

OFFICE OF THE CHIEF MEDICAL EXAMINER

OCME PORTAL QUICK REFERENCE GUIDE

FUNERAL HOME ADMINISTRATOR/USER

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OCME PORTAL OVERVIEW

The OCME Portal consists of 3 modules: Cremation Module, Release Module, and User Management Module. The OCME Portal is intended to improve communication between the OCME and its customers, streamline processes, and expand visibility of all cremations and OCME cases completed in the Commonwealth of Massachusetts. Email alerts, status updates and 'Notes' capability provide funeral homes with frequent communication, allowing all parties to understand where in the process each cremation or OCME case resides. **It is recommended to use the Google Chrome browser when accessing the portal.** A brief description of each module is described below:

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.) The Cremation Module color scheme is green to help differentiate from the Release Module.

RELEASE MODULE

The Decedent Release Module is the component of the portal which 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/time to pick-up the decedent.

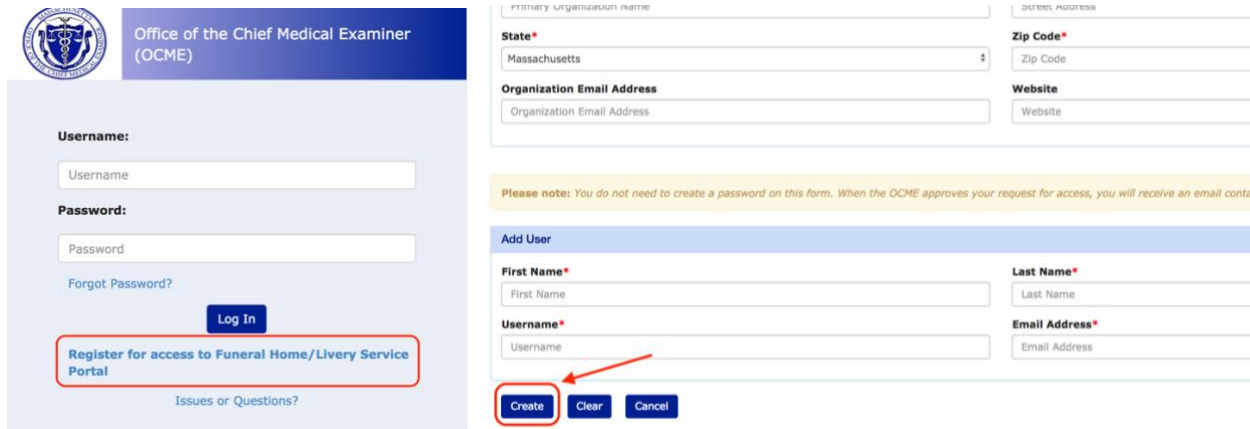
USER MANAGEMENT MODULE

The User Management module is where Funeral Home Administrators can manage the funeral home location(s) and users. In this module, administrators can create new users, update existing users, and reset user passwords.

REGISTER FOR THE PORTAL

Only *new* funeral homes and livery service organizations will need to register for the portal and include *one Admin user*. Once your funeral home or livery service have been registered, additional users and locations can be created by an Administrator of your organization, without needing approval from the OCME.

- Go to the OCME Decedent Release Portal site: <https://ocmerelease.stonewallsolutions.com/>
- Click the link '**Register for access to Funeral Home/Livery Service Portal**'
- Select the Organization Type from the radio button
- Enter the organization's information in the designated fields. For funeral homes, you will need to upload a picture of the Funeral Director's License.
 - You may have multiple funeral directors in your organization, but only one license per organization is required to be uploaded.
- In the next section, **you must create a primary user for the funeral home/livery service**. This first user will be an Administrator, and they will be able to create additional users within your organization.
 - Create a username
 - Be sure to use your primary email address as the email contact. This is the email where your temporary password will be sent. You will not create a password until your account has been approved by the OCME.
 - Click Create to submit the organization request. The OCME will review the account. Once they approve it, **the administrator will receive an email with a temporary password to log in**.
 - Upon entering your username and the temporary password, you will be prompted to change it to a permanent password.



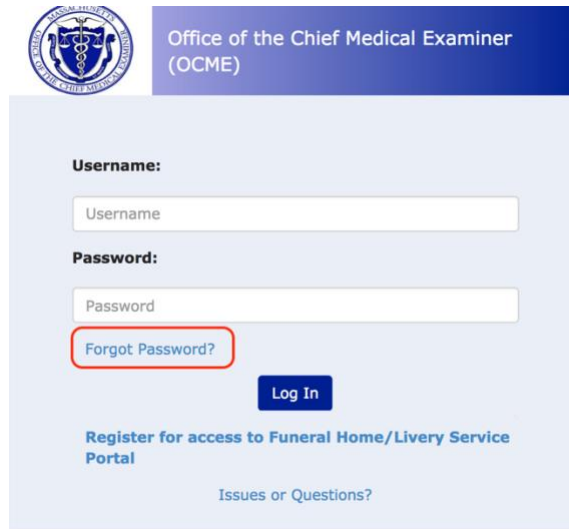
The screenshot displays the OCME registration portal. On the left, there is a login section with fields for Username and Password, a 'Forgot Password?' link, and a 'Log In' button. Below this is a red-bordered box containing the text 'Register for access to Funeral Home/Livery Service Portal' and a link for 'Issues or Questions?'. On the right, there is a registration form with fields for Primary Organization Name, State (pre-filled with Massachusetts), Organization Email Address, Zip Code, and Website. Below the registration form is a note: 'Please note: You do not need to create a password on this form. When the OCME approves your request for access, you will receive an email containing your temporary password.' Underneath is an 'Add User' section with fields for First Name, Last Name, Username, and Email Address. At the bottom of the 'Add User' section are three buttons: 'Create', 'Clear', and 'Cancel'. A red arrow points to the 'Create' button.


LOG IN

- Go to the OCME site: <https://ocmerelease.stonewallsolutions.com/>
- Log in with your username and password to be directed to the OCME Decedent Release Portal.
 - Your username and a temporary password will be sent to your email when your profile is first created. You will be prompted to change your temporary password. Keep your username and password in a place you can remember!

FORGOT PASSWORD

- On the login screen, click Forgot Password? link.
- Enter the username in the field and click Submit.
- A temporary password is sent to the associated email address that appears in the pop-up.
- Log in with username and temporary password.
- In the prompt, enter the temporary password, create a new password, and re-enter new password.



