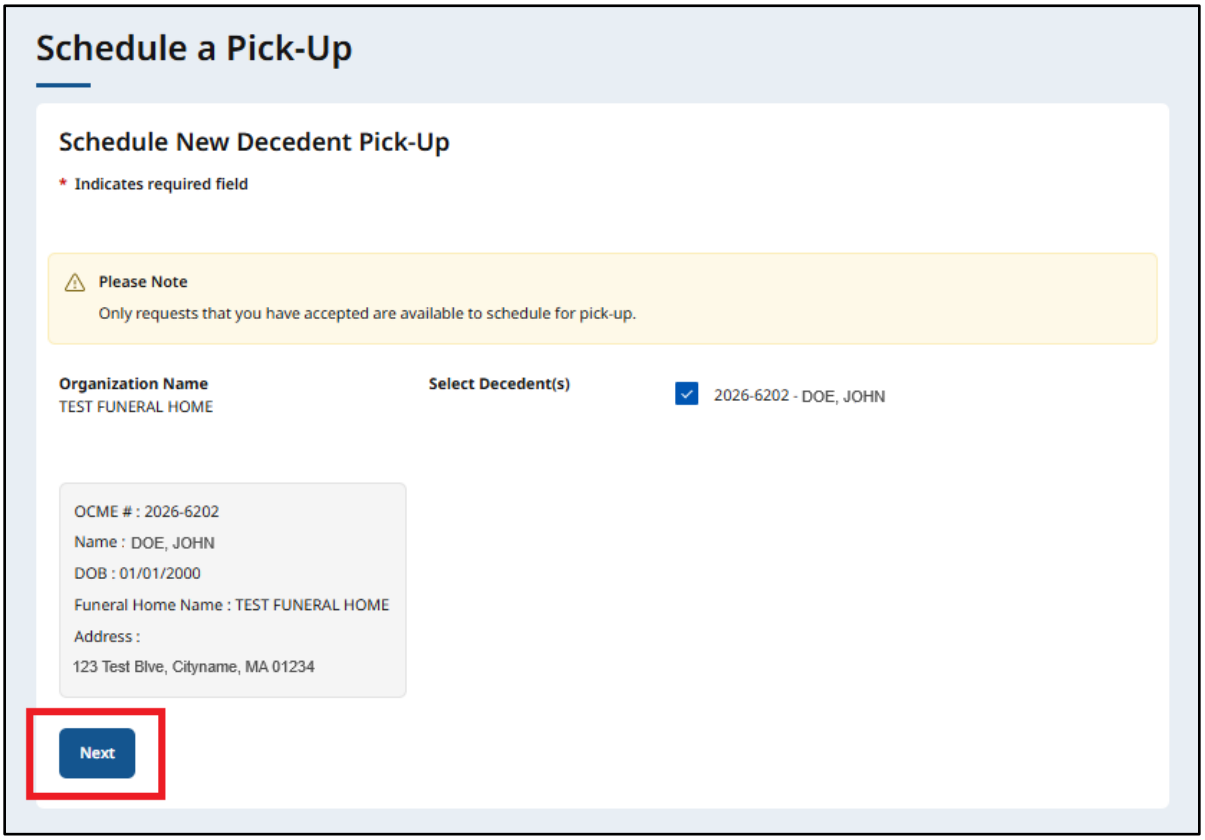


   The screen displays the *Schedule New Decedent Pick-Up* page.

3. Select the check box associated with the decedent you want.

   Note that you can select multiple decedents.

4. Select **Next**.

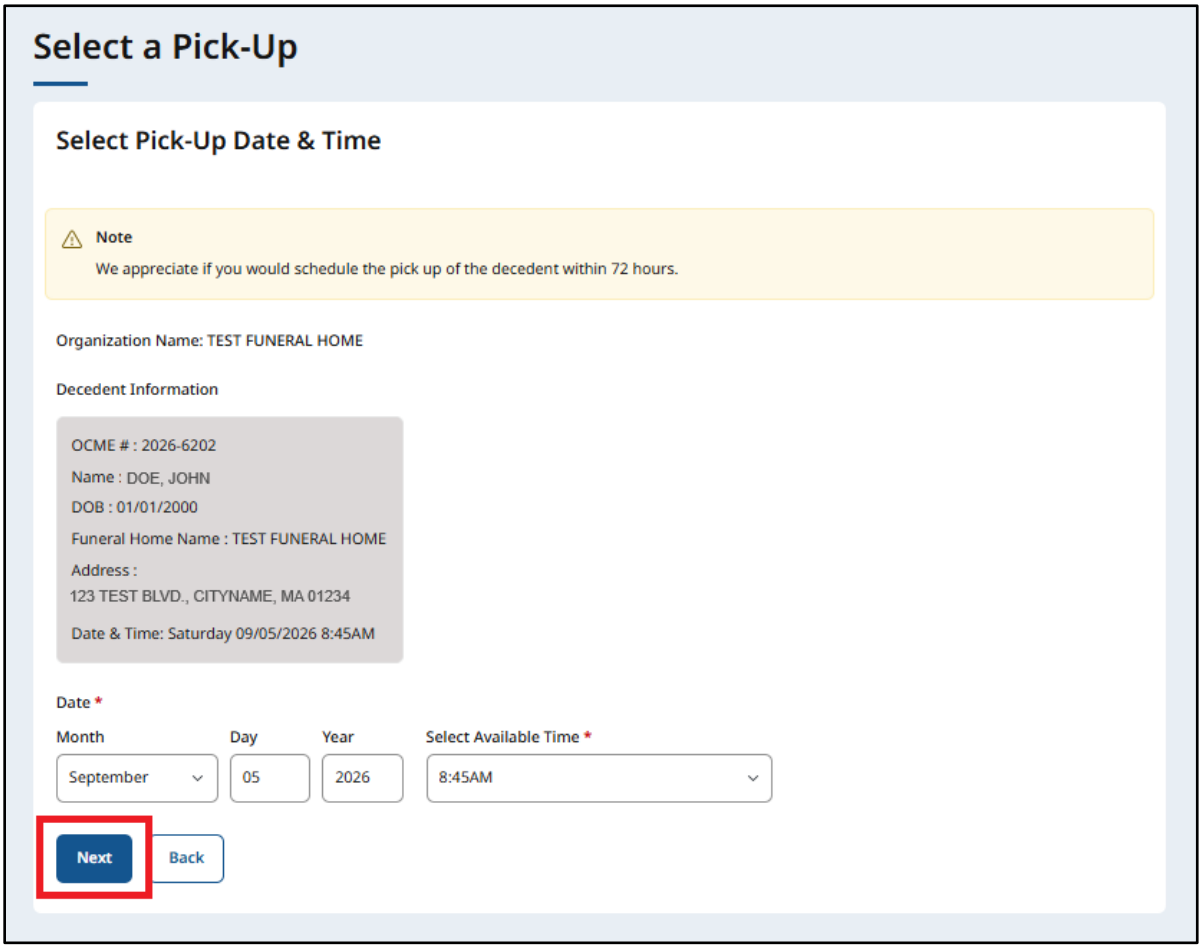


The screen displays the *Select Pick-Up Date & Time* page.

5. Complete the pick-up date and time fields (these are required fields).

   Note that if you selected more than one decedent, you must select the gray box for the first decedent and complete the pick-up date and time fields. Then select the gray box for the next decedent and complete the fields for that decedent. Continue this procedure until you have completed the pick-up date and time fields for all decedents.

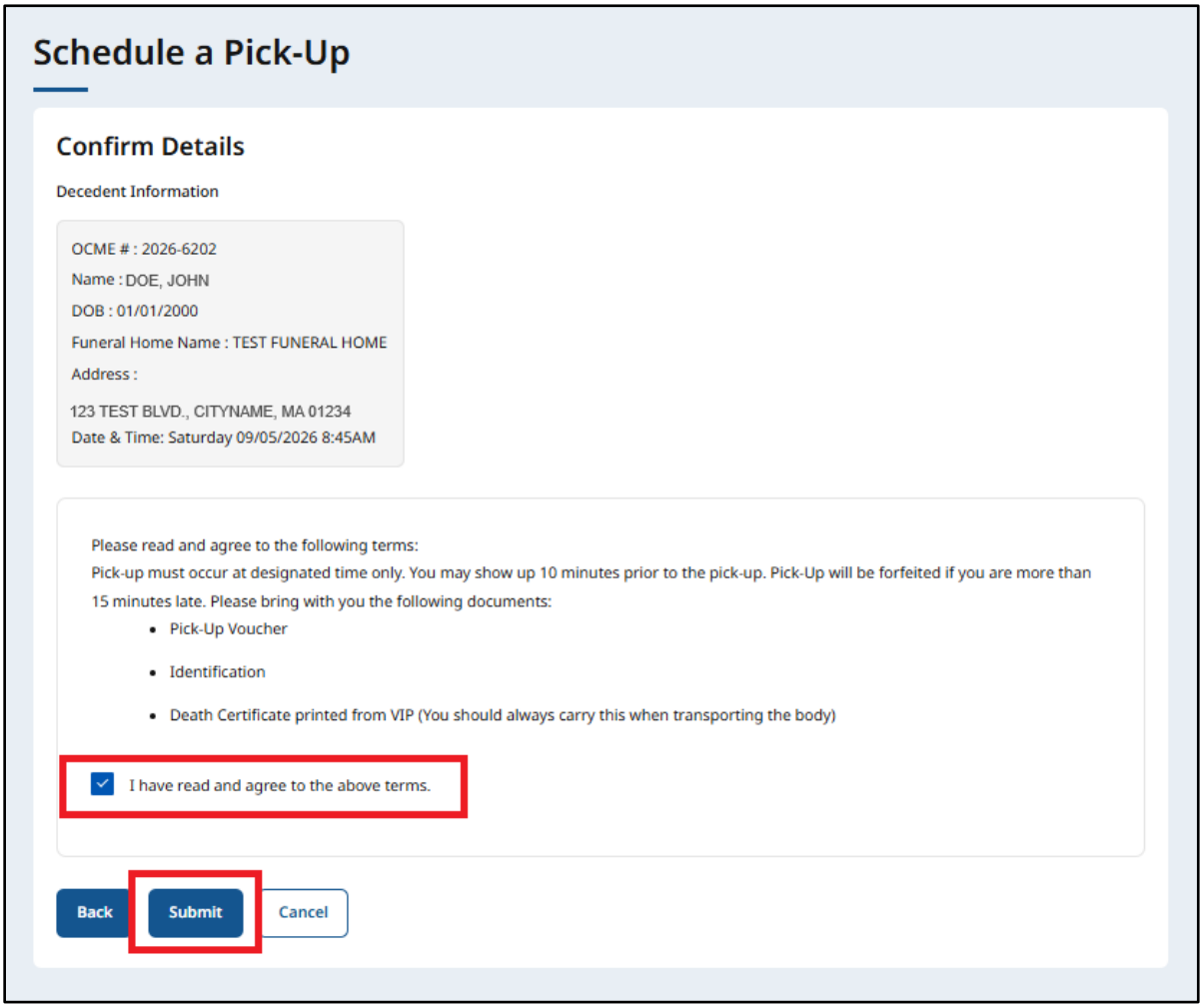
6. Select **Next**.



The screen displays the *Confirm Details* page.

7. Select the **I have read and agree to these terms** check box.

8. Select **Submit**.



The screen displays the *Confirm Schedule Pick-Up* page.

9. (Optional) To print a copy of this page, select **Print**.

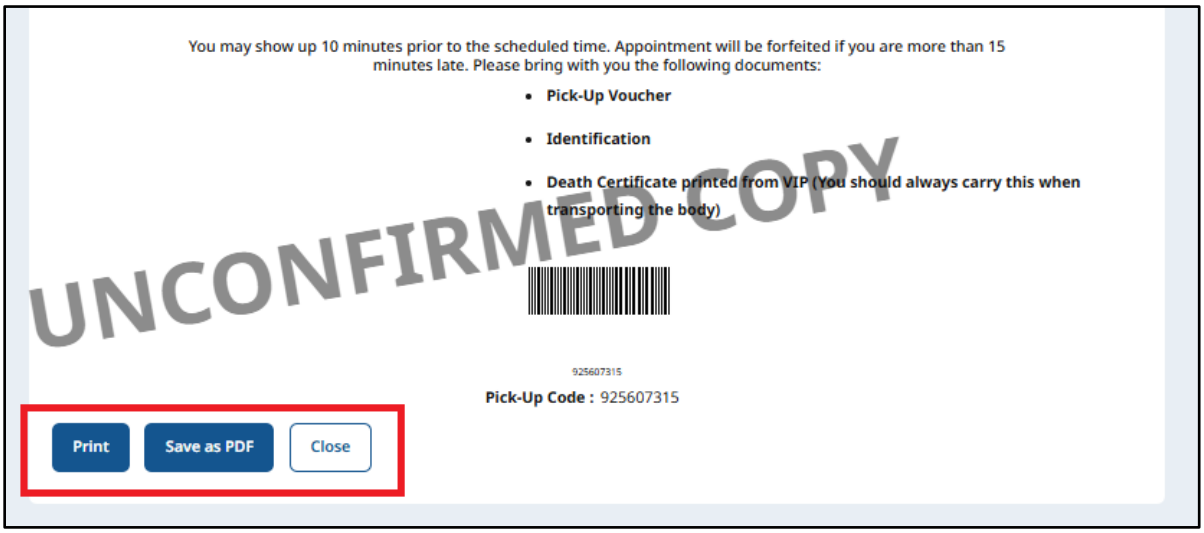
   The screen displays a print preview page; select the printer and print parameters you want, and select **Print**.

10. (Optional) To save a copy of this page, select **Save as PDF** and select the option you want:

    - To view the document, select **Open**.
      The system launches Adobe Acrobat and displays the document in PDF format.

- To save the document, select **Save as**.
  The screen displays a standard file navigation window.
  Navigate to the location where you want to store the document, and select **Open**.
  The system saves the document in the location you specified.
- To save the form document in your computer's *Downloads* folder, select **Save**.

11. To return to the *Welcome to the OCME Decedent Release Portal* page, select **Close**.



This completes the procedure.

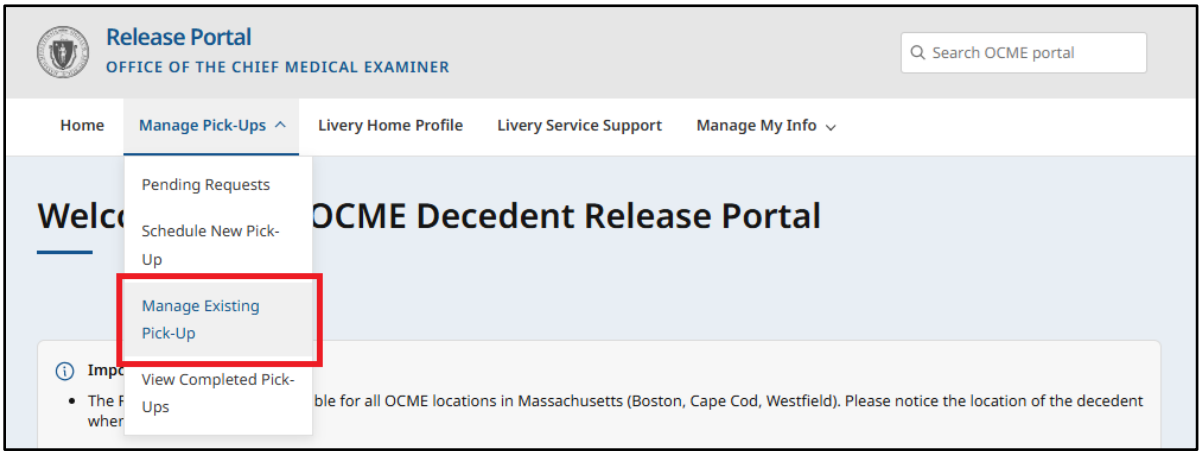
Manage existing pick-ups

To manage current pick-up requests:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

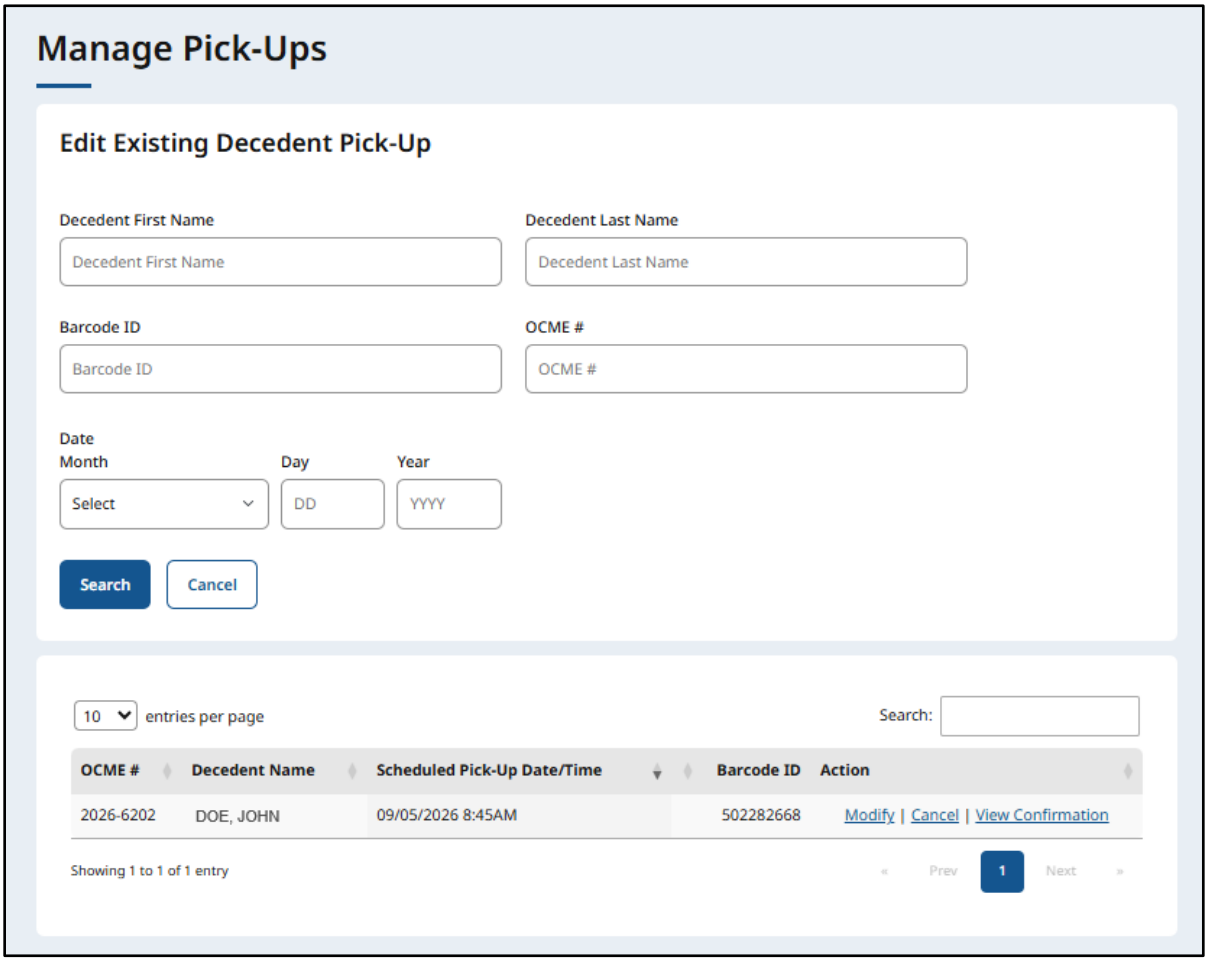
2. Select **Manage Pick-Ups → Manage Existing Pick-Up**.



The screen displays the *Manage Existing Decedent Pick-Up* page.

The bottom portion of the page displays a listing of pick-ups.

3. (Optional) To sort the listing, follow the procedure described in **List pages**.



4. (Optional) To search for a pick-up, complete at least one search field in the upper portion of the page, and select **Search**.

   The screen displays the search results in the lower portion of the page.

5. (Optional) To modify a pick-up:

   a. Select **Modify** in the row corresponding to the pick-up you want to modify.

      The screen displays the *Modify Decedent Pick-Up* page.

   b. Make the required changes.

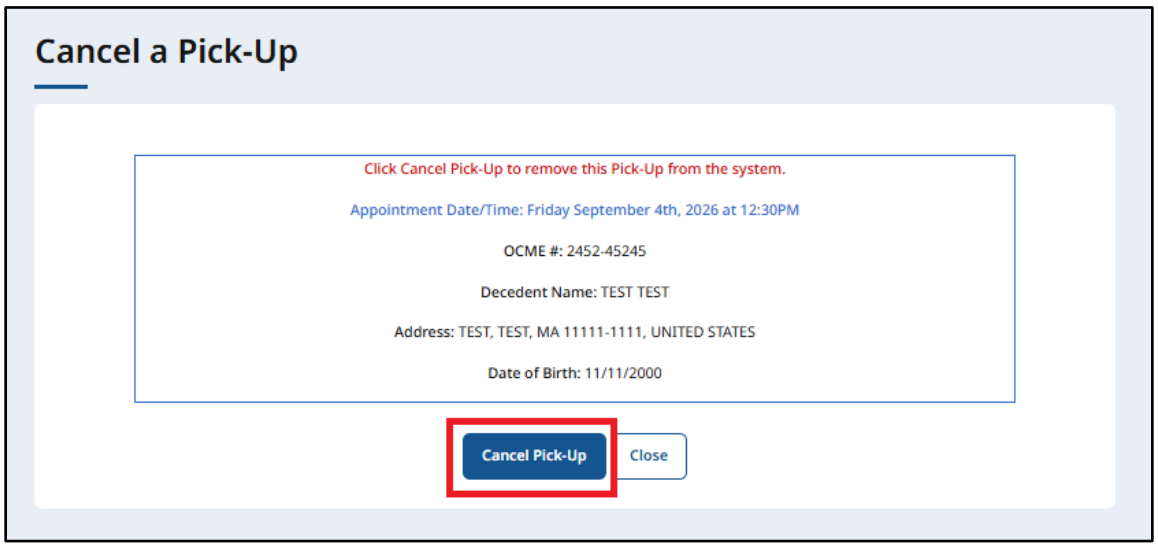
   c. Select **Submit**.

The screen displays the *Manage Existing Decedent Pick-Up* page, with a message confirming that the system has implemented the change you requested.

6. (Optional) To cancel a pick-up:
   a. Select **Cancel** in the row corresponding to the pick-up you want to modify.

      The screen displays the *Cancel a Pick-Up* page.

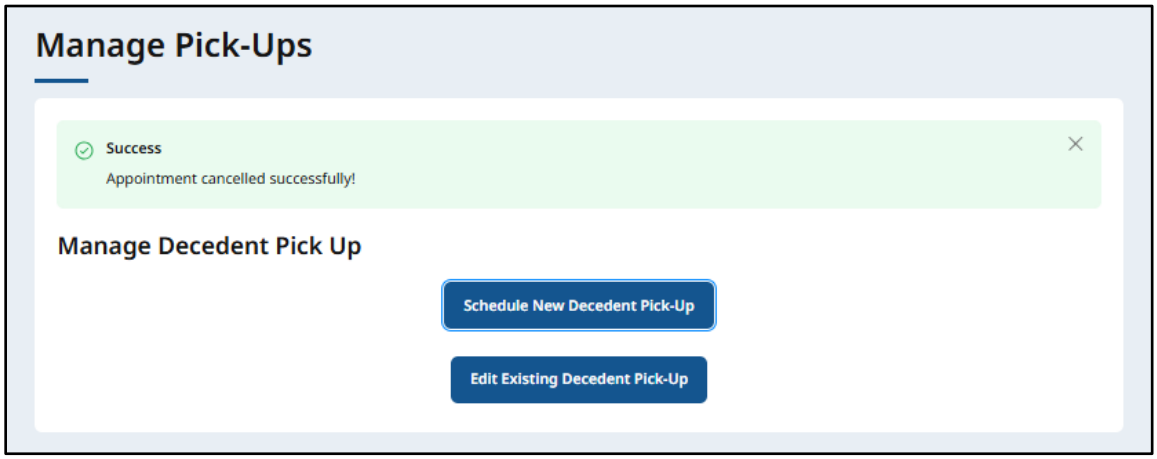
   b. Select **Cancel Pick-Up**.



The screen displays a small window asking you to confirm the cancellation.

c. Select **Yes**.

The screen displays the *Manage Pick-Ups* page, with a message confirming that the system has implemented the change you requested.



7. (Optional) To view the confirmation form for a pick-up:

a. Select **View Confirmation** in the row corresponding to the pick-up you want.