 Office of the Chief Medical Examiner
(OCME)

Username:

Password:

[Forgot Password?](#)

[Register for access to Funeral Home/Livery Service Portal](#)




[Issues or Questions?](#)

CREMATION MODULE

After logging into the system, you are directed to the **main menu**. Click Register a Cremation (Non OCME Cases Only) button to access the Cremation Module.

Welcome to the MA OCME Portal

Please select an action

 Register a Cremation (Non OCME Cases Only)	 Decedent Release Portal	 Manage Users/Profile
--	--	---

[ISSUES/QUESTIONS? CONTACT SUPPORT](#)

The Cremation registration process generally follows the below steps*:

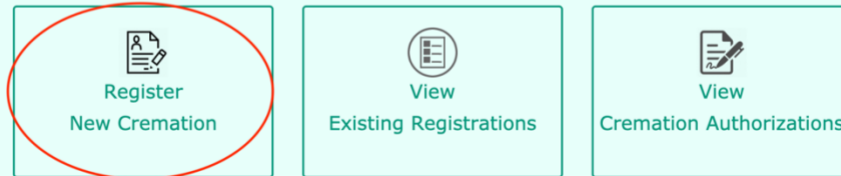
- Funeral Home creates a new cremation registration by entering decedent information, selected crematory information and decedent drop-off details. Funeral Home includes mandatory paperwork.
- Funeral Home makes \$200 cremation payment through the portal, then receives Barcode Confirmation.
- Funeral Home affixes the barcode to the decedent and brings the decedent to the selected crematory at the appropriate date/time.
- Cremation Specialist/Forensic Investigator arrives at crematory and performs decedent examination.
- Cremation Specialist/Forensic Investigator approves and signs Cremation Authorization Form.
- Cremation Authorization Form is sent via email to Funeral Home/Crematory.
- Crematory can now cremate the decedent and funeral home arrangements can proceed.

***Please Note:** This is the *approximate* schedule of events. Each case may be different, so be sure to monitor your emails and review all comments within the registration.

REGISTER A NEW CREMATION

- On the Cremation Module home page, click Register New Cremation button or select it from the top navigation menu.

Decedent Cremation Portal



- Enter the decedent details in the Decedent Information section.
 - If the decedent requires a view at the funeral home, you must provide a reason.
- Upload and attach the Attestation Document and the Informant Verification Form in the Upload/Attach Documents section. You may attach additional documents by clicking the +Additional Documents link.
- Click Submit to proceed to the next step.
 - If you do not have all of the decedent information and/or required forms, you can choose to Save Draft and return to the existing draft at a later time.
- Review and confirm the details on the next page, then click 'Continue to Process Payment'.
- YOU WILL BE TEMPORARILY REDIRECTED TO THE FISERV PAYMENT PAGE TO MAKE PAYMENT.
- Enter the payment details, then click 'Continue'. Process payment on the following page.
- You are redirected back to the Cremation site and will receive a Confirmation page with a barcode. Please affix the barcode to the container which accompanies the decedent to the crematory.

Your cremation has been registered successfully!
Please drop off the decedent at the selected crematory by
01/16/2020 after 12:00 PM

Funeral Home : TEST-BOSTON1


Decedent Name : JOHN SMITH

Decedent DOB : 10/10/1950

Drop off Location : Blue Hills

Drop off Date : 01/16/2020

Drop off Time Range : PM (after 12:00 PM)



Please securely affix this receipt to the body.

Close Save as PDF

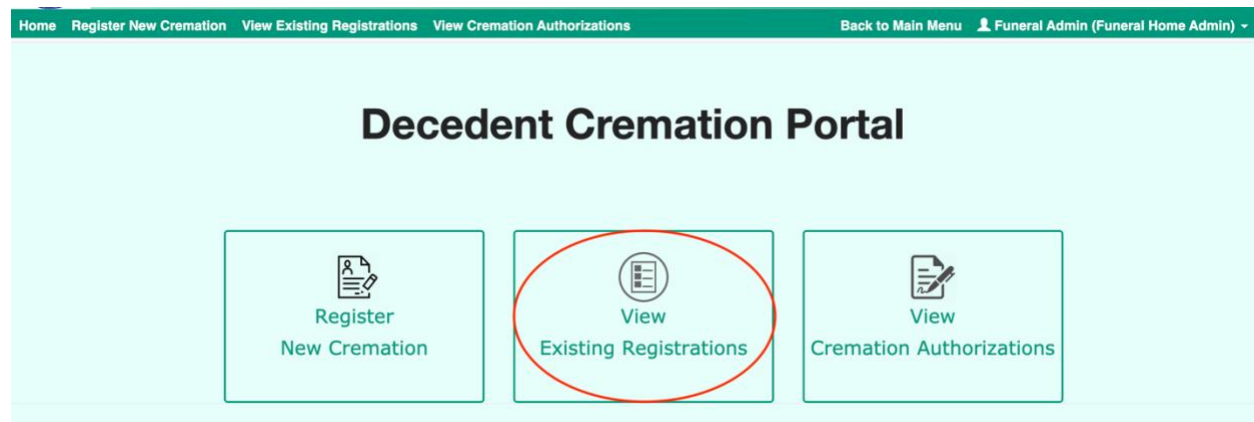
VIEW EXISTING REGISTRATIONS

Existing Registrations are cremation applications that are saved as drafts or have been submitted for review. An explanation of each Status is described below:

- **DRAFT:** This is a registration that has been started (whether complete or incomplete) that was **not yet paid/submitted**. (For example, if a payment method has been declined, then the application would save as a draft, and the funeral home does not have to start a new registration.) A funeral home can save a draft if they still need to gather documents, information, or a payment method.
- **SUBMITTED:** This registration has been submitted to the selected Crematory and the OCME staff. It has not yet been reviewed or authorized.
- **DECEDENT NOT PRESENT ON ARRIVAL:** The registration has been paid/submitted. The examiner went to the crematory, but the decedent was not present at the location yet. This is on hold until the decedent is brought to the crematory and the examiner returns to the location. (Please note, the examiner may not return the same day depending on their schedule.)
- **FLAGGED FOR FOLLOW-UP:** A case may be flagged by the person reviewing the case for a number of reasons. This status will always be accompanied by a reason. This status indicates the review is not yet completed.
- **DECEDENT MOVED TO OCME:** It has been determined that this decedent is being transferred to the MA OCME office for further review. You will need to continue the release process in the Release Module. All information that was entered in the Cremation Module has been transferred to start a 'Draft' application in the Release Module.
- **AUTHORIZED:** This cremation registration has been authorized. You can view and print the Cremation Authorization by clicking View Cremation Authorizations (*see View Cremation Authorizations section below for details*).
- **REJECTED:** This registration has been rejected. The person rejecting the case will add comments/reason for rejection.