The screen displays the *Confirm Schedule Pick-Up* page.

b. (Optional) To print a copy of this page, select **Print**.

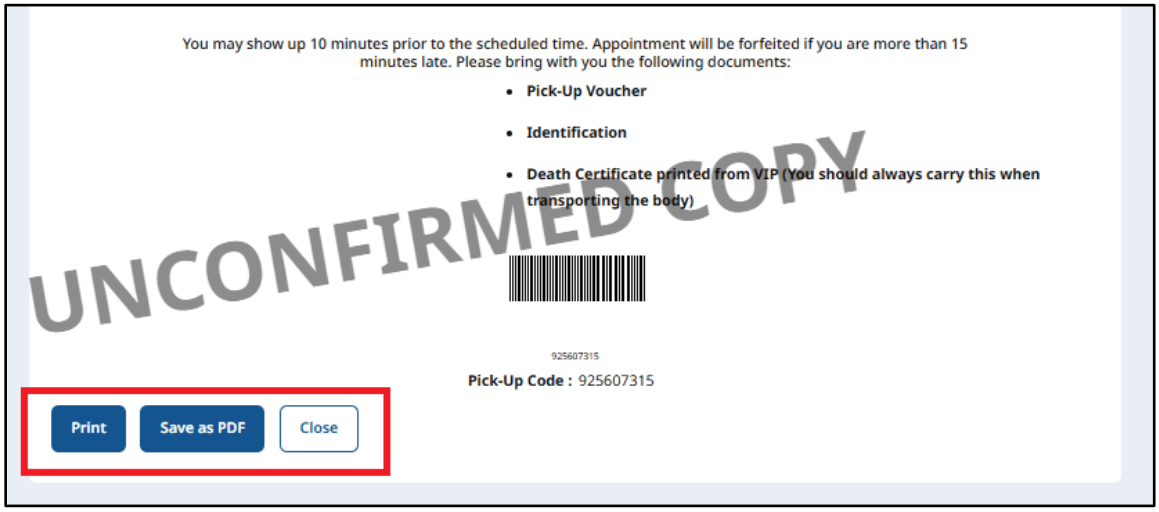
The screen displays a print preview page; select the printer and print parameters you want, and select **Print**.

c. (Optional) To save a copy of this page, select **Save as PDF** and select the option you want:

- To view the document, select **Open**.
  The system launches Adobe Acrobat and displays the document in PDF format.
- To save the document, select **Save as**.
  The screen displays a standard file navigation window.
  Navigate to the location where you want to store the document, and select **Open**.
  The system saves the document in the location you specified.

- To save the form document in your computer's *Downloads* folder, select **Save**.

d. (Optional) To return to the *Welcome to the OCME Decedent Release Portal* page, select **Close**.



This completes the procedure.

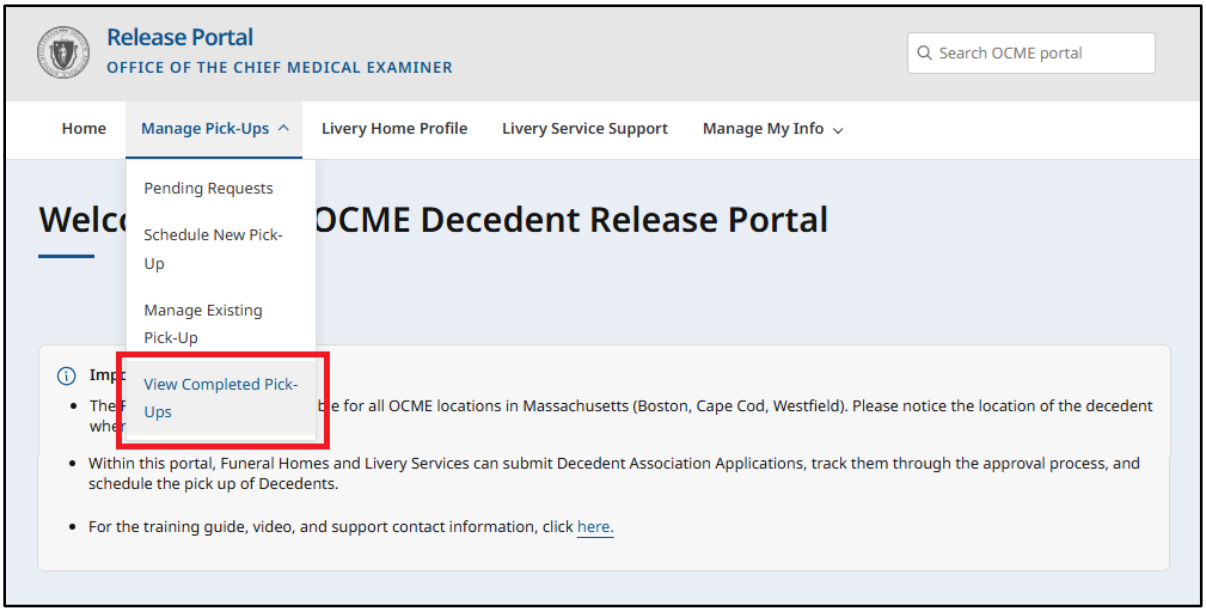
View completed pick-ups

To view completed pick-up requests:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

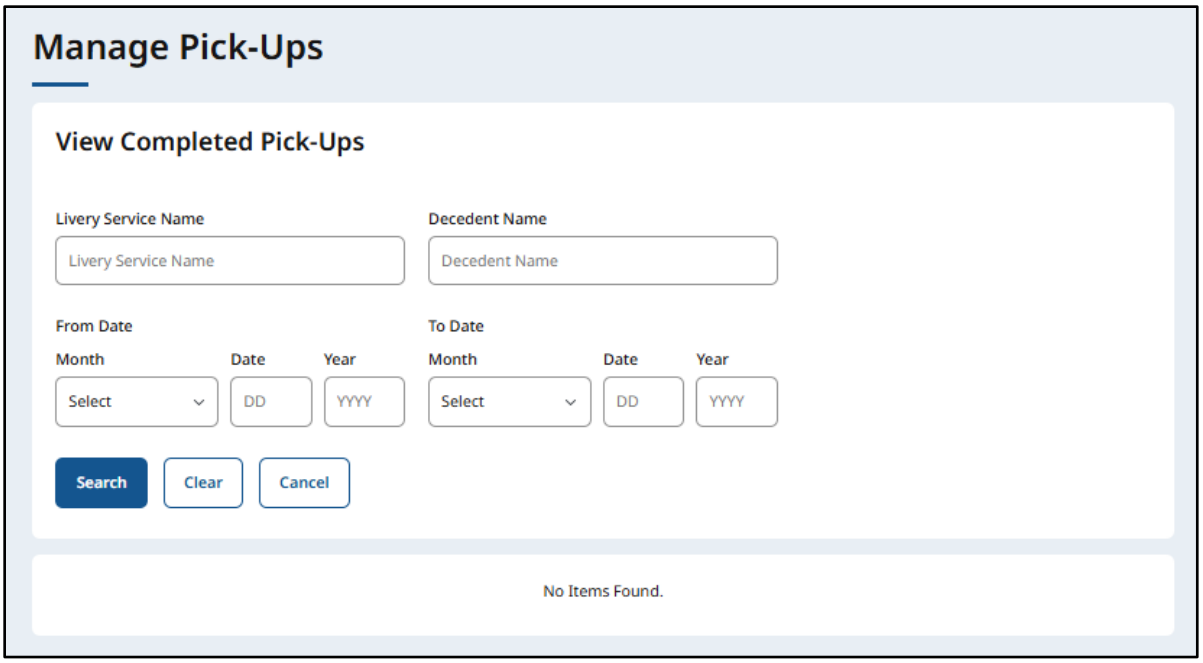
2. Select **Manage Pick-Ups → View Completed Pick-Ups**.



The screen displays the *View Completed Pick-Ups* page.

The bottom portion of the page displays a listing of pick-ups.

3. (Optional) To sort the listing, follow the procedure described in **List pages**.



4. (Optional) To search for a pick-up, complete at least one search field in the upper portion of the page, and select **Search**.

The screen displays the search results in the lower portion of the page.

This completes the procedure.

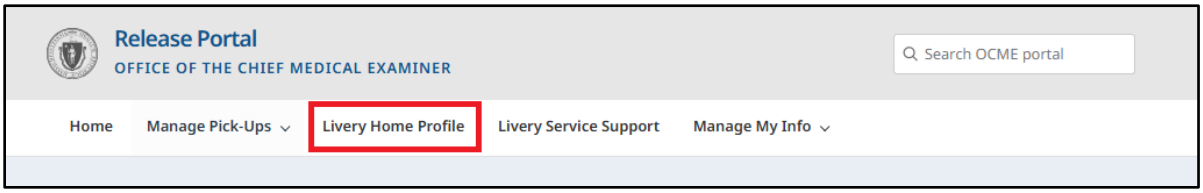
Livery service profile

To manage your facility's profile:

1. Log in to the OCME Portal (see **Logging in**).

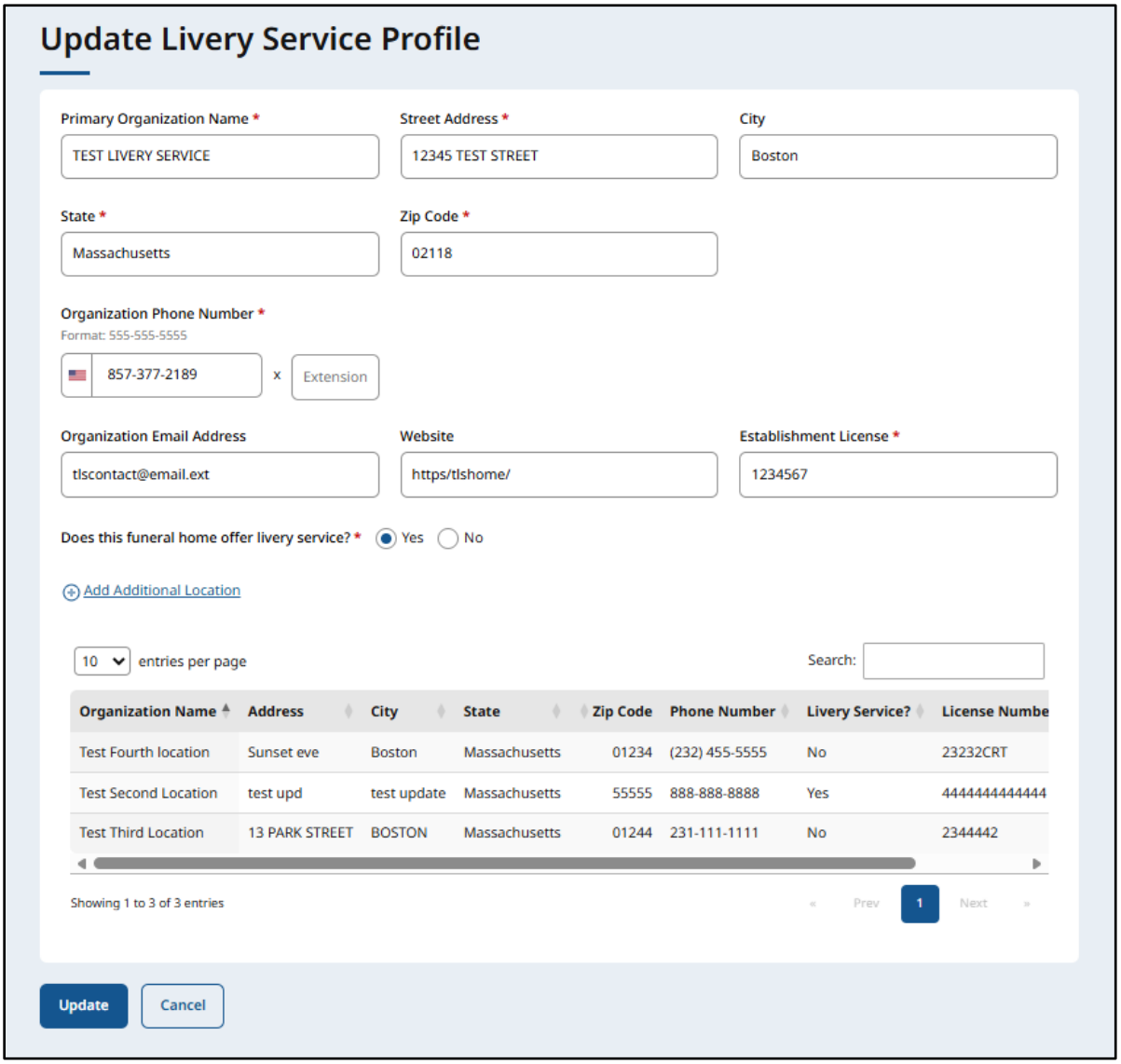
   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

2. Select **Livery Home Profile**.



   The screen displays the *Update Livery Home Profile* page.

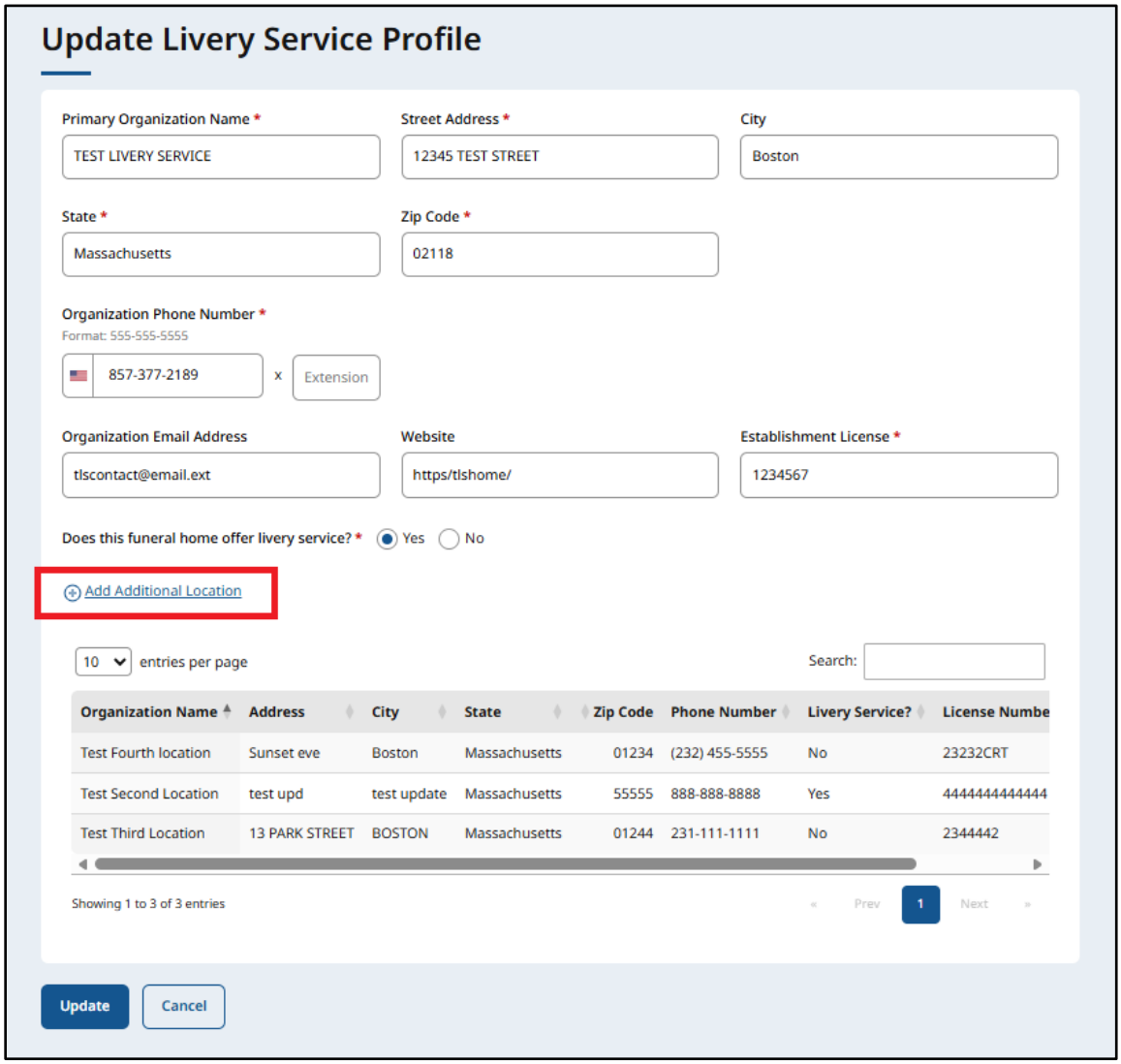
3. Make any changes necessary.



Note that you can change the information in any field, but you cannot leave a required field blank.

4. (Optional) To add another location:

   a. Select **+Add Additional Location**.

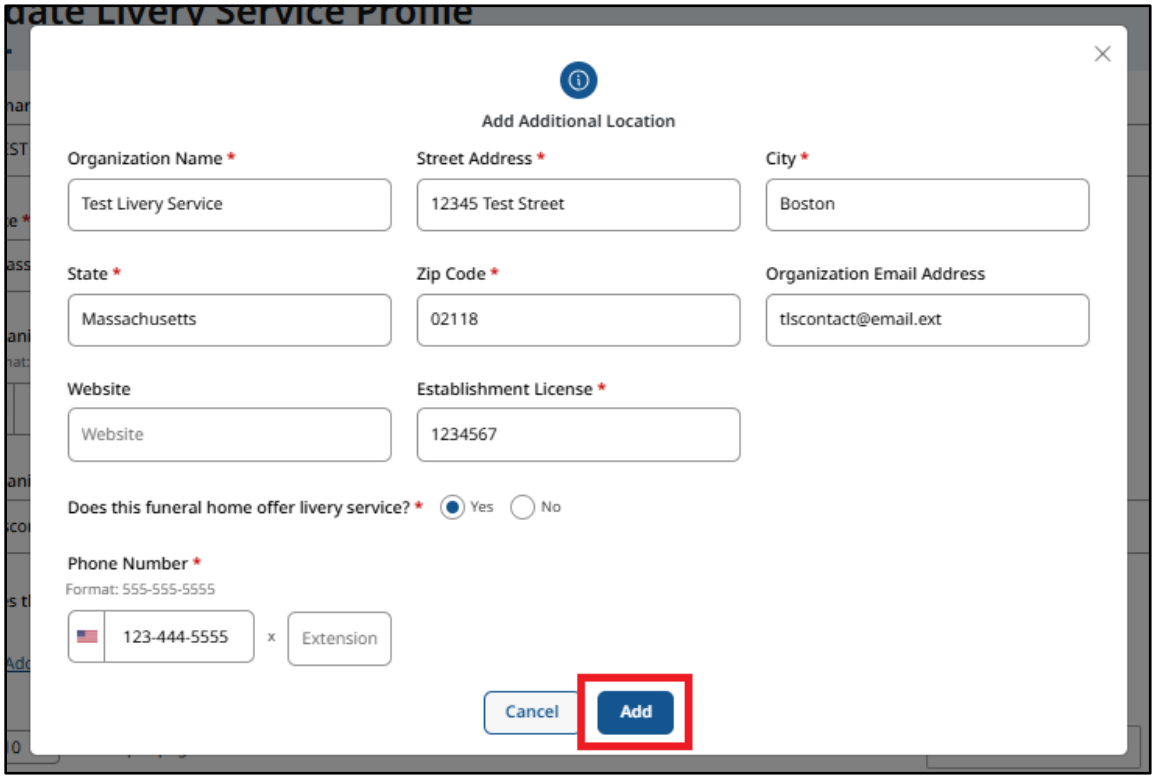


   The screen displays the *Add Additional Location* window.

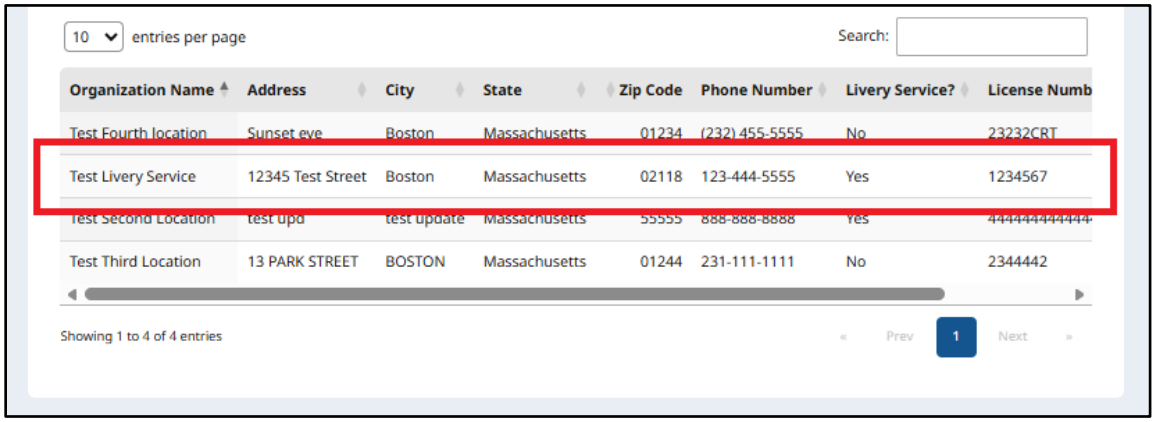
   b. Complete as many fields in the window as possible.

   The **Organization Name**, **Street Address**, **City**, **State**, **Zip Code**, and **Phone Number** fields are required.

c. Select **Add**.



The screen displays the location you just added.

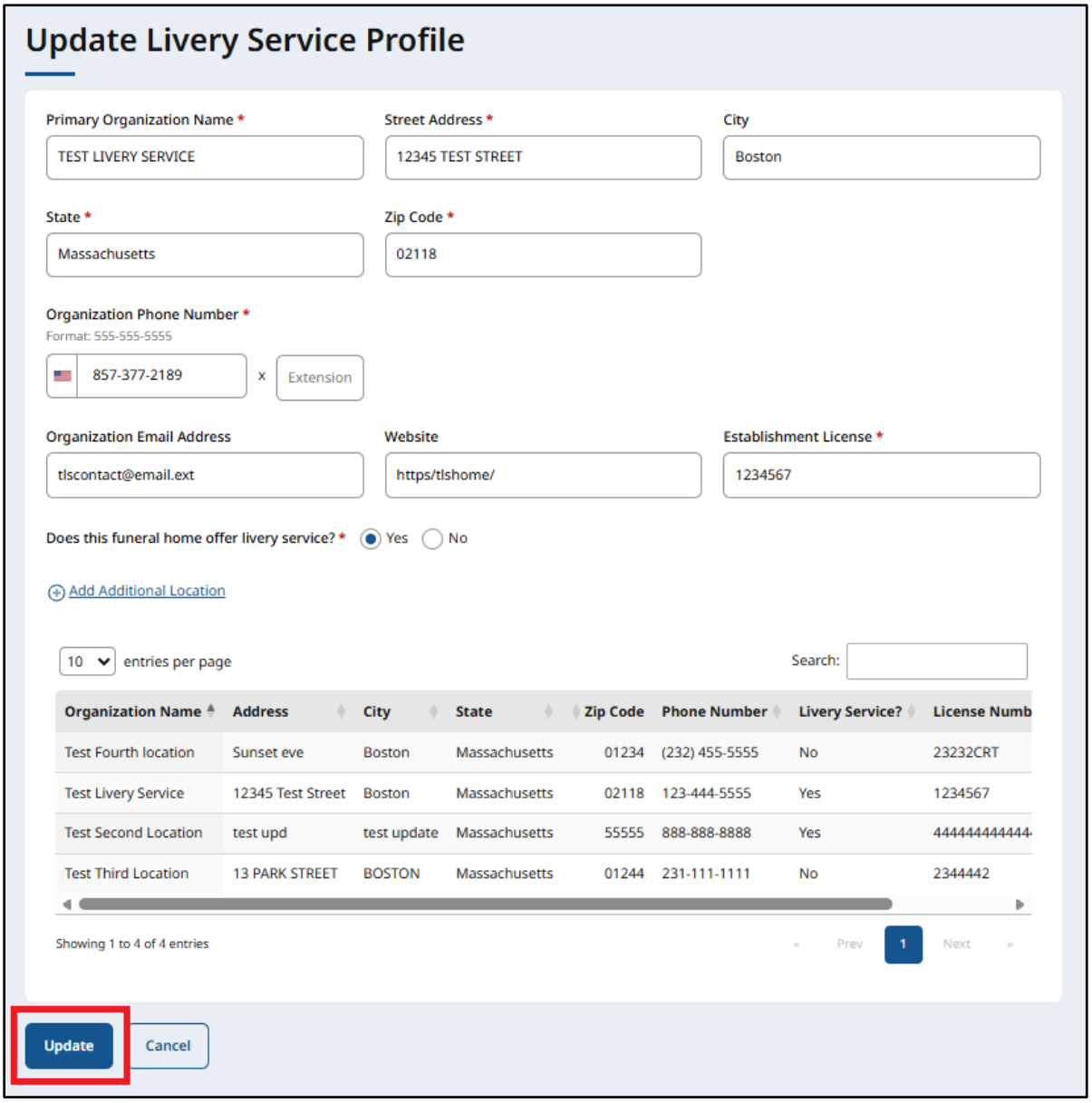


d. Repeat steps a-c for each location you want to add.

e. To edit the information for any location, scroll to the right, select **Edit** in the corresponding row, make the necessary changes, and select **Update**.

f. To delete any location, scroll to the right, select **Delete** in the corresponding row, and then select **Yes**.