To access a draft or a submitted registration:

- On the Cremation Module home page, click View Existing Registrations button or select it from the top navigation menu.



- Use the search filters to narrow down the results below the Search fields.

- Select Edit or View in the Action column of the correct registration. *If you do not see an Action column, click the green plus button, then click View/Edit.
 - You will only see Edit if the registration is saved as a Draft.
 - You will see View if the registration has been submitted because you can no longer edit the information.

Existing Registrations

Decedent First Name: Decedent Last Name: Status:

Place of Viewing:

Drop off Date Range: From: To:

Show entries Search:

Funeral Home Name	Decedent Name	Place of Viewing	Drop Off Window	Date Submitted	Status	Action
Brooke's Funeral Home	SMITH, JOHN	Crematory	01/16/2020 PM	01/16/2020 1:36PM	Submitted	<input type="button" value="View"/>

REQUEST A REFUND

In the case that a cremation is no longer taking place, you may have the option to request a refund through the portal. Once the decedent examination process has begun, you can no longer request a refund.

- Follow the steps above to view an existing registration.
- Once you're in the correct registration, click "Request a Refund" button at the bottom.
 - **If the button is greyed out, it means that the examination process has begun, and the refund request option has been disabled.**
- Enter a reason for the refund request, then click Submit.
- The request is submitted to the OCME for review. They may choose to process the refund or deny the request. You will be notified of the approval or denial of the request via email. You can also view the status of the refund within the decedent's registration.

Decedent First Name: JOHN

Decedent Last Name: [Redacted]

Decedent DOB: 10/10/1950

Select the date you will bring the decedent to the crematory: 01/16/2020

Location of Death: BOSTON, MA

Additional Notes/Comments: [Redacted]

Request a refund

Please enter a reason for requesting a refund for this cremation. This refund request may be approved or denied. Please monitor your email for updates.

Add Comment..

Close Submit

Upload/Attach Documents

Testament Document

CMS data extraction v2_update [Edit]

Informant Verification Form

CMS data extraction v2_update [Edit]

Status

Submitted


Request a Refund Close

VIEW CREMATION AUTHORIZATIONS


Once a decedent has been examined and the examiner resolves that the authorization is complete, they will sign a Cremation Authorization Certificate. Upon signature, the funeral home is notified via email alert that the authorization has been completed. The funeral home can log into the system and print the Authorization Certificate for the crematory. This will provide legal proof that the cremation has been deemed accepted.

- On the Cremation Module home page, click View Cremation Authorizations button or select it from the top navigation menu.


Decedent Cremation Portal



Register
New Cremation



View
Existing Registrations



View
Cremation Authorizations

- User the search filters to narrow down the results below the Search fields.
- Select View in the Action column of the correct decedent. *If you do not see an Action column, click the green plus button, then click View.

Search Cremation Authorizations

Decedent First Name:

Decedent Last Name:

Place of Viewing:

Select Crematory:

Dropoff Date:

Dropoff Window Time:

View Cremation Authorizations

Show entries Search:

Funeral Home Name	Decedent Name	Place of Viewing	DropOff Window	Status	Action
A J Spears Additional Location	SMITH, JANE	Crematory	01/23/2020 AM	Authorized	View
A J Spears Funeral Home	DOE, JOHN	Crematory	01/24/2020 AM	Authorized	View

Showing 1 to 2 of 2 entries Previous Next


- Hover your mouse at the top of the Authorization Certificate and a menu will appear with the option to print (Google Chrome). Print a hard copy of the Authorization Certificate for the crematory and/or your own records if necessary. You will always have access to the electronic version of the authorization.

RELEASE MODULE


After logging into the system, you are directed to the **main menu**. Click Decedent Release Portal button to access the Release Module.

Welcome to the MA OCME Portal


Please select an action



Register a Cremation
(Non OCME Cases Only)



Decedent Release Portal



Manage Users/Profile

ISSUES/QUESTIONS? CONTACT SUPPORT

The release process generally follows the below steps*:

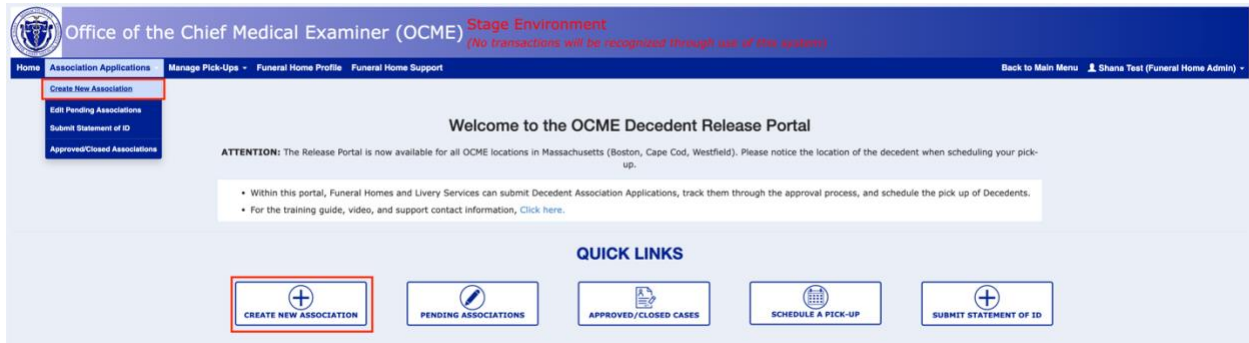
- Funeral Home starts the process by submitting a new Association Application.

- OCME Admins review the case and assigns an OCME Case Number. Admin will add comments and attach necessary forms for Funeral Home to submit. (Necessary details/forms are determined on a case by case basis)
- Application is sent back to Funeral Home for updates.
- Funeral Home updates application with necessary edits and/or forms.
- OCME Admin reviews application updates, and marks application Approved/Ready for Pick-up *only* if the Doctor has determined that the decedent examination is complete.
- Funeral Home schedules pick-up of the approved decedent through the scheduling function.

***Please note:** This is the *approximate* schedule of events. Each case may be different, so be sure to monitor your emails and review all comments by the OCME within the application.