5. When you have completed making your changes, select **Update**.



The screen displays the *Welcome to the MA OCME Portal* page, which now includes a message confirming that the system has implemented your changes.

This completes the procedure.

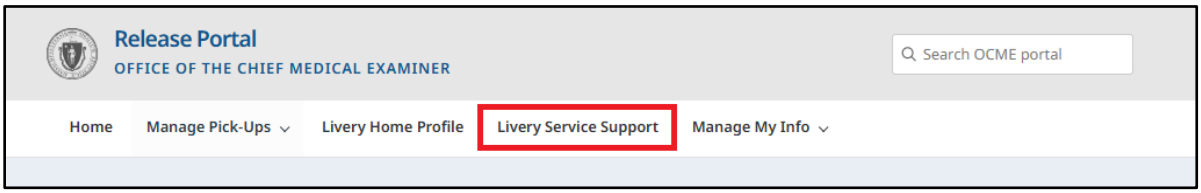
Livery service support

To access livery service support resources:

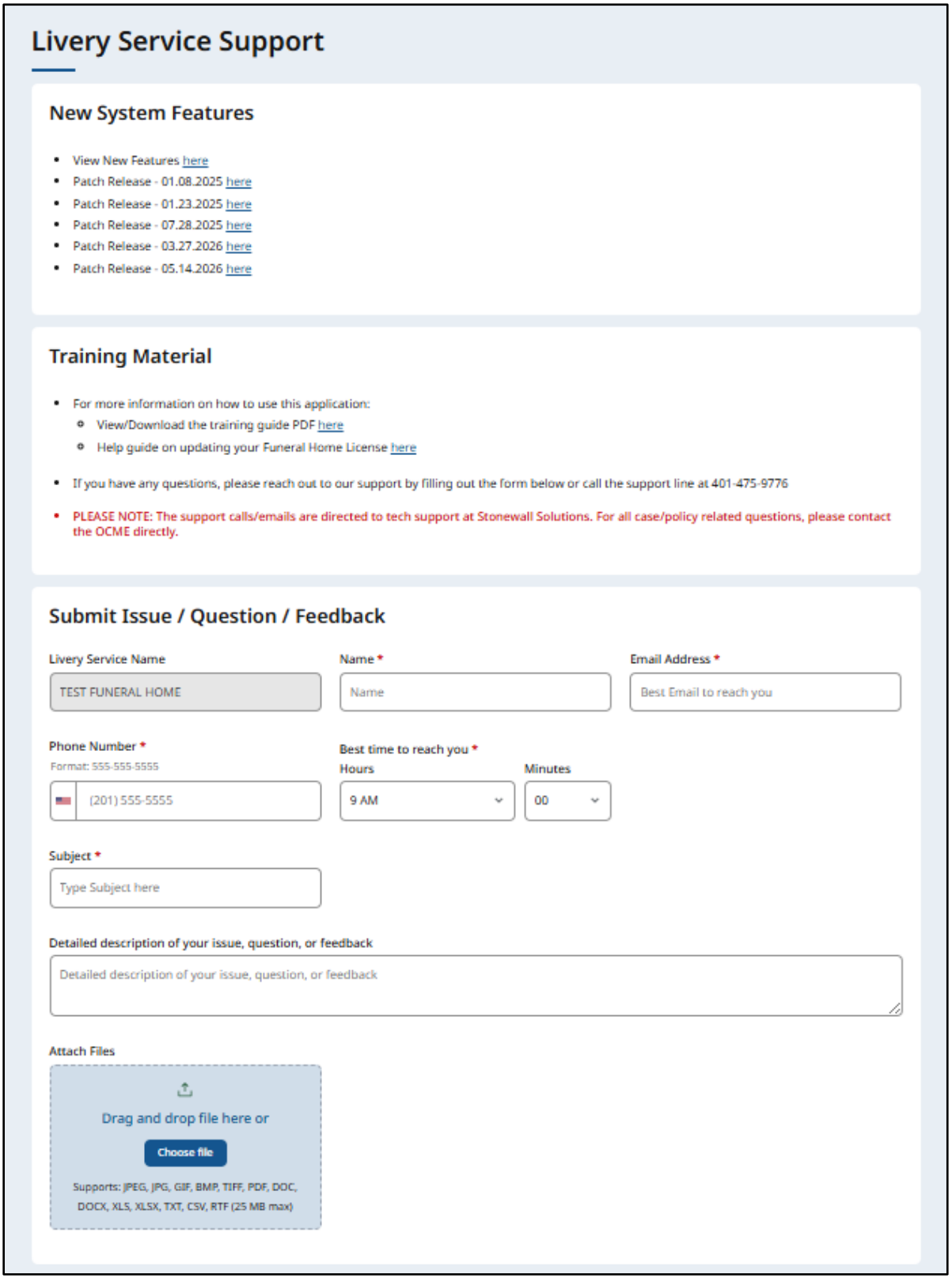
1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Welcome to the OCME Decedent Release Portal* page.

2. Select **Livery Service Support**.



The screen displays the *Livery Service Support* page.



3. (Optional) To view details on any software update, select the corresponding link in the *New System Features* section of the page.
4. (Optional) To view the available training materials, select the corresponding link in the *Training Materials* page.
5. (Optional) To submit an issue, ask a questions, or send feedback on the OCME Portal:
   a. Complete the name, address, and subject fields.
   b. (Optional) Include a screen image or other file using either of the following methods:
      - Drag the file containing your license to the light blue drag-and-drop box.
      - Select **Choose file**.
        The screen displays a file navigation window.
        Navigate to the file you want, select it, and select **Open**.
   c. Select **Send**.

      The screen displays the *Welcome to the MA OCME Portal* page, which now includes a message confirming that the system has received your message.

This completes the procedure.

User management module

This chapter describes the functions available in the User management module:

- **Update profile**
- **Reset password** (an SSO function)
- **Manage users, profiles, and organizations**

The following sections describe these procedures in detail.

Update profile

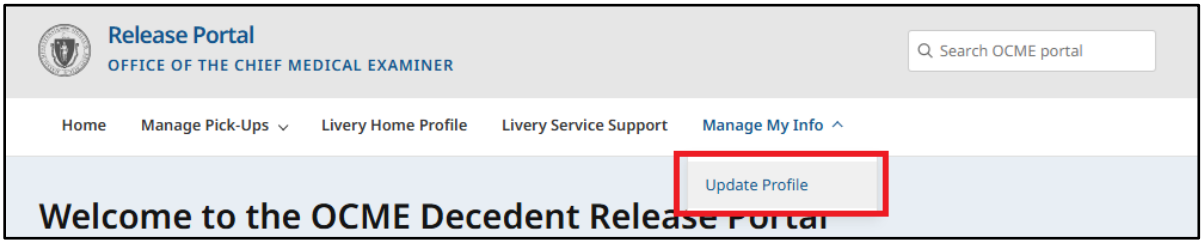
All users have the ability to manage their own user profile. This function is present in all OCME Portal modules.

To update your user profile:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the portal home page corresponding to your user role.

2. Select **Manage My Info → Update Profile**.



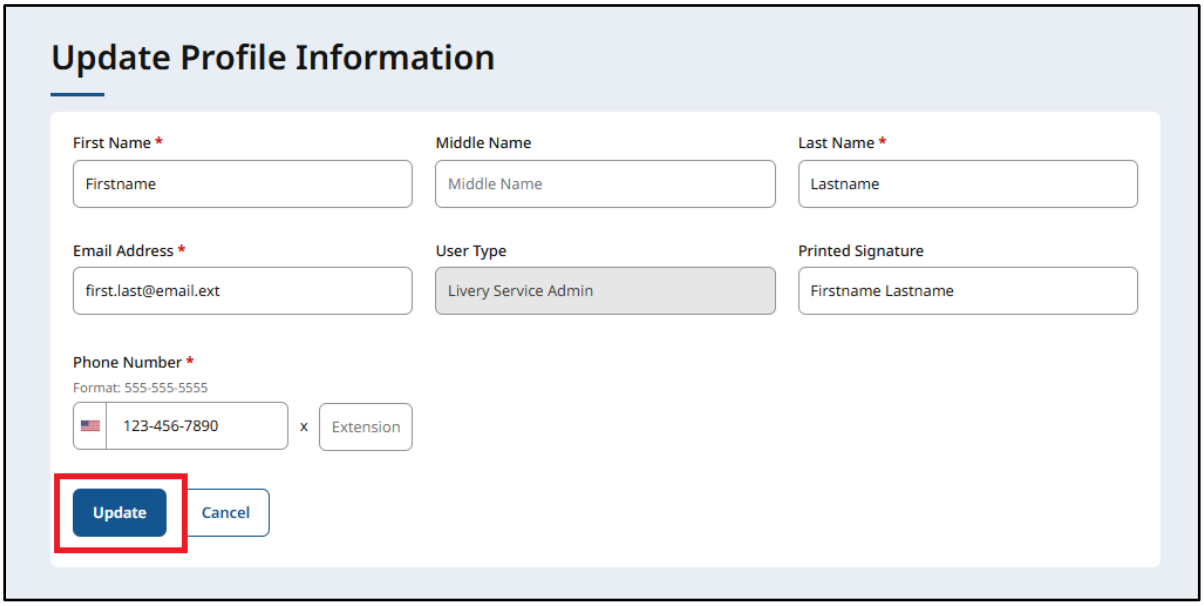
   The screen displays the *Update Profile Information* page.

3. Make the required changes.

   Note that you can change the information in any field (except the **User Type** field), but you cannot leave any required field blank.

   Your system administrator can change the **User Type** field, if required.

4. Select **Update**.



The screen displays the *User Profile Information* page again, now with a message confirming that the system has implemented your changes.

5. To return to the portal home page corresponding to your user role, press **Cancel**.

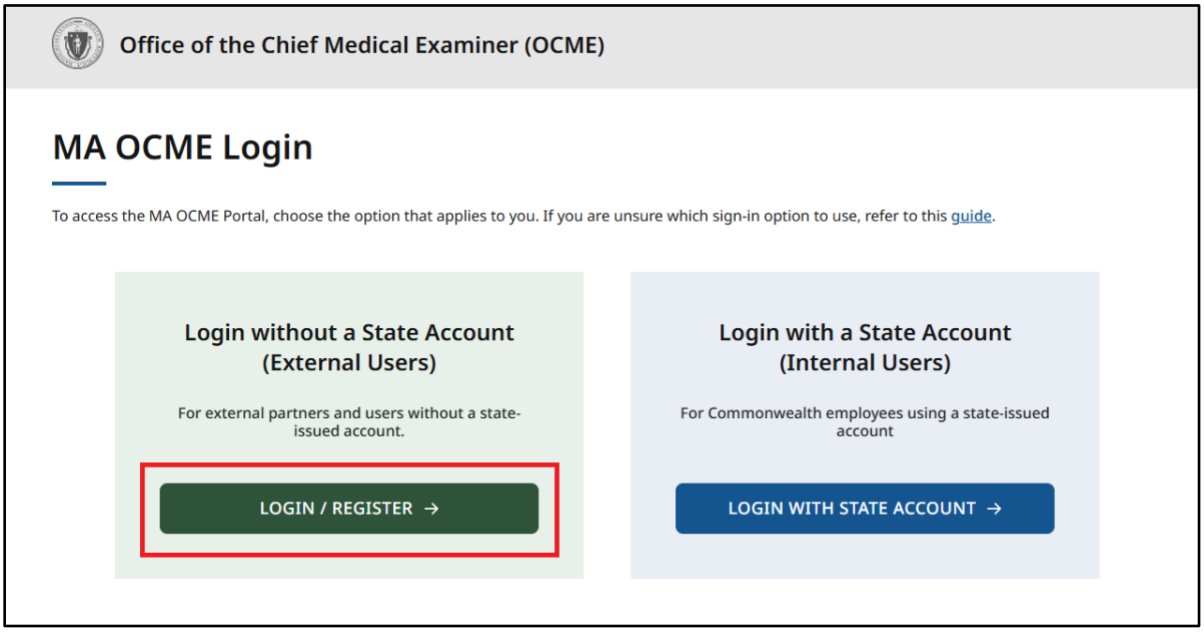
This completes the procedure.