CREATE NEW ASSOCIATION APPLICATION

To begin the process, you must submit the decedent vitals to the OCME. To start an application for a new decedent, follow the steps below. Please note: Once an application is submitted, it is temporarily locked from editing to prevent changes from being made while the OCME is reviewing it. If there are mistakes or forms required, the OCME will change the status and send it back to you.



1. Select Association Applications from the navigation bar and **click Create New Association** from the drop-down. You can also click the 'Create New Association' on the home page under Quick Links.
2. The Create Decedent Association page will populate. If your funeral home has multiple locations, select the location from the Funeral Home Name/Location drop-down.

Create Decedent Association

Funeral Home Name/Location*

Decedent Information

Decedent First Name* Decedent Middle Name Decedent Last Name*

Decedent Gender* Decedent DOB* Decedent Marital Status*

Last Known Address* Country*

City* State/Province* Zip Code*

3. Complete the **Decedent Information** section:

The screenshot shows a form titled "Decedent Information" with the following fields:

- Decedent First Name* (Text input)
- Decedent Middle Name (Text input)
- Decedent Last Name* (Text input)
- Decedent Gender* (Dropdown menu)
- Decedent DOB* (Text input with MM/DD/YYYY format)
- Decedent Marital Status* (Dropdown menu)
- Decedent SS Number (Text input)
- Last Known Address* (Text input)
- Country* (Dropdown menu)
- City* (Text input)
- State/Province* (Dropdown menu)
- Zip Code* (Text input)

- a. Decedent First Name*
- b. Decedent Middle Name*
- c. Decedent Last Name*
- d. Decedent Gender*
- e. Decedent DOB*
- f. Decedent Marital Status*
- g. Decedent SS Number
- h. Last Known Address*
- i. Country*
- j. City*
- k. State/Province*
- l. Zip Code*

4. Complete the **Decedent Disposition** section:

The screenshot shows a form titled "Decedent Disposition" with the following questions:

- Will the decedent leave the country?* Yes No
- Will the decedent be cremated?* Yes No

- a. **Will the decedent leave the country?** Select Yes or No
 - i. Selecting Yes will prompt a free text field to type in the country and a popup message indicating that a noncommunicable disease letter will be generated provided by the OCME separate from the system.

The screenshot shows the "Decedent Disposition" form with the "Will the decedent leave the country?" question selected. A popup message is displayed with the text "A non-communicable disease letter will be generated." and an "Ok" button.

- ii. **Will the decedent be viewed at the funeral home prior to leaving the country?** Select Yes or No
 - iii. Selecting No will prompt a new question -
- b. **Will the decedent leave the state?** Select Yes or No
 - i. Selecting Yes will prompt a new question -
 - ii. **Will the decedent be viewed at funeral home prior to leaving the state?** Select Yes or No

- c. **Will the decedent be cremated?** Select Yes or No
- Yes, will prompt an additional question -
 - Will the body be viewed at the funeral home prior to cremation?** Select Yes or No
 - Yes, will prompt a popup message stating “The cremation authorization will only be available to you after submitting the Statement of ID

Will the decedent leave the country?* Yes No
A communicable disease letter will be generated.

Decedent Association

The cremation authorization will only be available to you after submitting the Statement of ID.

Yes No

5. Complete the **Next-of-Kin** Information section:

You may select the [View Next of Kin Guidelines](#) link to assist you in filling out this section.

View Next of Kin Guidelines

Updated Legal Next of Kin Guidelines

Pursuant to G.L. c. 38, section 13, the Office of the Chief Medical Examiner (OCME) is responsible for releasing decedents to the person with the proper legal authority to receive that decedent.

In accordance with the authority set forth in 239 CMR 3.09, when releasing decedents, we will follow the determination of next of kin as set forth below.

1. the surviving spouse of the deceased;
2. the surviving **adult** children of the deceased;
3. the surviving parent(s) of the deceased;
4. the surviving brother(s) or sister(s) of the deceased;
5. the guardian of the person of the deceased at the time of his or her death;
6. any other person authorized or obligated by law to dispose of the remains of the deceased.

If there is more than one member of a class (multiple siblings with equal rights for example), the directions of a majority shall prevail; in the event of a tie, the decision of a court of competent jurisdiction will be necessary.

Section 3.09 also allows the OCME to obtain different or additional signatures for releasing decedents from the OCME. Therefore, we have the authority to request the signature from other individuals if it is deemed necessary based on the particular facts of a certain case. If there are any issues or complicated scenarios, please consult with Leslie Ward and the legal department.

As we know, there are often certain family dynamics that complicate the release process, so we are making efforts to clarify the process for the OCME, funeral directors and decedents' families. Although the OCME has authority to request additional or different signatures, we will no longer be requesting that the guardian of minor children sign a release to a funeral home. Additionally, unmarried means that a decedent that is either single or divorced at the time of death. There should be no distinction between the two. The release process involves releasing the decedent from our custody to the person with proper legal authority to receive that decedent, which is typically a funeral home acting on behalf of the legal next of kin. Therefore, the release of a decedent to the funeral home should not have any bearing on other rights or benefits a minor child may be entitled to. Again, this is only relating to the release of a decedent from our facility. Final disposition shall be determined by the surviving spouse or legal next of kin.

Will the decedent be viewed at funeral home prior to leaving the state?* Yes No

Next-of-Kin Information

[View Next of Kin Guidelines](#)

Next-of-Kin First Name*

Next-of-Kin Last Name*

Next-of-Kin Email Address*

Opt in for NOK to receive emails Unknown

Relationship to Decedent*

Next-of-Kin Address*

Next-of-Kin Country*

Next-of-Kin City*

Next-of-Kin State/Province*

Next-of-Kin Zip Code*

Next-of-Kin Phone Number*

[Add Additional Next-of-Kin](#)

- a. Next-of-Kin First Name*
- b. Next-of-Kin Last Name*
- c. Next-of-Kin Email Address*
 - i. *Opt in for NOK to receive emails* – Selecting this option will enable the NOK(s) to receive direct emails from the OCME with important information regarding the decedent.
- d. Relationship to Decedent*
- e. Next-of-Kin Address*
- f. Next-of-Kin City*
- g. Next-of-Kin State/Province*
- h. Next-of-Kin Zip Code*
- i. Next-of-Kin Phone Number*

To add an additional NOK, click on the “Add Additional Next-of-Kin” button.

Next-of-Kin City*

Next-of-Kin State/Province*

Next-of-Kin Phone Number*

[Add Additional Next-of-Kin](#)

To remove all information from an additional NOK, select the Remove button.