Reset your password

To reset your SSO password:

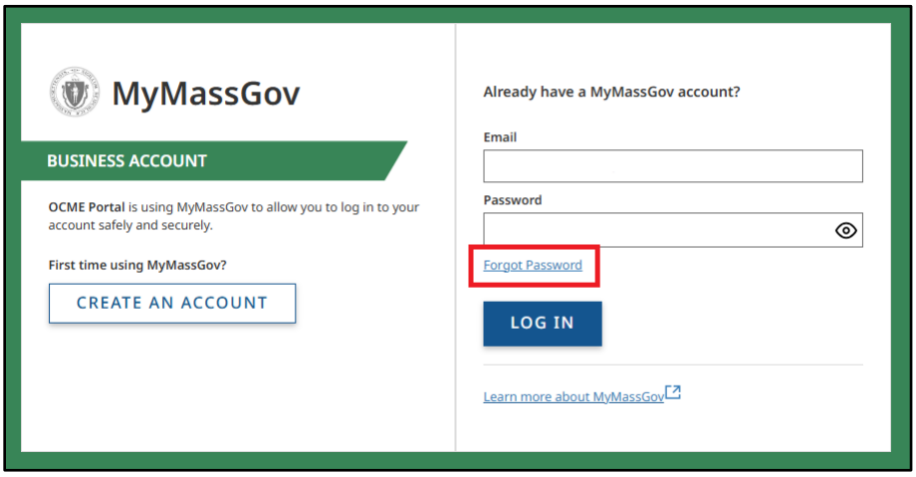
1. Launch your internet browser (Google Chrome is recommended).
2. Navigate to the *MA OCME Login* page.

3. Select **Log in/Register** in the *Login without a State Account* section of the page.



The screen displays the *My Mass Gov Business Account* page.

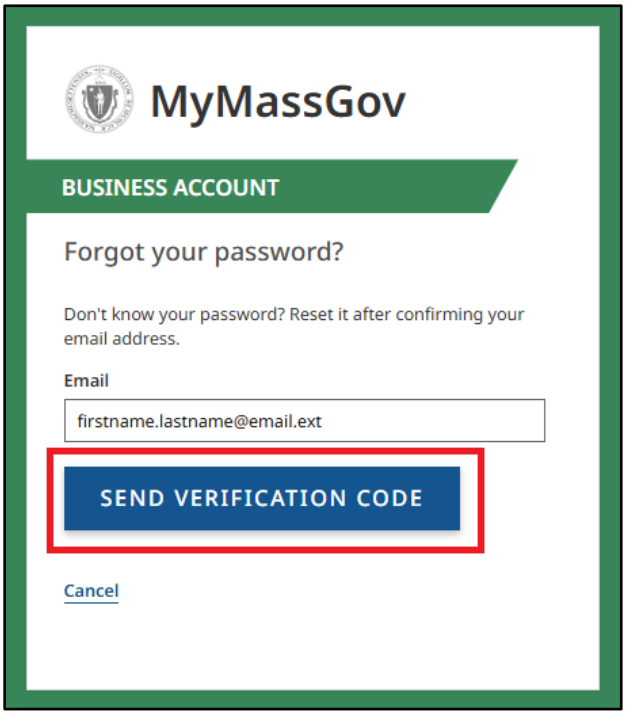
4. Select **Forgot Password**.



The screen displays the *Forgot your password?* page.

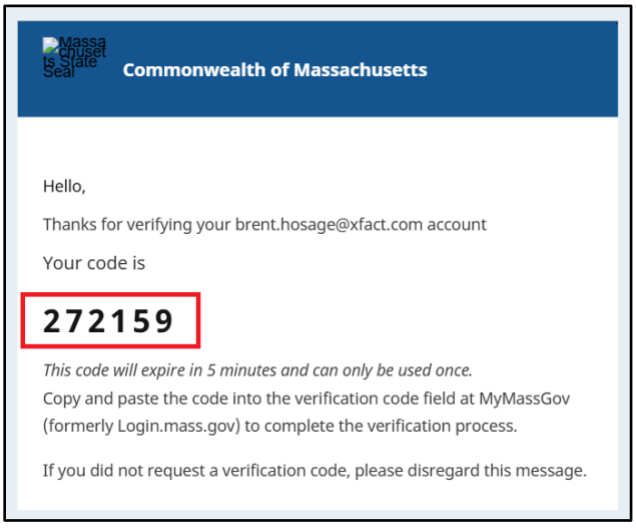
5. Type your email address in the *Email* field.

6. Select **SEND VERIFICATION CODE**.



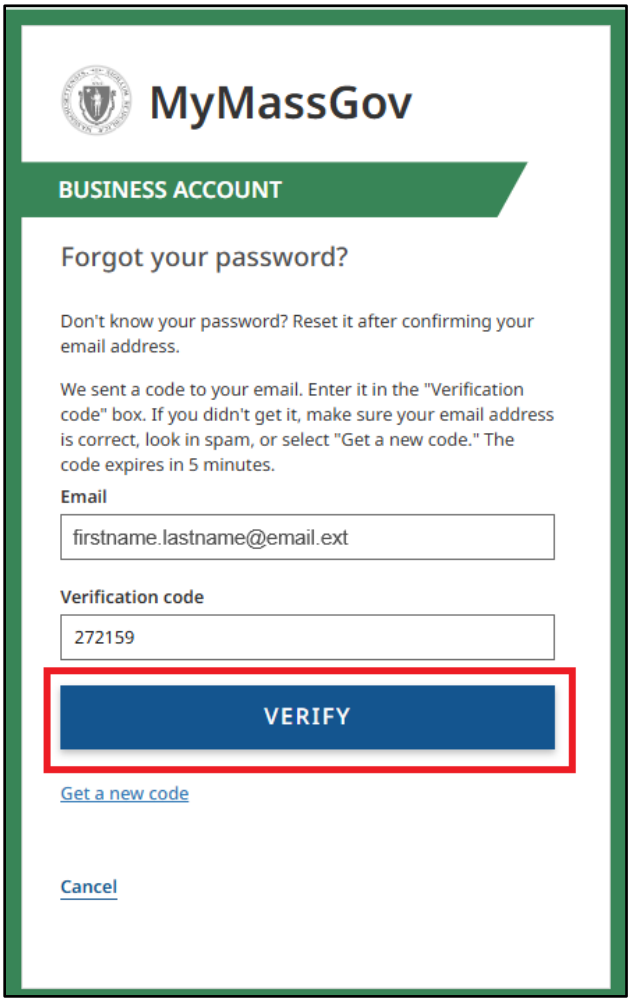
The screen displays the *Forgot your password?* page again, now with the **Verification code** field.

7. Check your email, and open the message from **MyMassGovlogin@noreply.mass.gov**.
8. Note the verification code provided.



9. Type this verification code in the **Verification code** field.

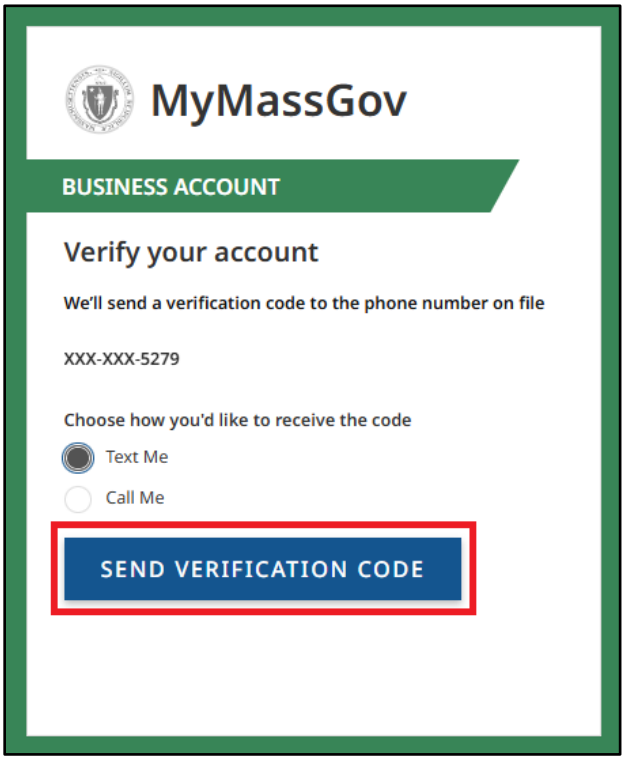
10. Select **Verify**.



The screen displays the *Verify your account* page.

11. Select **Text Me** or **Call Me**.

12. Select **SEND VERIFICATION CODE**.

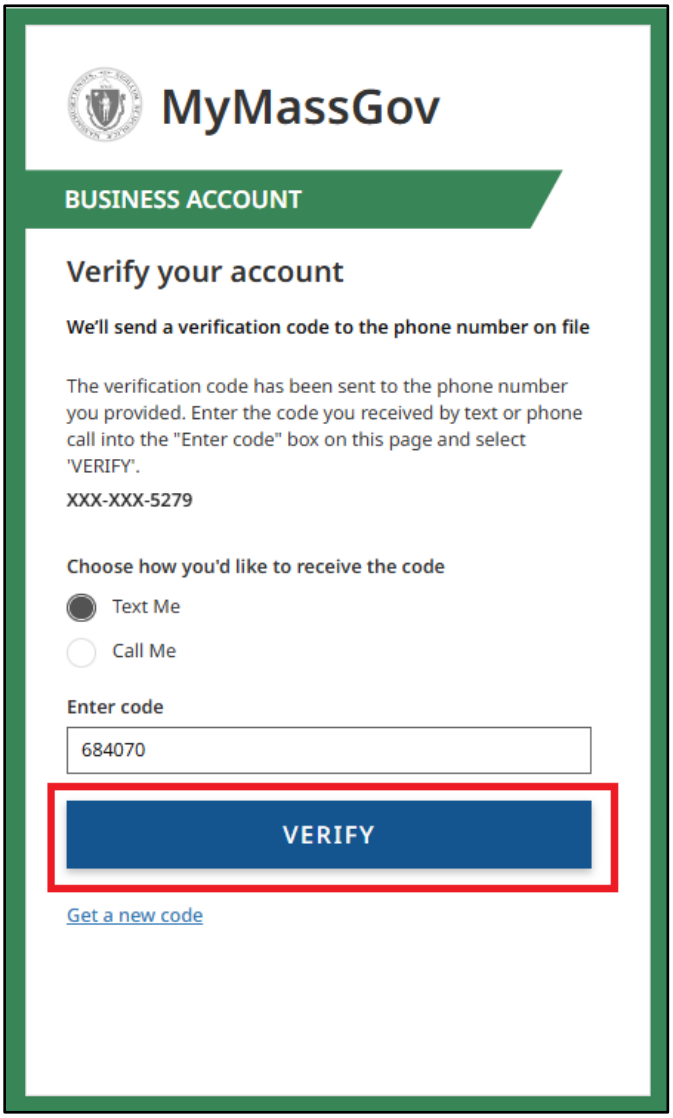


The screen displays the page again; it now includes the **Enter code** field.