Relationship to Decedent*

Opt in for NOK to receive emails Unknown

Next-of-Kin Address*

Next-of-Kin Country*

Next-of-Kin City*

Next-of-Kin State/Province*

Next-of-Kin Zip Code*

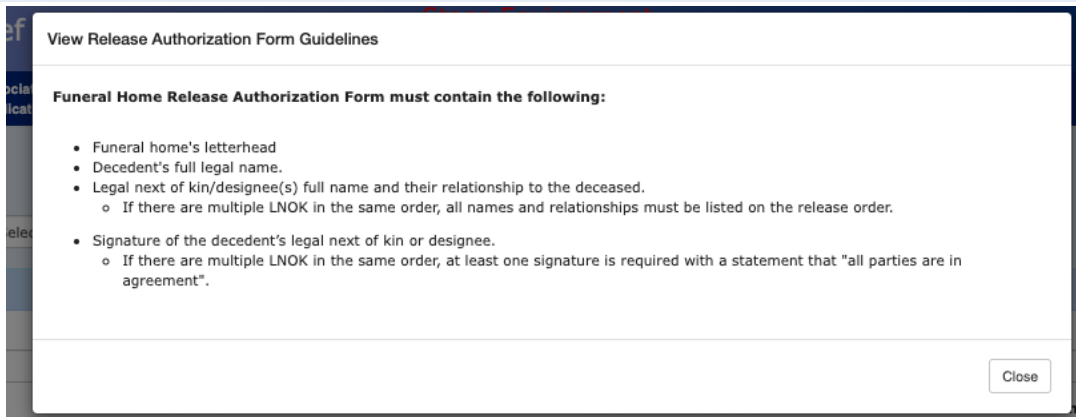
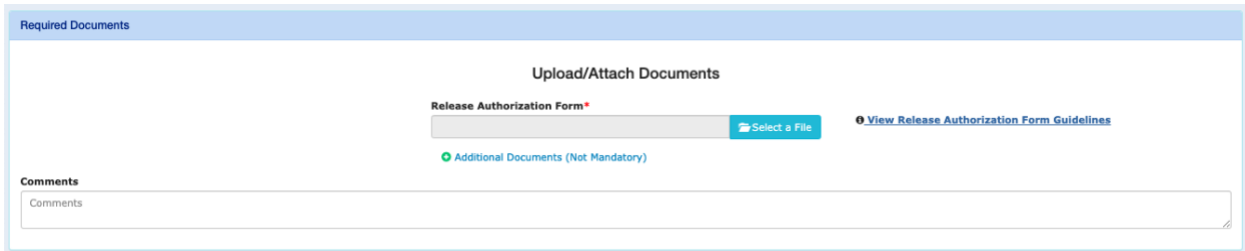
Next-of-Kin Phone Number*

[Remove](#)

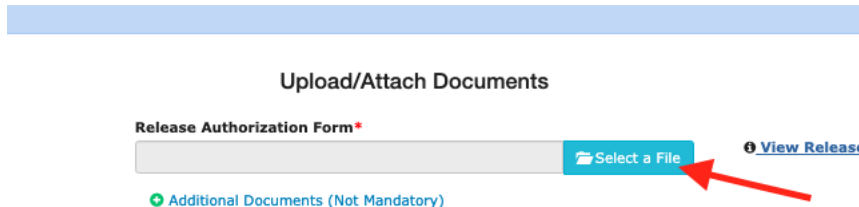
6. Complete the **Required Documents** section:

***Release Authorization Form:** this is a required attachment in order to submit the application. You may select the [View Release Authorization Form Guidelines](#) link to assist you in filling out this section.

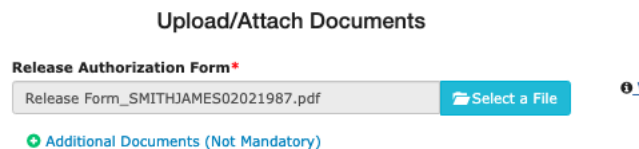
a. Click on “View Release Authorization Form Guidelines” for assistance in completing this form.



b. To attach a Release Authorization form, click on **Select a File**.

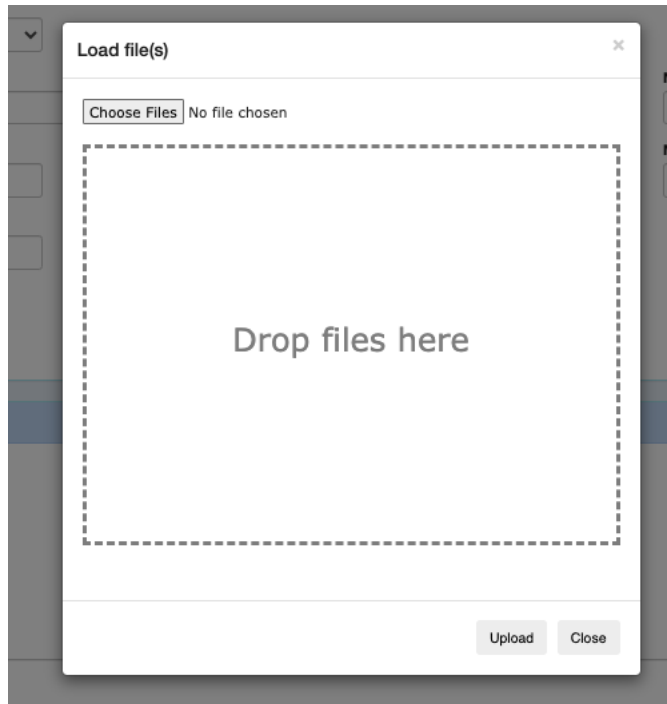
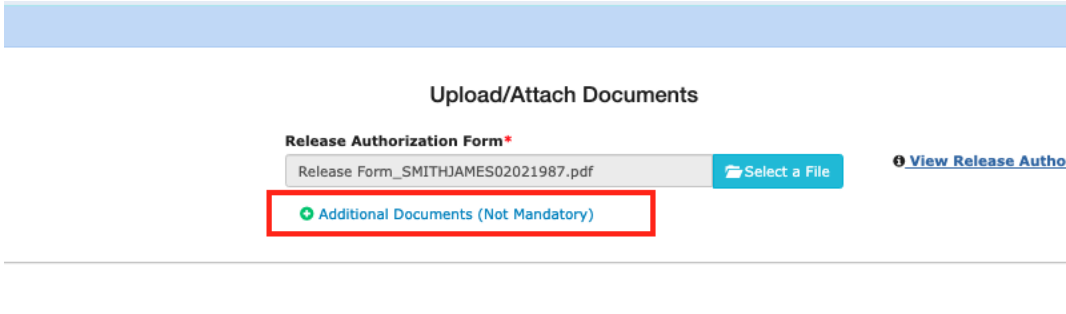


c. Select the form saved on your computer in the popup to attach the file. The file name will appear in the file text box.

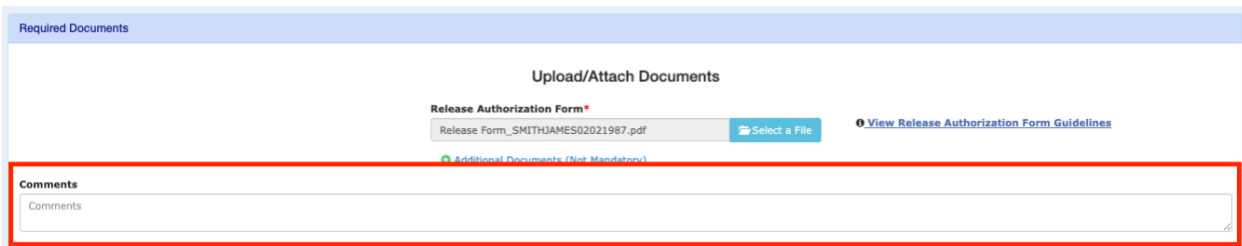


Note: If the completed Release is on more than one page, you may select "Additional Documents" to add the entire form.

- d. To attach additional documents, select the **Additional Documents** button. Drag and drop the file or files into the popup box or click **Choose Files** and select the files to attach.



- e. Add any comments you would like to communicate to the OCME can be inputted in the "Comments" section.



7. Complete the **Acknowledgements** section:
 - a. Read and check off the two acknowledgements in this section in order to submit the application. This will take the place of the Funeral Home Acknowledgement Form that was previously required.

Acknowledgements

I acknowledge that I will provide the OCME Friends & Family letter to the legal next of kin or their designee claiming the deceased. *
 **By checking this box, I acknowledge that I am signing this document electronically and that my electronic signature shall serve as the legal equivalent of an original/ink signature for the purposes of this form.

I acknowledge that, when applicable, I will complete and return the Statement of Identification form via Submit Statement of ID link within 10 days of receipt. *
 **By checking this box, I acknowledge that I am signing this document electronically and that my electronic signature shall serve as the legal equivalent of an original/ink signature for the purposes of this form.

NOTE: Upon submittal, you will receive email notifications throughout the approval process. All comments and forms sent from the OCME can be found in the individual associations.

8. Click “Submit” to send the application to the OCME for review and approval.
9. Click “Save as Draft” to save all changes and revisit at a later time.
10. Click “Cancel” to exit and discard all inputted details.

VIEW/EDIT EXISTING ASSOCIATION APPLICATIONS

Submitted Application Details: Explanation of Application Status –

Decedent First Name	Decedent Last Name	Status	Funeral Home Location
Decedent First Name	Decedent Last Name	--Select--	
4321-4321	SIMPSON, HOMER		
	TEST, TEST		

- **Awaiting Review:** application that has been submitted by the funeral home and is pending OCME review
- **Admin Review – Flagged:** application has been reviewed by an OCME admin and is need of internal edits. This application can be viewed by the funeral home but cannot be edited in this status.
- **Funeral Home Review – Errors:** application has been reviewed by an OCME admin and errors have been identified. This application can be edited by the funeral home in this status.
- **Funeral Home Review – Forms Required:** application has been reviewed by an OCME admin and additional forms are required by the funeral home. The application can be edited by the funeral home in this status.
- **Rejected:** the application has been reviewed by the OCME admin and has been rejected. The reason for rejection will be included in the comments of the application within the Status History.

- **Draft:** the application has been started but the funeral home has saved as a draft until they are ready to submit to the OCME.

After an application has been submitted, additional fields will populate in *read only* format. These sections include:

- Decedent Identification
- Death Record Information
- Required Downloads
 - Download Files & Share with Family

Decedent Identification (Completed by OCME)

Identification at OCME required? Yes No

Death Record Information (Completed by OCME)

OCME # 2524-172	OCME Location of Decedent Boston	MLI Assigned To MLI USER	OCME Admin Leslie Ward
Location of Death Massachusetts	Acushnet	Date of Death 12/12/2024	Time of Death 1 21 AM
Examination Type Autopsy	Weight (in lbs) 124		

Required Downloads

Note: If the Statement of Identification Form is required, it will only be available for download after the case has been approved. If a Cremation Authorization is required, the Cremation Authorization will be available after the Statement of ID has been submitted via the [Statement of ID page](#) for the decedent.

Statement of Identification

Download Files & Share with Family

Select the link to download the form.

[Friends and Family Letter](#)

[CME Info Pamphlet English](#)

[CME Info Pamphlet Spanish](#)

These sections will be completed by the OCME staff in their review process. The funeral homes will only have the ability to view the inputted details in these sections.

Decedent Identification

This section of the application is filled out by the ID staff. This will tell the funeral homes whether an ID is required or be performed at the OCME.

- If an ID is performed (Yes is selected) and a cremation is requested, the Statement of ID **will not** be required by the funeral home.
- If an ID is not performed (No is selected) and a cremation is requested, the Statement of ID **will** be required by the funeral home to submit BEFORE the cremation authorization can be obtained.

The name of the ID staff and date/time of ID will be fulfilled and become visible by the funeral homes once completed by the OCME staff.

Death Record Information

This section will be completed by the Portal Administrators. The fields within this section include:

- OCME#
- OCME Location of Decedent
- MLI Assigned To
- OCME Admin(s)
- Location of Death
- Date of Death
- Time of Death
- Examination Type
- Weight (in lbs)

All of this information will be visible to the funeral home after the Portal Administrator has completed this section. The information will be in read-only format to the funeral homes.

Required Downloads

This section of the application will host any forms shared or required by the OCME.