13. Get the verification code from your phone (either text or call).

14. Type the code in the **Enter code** field.

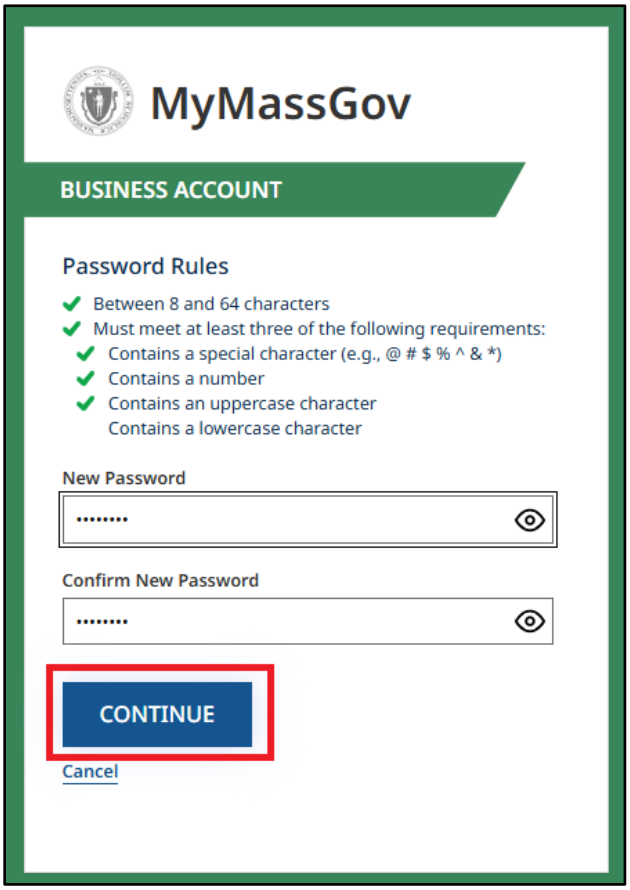
15. Select **VERIFY**.



The screen displays the *Password Rules* page.

16. Review the password rules and choose a suitable new password.
17. Type your new password in the **New Password** field.
18. Type your new password in the **Confirm New Password** field.

19. Select **CONTINUE**.



The screen displays the OCME Portal home page corresponding to your user role.

This completes the procedure.

Manage users/profile

Users assigned the role of Administrator can update their facility's user roster and the associated profile information in the OCME Portal. If you have questions regarding your role or permissions, contact your manager or technical support staff.

Note that this section shows how a user assigned the role of Administrator within the Crematory Module manages users. If you are an administrator within another module, the process is the same even though there are slight differences in the screen displays.

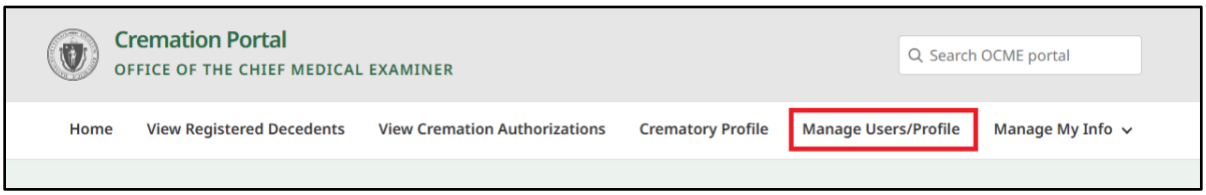
View user roster

To view the user roster for your facility:

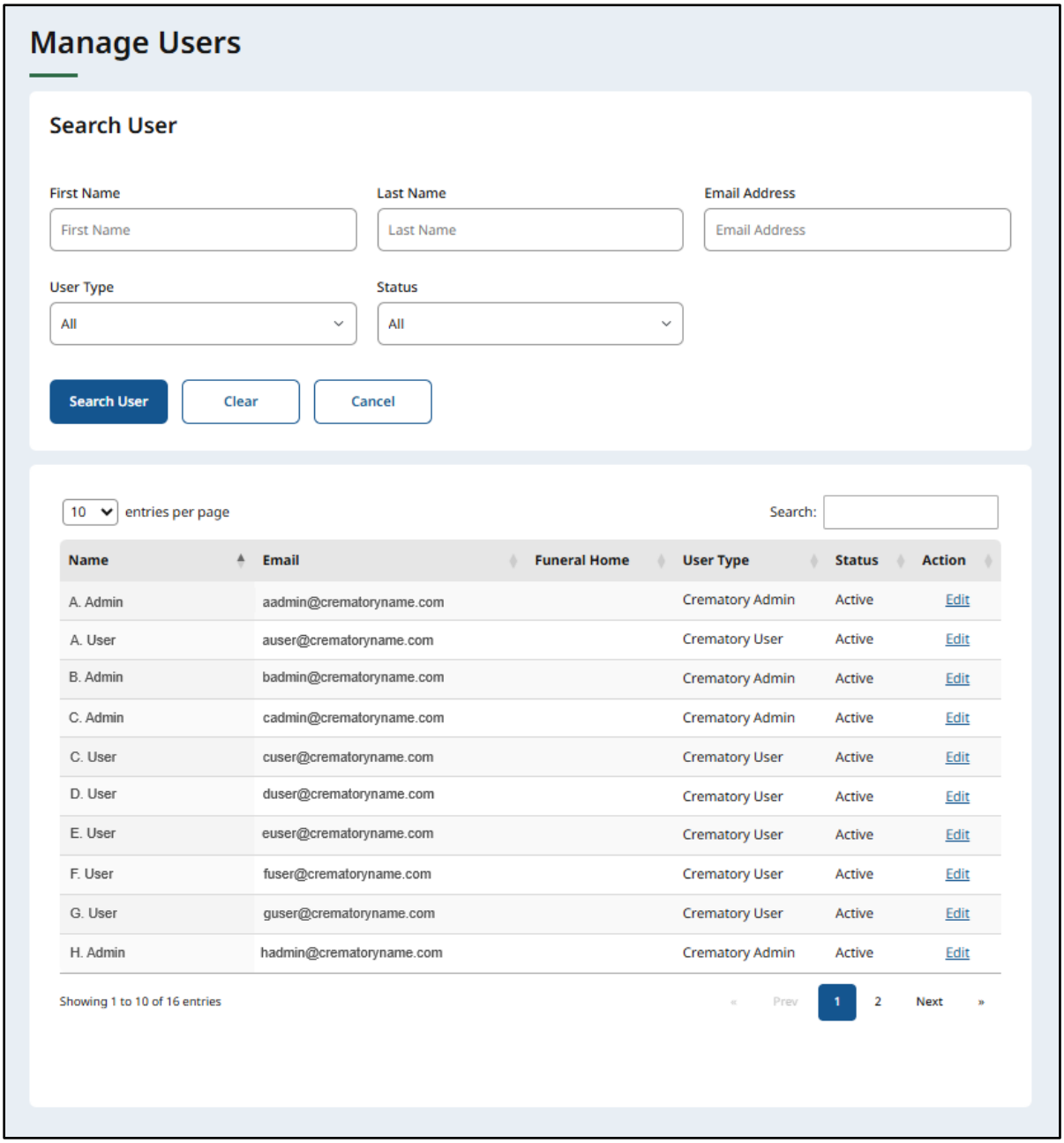
1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Decedent Cremation Portal* page.

2. Select **Manage Users/Profile**.



The screen displays the *Manage Users* page.



3. (Optional) To sort the listing, follow the procedure described in **List pages**.

This completes the procedure.

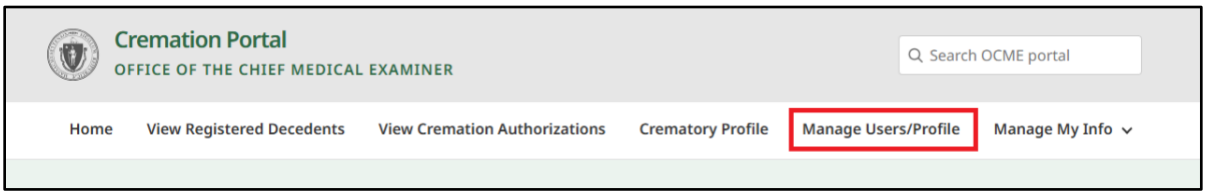
Search user roster

To search the user roster for your facility:

1. Log in to the OCME Portal (see **Logging in**).

   The screen displays the *Decedent Cremation Portal* page.

2. Select **Manage Users/Profile**.

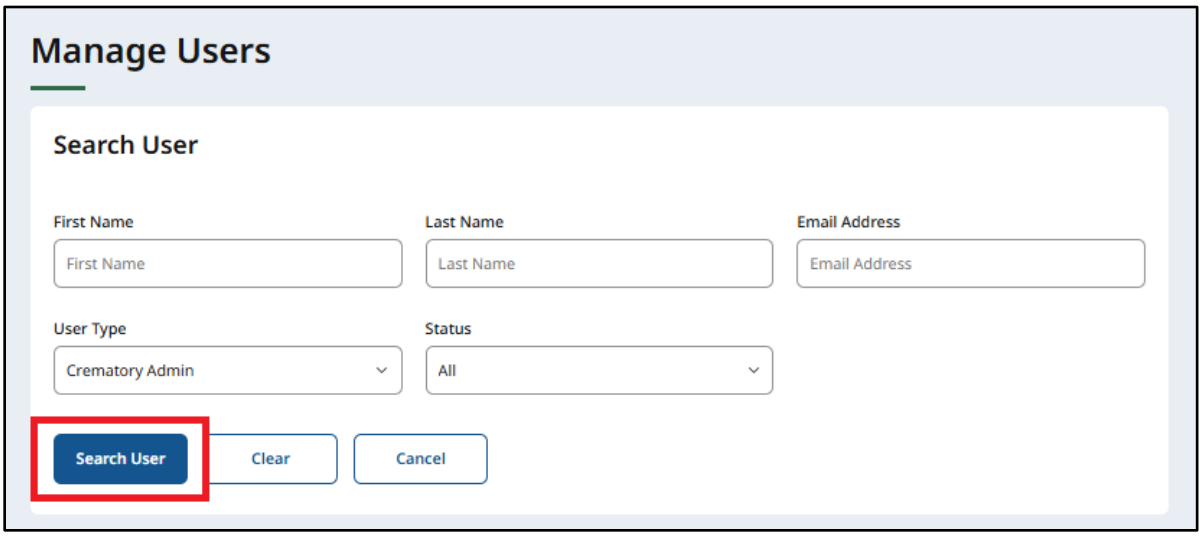


   The screen displays the *Manage Users* page.

3. Complete at least one search field in the *Search User* portion of the page.

   Note that you can complete any number or combination of search fields.

4. Select **Search User**.



   The screen displays the results of your search in the lower portion of the page.

5. (Optional) To clear the search fields, select **Clear**.

   The lower portion of the page displays the original listing of decedents.

6. (Optional) To return to the *Decedent Cremation Portal* page, select **Cancel**.

This completes the procedure.

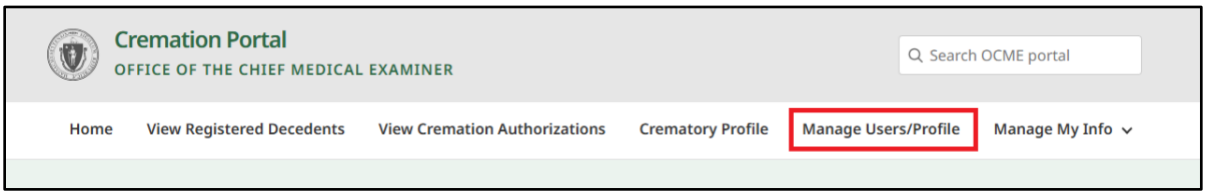
Edit user profile

To edit the profile information for a user associated with your facility:

1. Log in to the OCME Portal (see **Logging in**).

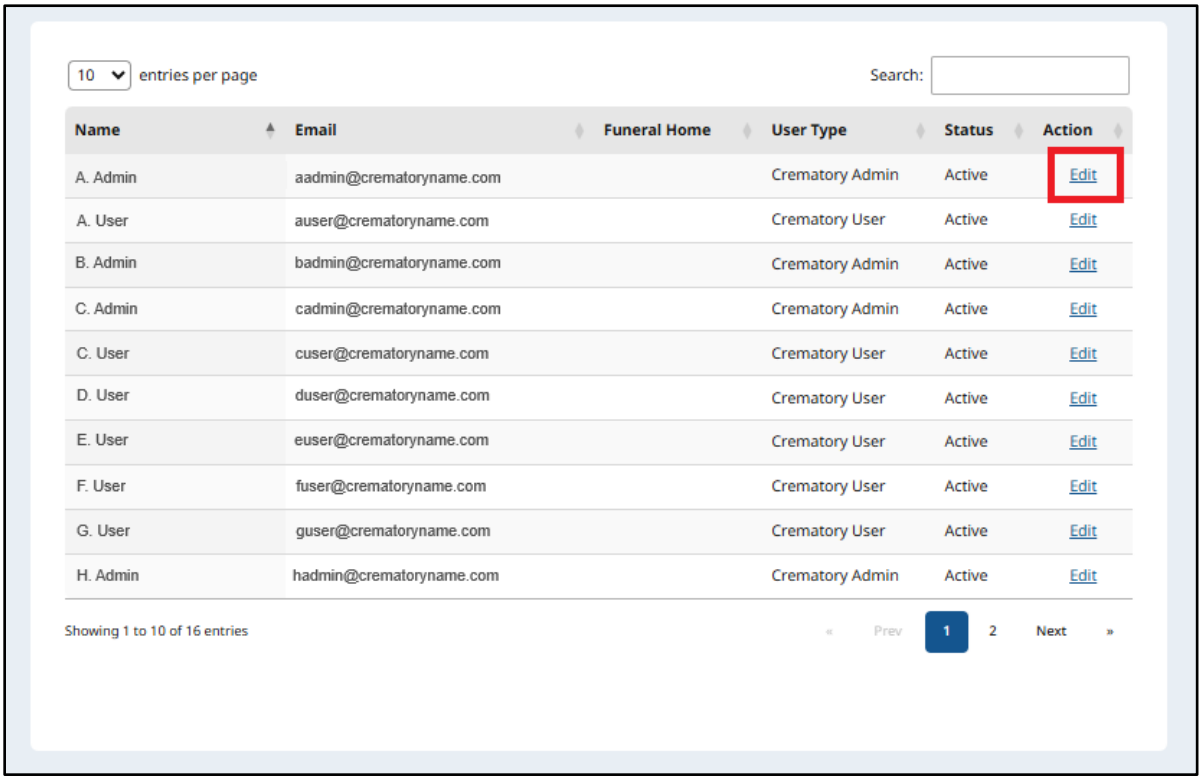
   The screen displays the *Decedent Cremation Portal* page.

2. Select **Manage Users/Profile**.



   The screen displays the *Manage Users* page.

3. Select **Edit** in the row corresponding to the user you want.

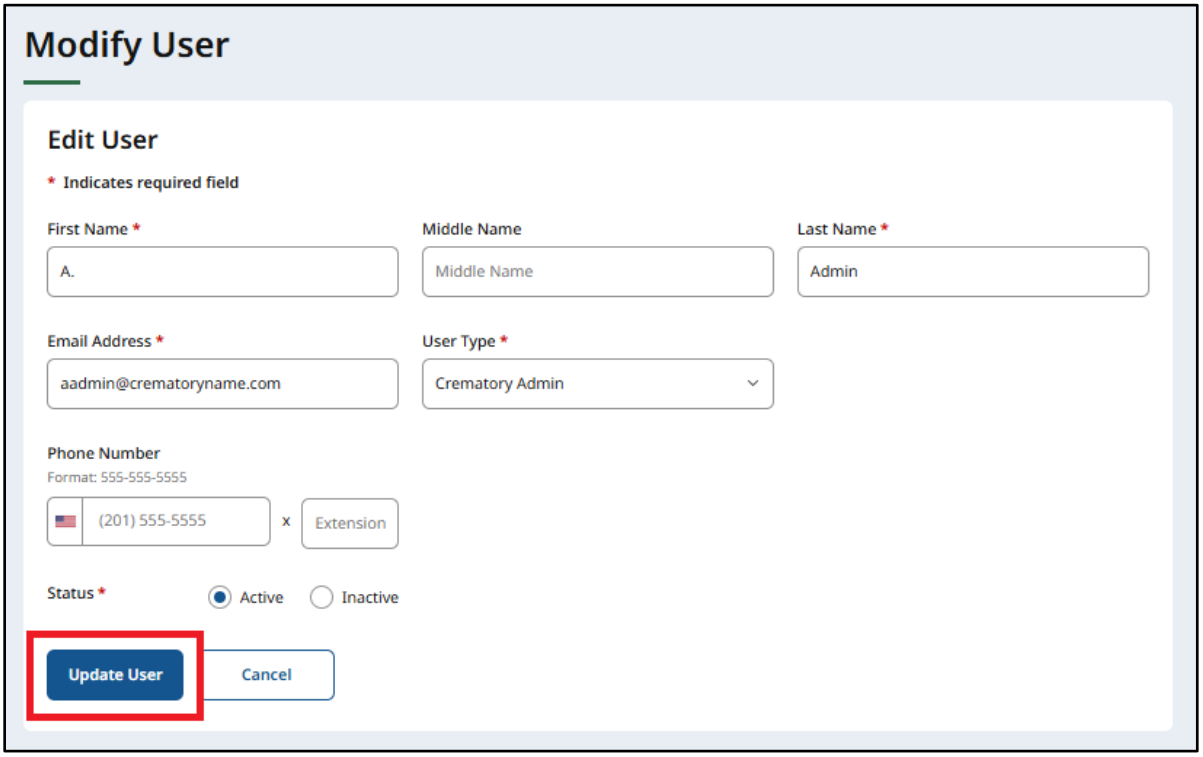


   The screen displays the *Modify User* page.

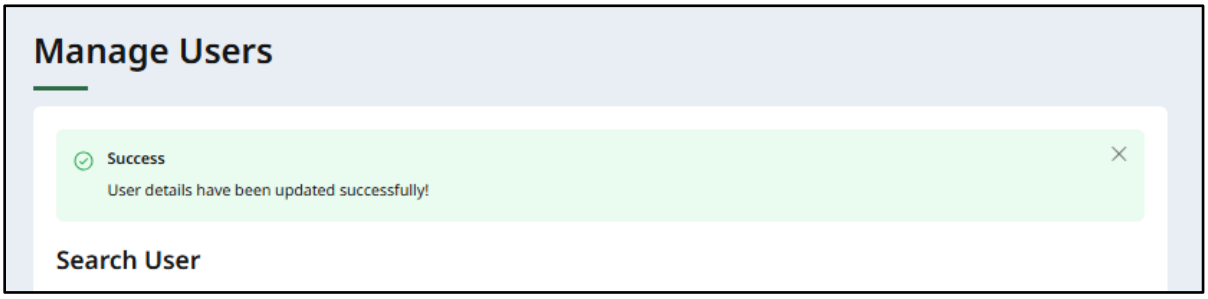
4. Make the required changes.

Note that the **Crematory Name**, **Location**, **Address 1**, **City**, **State**, **Zip Code**, **Route**, and **Phone Number** fields are required fields. You can change the information in any of these fields, but you cannot leave any of them blank.

4. Select **Update**.



The system makes the changes you specified, and the screen displays the page.



This completes the procedure.

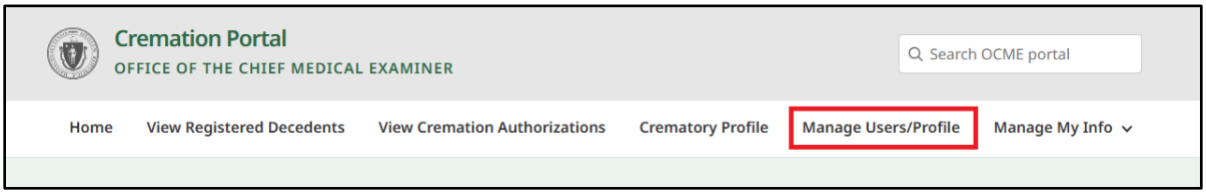
Create new user

To edit the profile information for a user associated with your facility:

1. Log in to the OCME Portal (see **Logging in**).

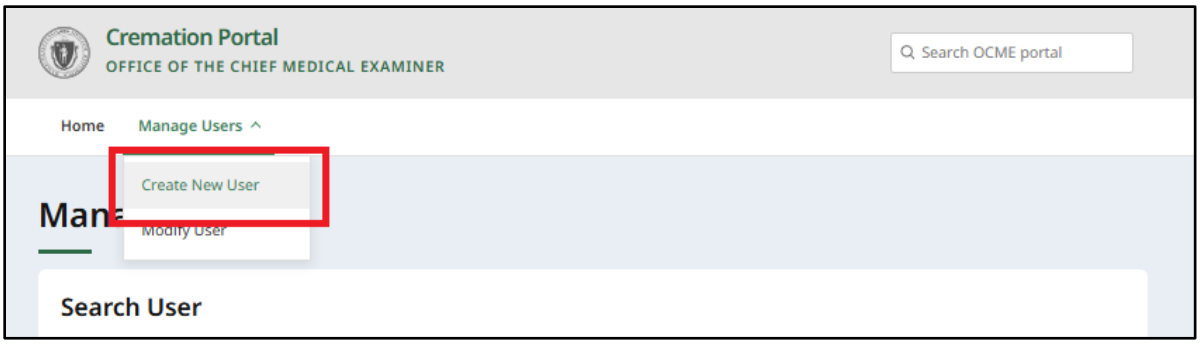
The screen displays the *Decedent Cremation Portal* page.

2. Select **Manage Users/Profile**.



The screen displays the *Manage Users* page.

3. Select **Manage Users → Create New User**.

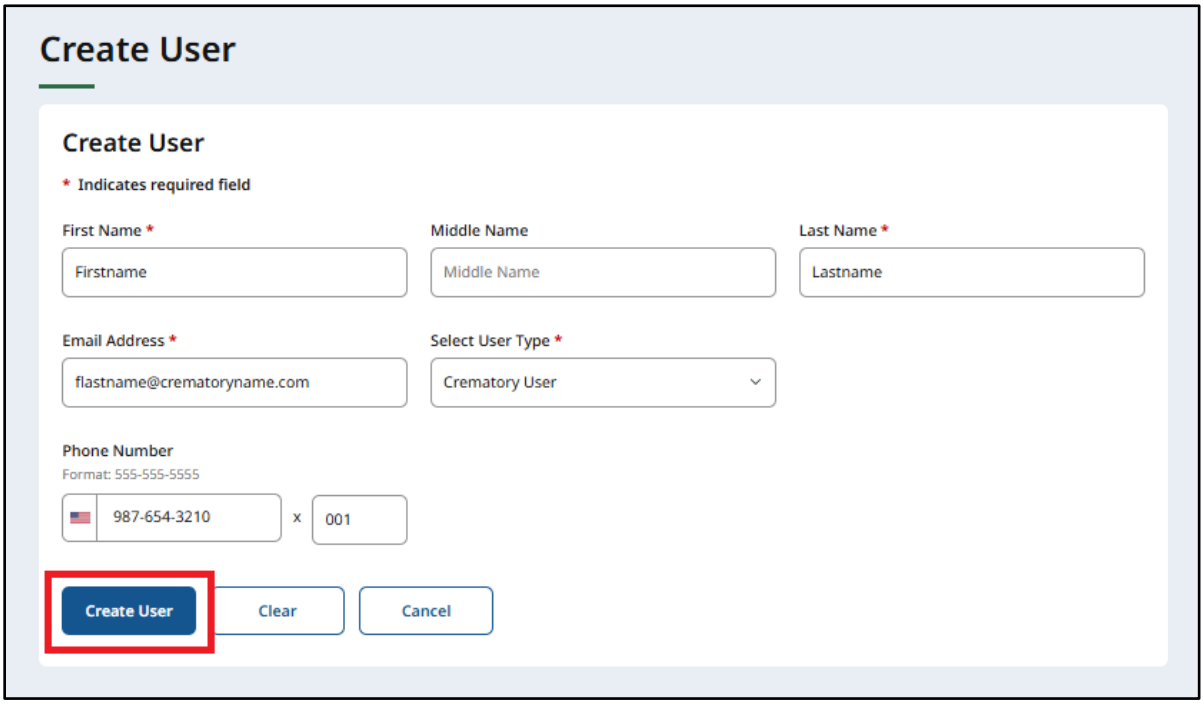


The screen displays the *Create User* page.

4. Complete as many fields on the page as possible.

   The **First Name**, **Last Name**, **Email Address**, and **Select User Type** fields are required.

5. Select **Create User**.



The screen displays the *Create User* page again, now with a message confirming that you have successfully created the user.

The system removes the information from all fields on the page, enabling you to create another user (follow steps 4 and 5 to do so).

6. To return to the *Manage Users* page, select **Cancel**.

   The screen displays a small message asking you to confirm you want to leave this page.

7. Select **Yes**.

   The screen displays the *Manage Users* page.

This completes the procedure.

Revision history

The OCME Portal User's Guide is updated as new versions of the software are released and additional functions become available.

The following table summarizes the key changes made, including the date and nature of changes.

Version	Date	Nature of changes
1.0	January, 2025	Initial release OCME Portal Version 1.0).
2.0	September 15, 2026	Updated to reflect new sign-in procedure. Updated to adhere to Massachusetts Design System standards.