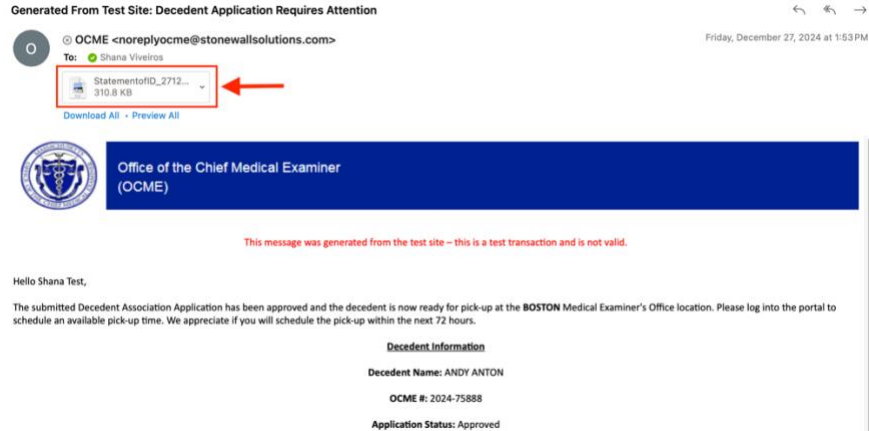
The screenshot shows a web interface titled "Required Downloads". At the top, there is a note: "Note: If the Statement of Identification Form is required, it will only be available for download after the case has been approved. If a Cremation Authorization is required, the Cremation Authorization will be available after the Statement of ID has been submitted via the Statement of ID page for the decedent." Below the note, there are two links: "Statement of Identification" and "Cremation Authorization Certificate". A section titled "Download Files & Share with Family" contains the instruction "Select the link to download the form." followed by three links: "Friends and Family Letter", "CME Info Pamphlet English", and "CME Info Pamphlet Spanish".

Obtaining the Statement of Identification

The Statement of Identification form will be available for download to the funeral home if it is required and **after** the case has been Approved.

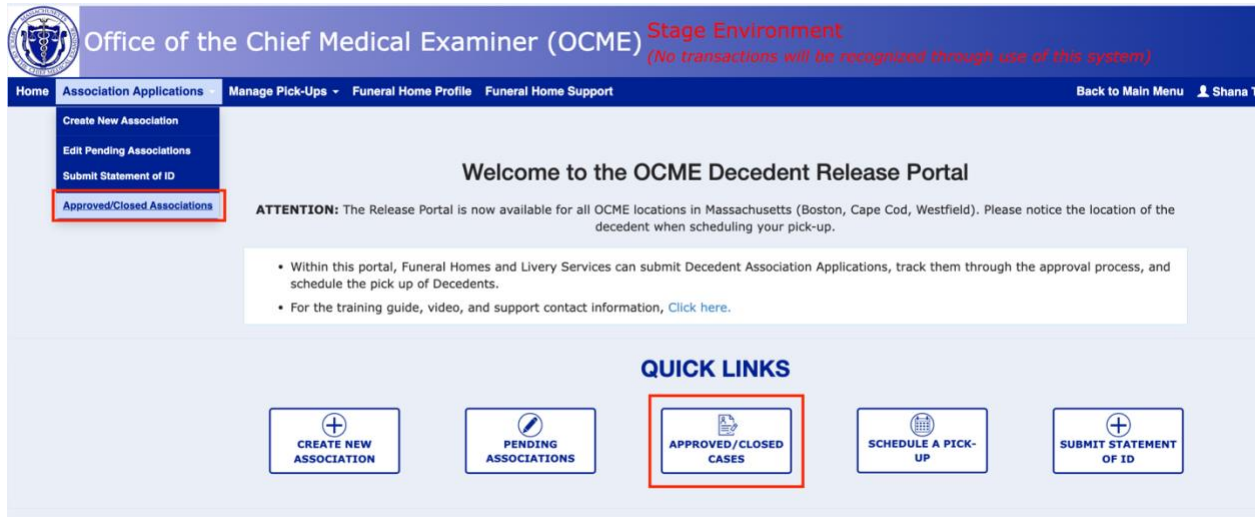
Obtain via Email

1. The unique Statement of ID will be attached in the email sent to you as a funeral home once a case has been Approved. You can easily download the Statement of ID that is prepopulated with the decedent information via the attachment within this email.

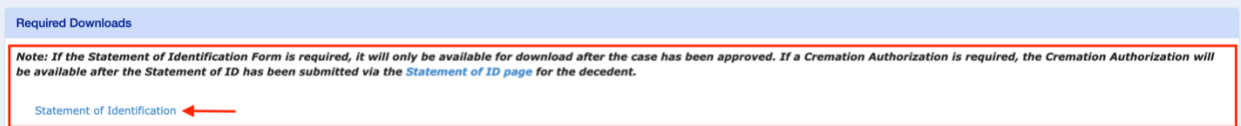


Obtain via the Portal

1. To obtain a decedents unique Statement of Identification, navigate to the decedents case from the Approved/Closed case queue.



2. Locate the decedent on the queue using the filter fields. Click View in the action column of the table.
3. Scroll down to the Required Downloads section. The Statement of ID link will be visible and downloadable if it is a blue and underlined.



Note: If you try to download the Statement of ID and it is grayed out and italicized (example below), you will not be able to download it until the case is Approved by the OCME admin.

Required Downloads

Note: If the Statement of Identification Form is required, it will only be available for download after the case has been approved. If a Cremation Authorization is required, the Cremation Authorization will be available after the Statement of ID has been submitted via the [Statement of ID page](#) for the decedent.

[Statement of Identification](#)

IMPORTANT as of January 2025

1. If the Statement of Identification Form is **required**, it will only be available for download **after** the case has been “Approved” by the OCME admins. After the application is in the “Approved” status, form will be available for download within this section and will be prepopulated with some of the decedent information inputted into the application.
2. If a Cremation Authorization is **required**, the Cremation Authorization will be available **after** the Statement of ID has been submitted via the Statement of ID Page for the decedent. To submit the Statement of ID, the funeral home will need to click on the link to download the form, complete the form, and navigate to the Statement of ID page by either -
 - a. Clicking on the Statement of ID page link from within the application.

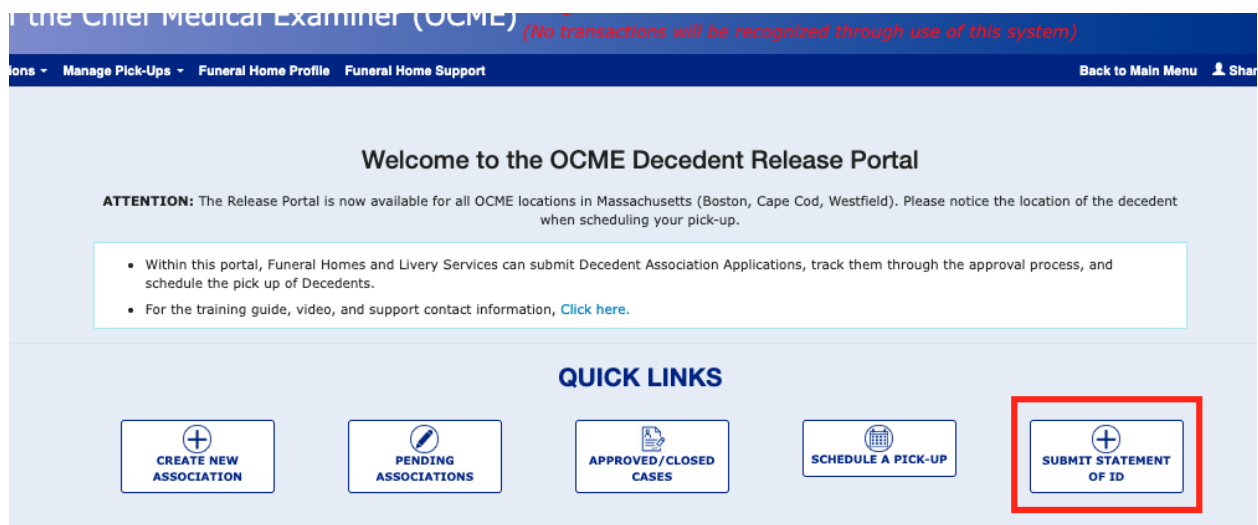
Required Downloads

Note: If the Statement of Identification Form is required, it will only be available for download after the case has been approved. If a Cremation Authorization is required, the Cremation Authorization will be available after the Statement of ID has been submitted via the [Statement of ID page](#) for the decedent.

- b. From the Association Applications top bar menu option, selecting Submit Statement of ID.



- c. From the Release Portal homepage, clicking on the Submit Statement of ID quick link.



Refer to the *Submit Statement of Identification* section of this guide for more information.

Obtaining Files to Share with Family (Friends and Family Letter)

Under the Required Downloads section you will find the Friends and Family Letter and the CME Pamphlets available for download.

- **Friends and Family Letter** – this letter is generated and supplied by the OCME through the system. This letter will automatically be provided in English on the first page, and in Spanish on the second page.
- **CME Info Pamphlet English/Spanish** – these pamphlets will be available to download for every case.

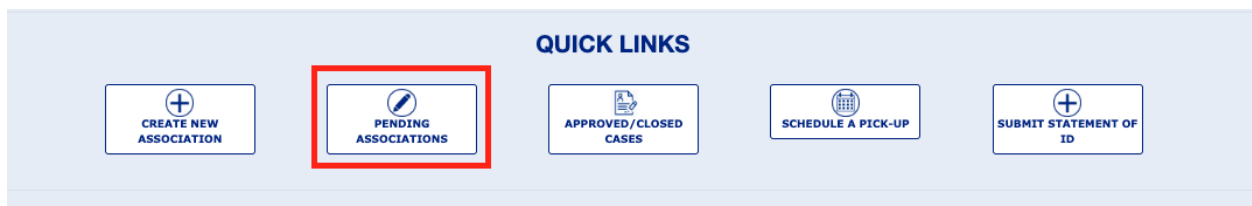
VIEW ASSOCIATION APPLICATION FOR AN OPEN CASE

Applications that are in the process of being reviewed by the OCME may only be *viewed* by Funeral Home users. During the review process, the application is locked from the funeral home. This is to prevent any changes from being made so the reviewer does not miss any important changes/updates. If you missed anything or made any errors, the OCME will send it back to you once they've reviewed for you to add the additional information.

1. Select **Association Applications** from the navigation bar and click **Edit Pending Associations** from the drop-down.



You may also select the **Pending Associations** quick link from the Release Module homepage.



2. Search submitted associations by Decedent name, OCME #, or status.
 - a. The OCME will add the OCME # after they've reviewed the application.

3. To view the application details, select View in the Action column.

View/Edit Pending Associations

Decedent First Name: Decedent Last Name: OCME #:

Status: Funeral Home Location:

Show 10 entries Search:

OCME #	Decedent Name	Status	Last Updated Date Time	Action
	GASS, KYLE	Awaiting Review	01/06/2025 8:02PM	View
4321-4321	SIMPSON, HOMER	Funeral Home Review - Errors	01/03/2025 3:26PM	Edit

4. The application will populate in read only format except for the ability to change the decedent disposition.
- a. If the funeral home needs to change the decedent disposition at any time, they may do so by changing the answer to the **Yes** for the question – **Will the decedent be cremated?** The funeral home will be prompted to make a payment after submitting and the status of the application may change so the OCME can review the application once again. Refer to “Changing the Decedent Disposition to Cremation” section of this guide for more information.

Decedent Information

Decedent First Name: Decedent Middle Name: Decedent Last Name:

Decedent Gender: Decedent DOB: Decedent Marital Status: Decedent SS Number:


Last Known Address: Country:

City: State/Province: Zip Code:

Decedent Disposition

Will the decedent leave the country? Yes No

Will the decedent leave the state? Yes No

 Will the decedent be cremated? Yes No

EDIT EXISTING ASSOCIATION APPLICATION FOR AN OPEN CASE

Applications that require additional information can be edited by the Funeral Home Administrators/Users. If an application requires attention, you will receive an email alert to log into the system and review the application.

NOTE: Applications that have been approved (whether the decedent is ready for pick up or not) are in a separate queue.

1. Select Association Applications from the navigation bar and click Edit Pending Associations from the drop-down.
2. Search applications by Decedent Name, OCME # or status.
3. In the Action column, you may select **Edit** for applications that are in the status of:
 - a. Funeral Home Review-Errors
 - b. Funeral Home Review-Forms Required

Status	Last Updated Date Time	Action
Funeral Home Review - Errors	01/07/2025 12:20PM	Edit
Admin Review - Flagged	11/02/2023 2:23PM	View
Funeral Home Review - Forms Required	10/19/2023 11:16AM	Edit

4. In the **Required Downloads** section, the OCME may have included forms. Click on the blue link to view a PDF of the document. You can print or download the file based on what browser you're using.

Required Downloads

Note: If the Statement of Identification Form is required, it will only be available for download after the case has been approved. If a Cremation Authorization is required, the Cremation Authorization will be available after the Statement of ID has been submitted via the [Statement of ID page](#) for the decedent.

Statement of Identification

Download Files & Share with Family

Select the link to download the form.

[Friends and Family Letter](#)
[CME Info Pamphlet English](#)
[CME Info Pamphlet Spanish](#)

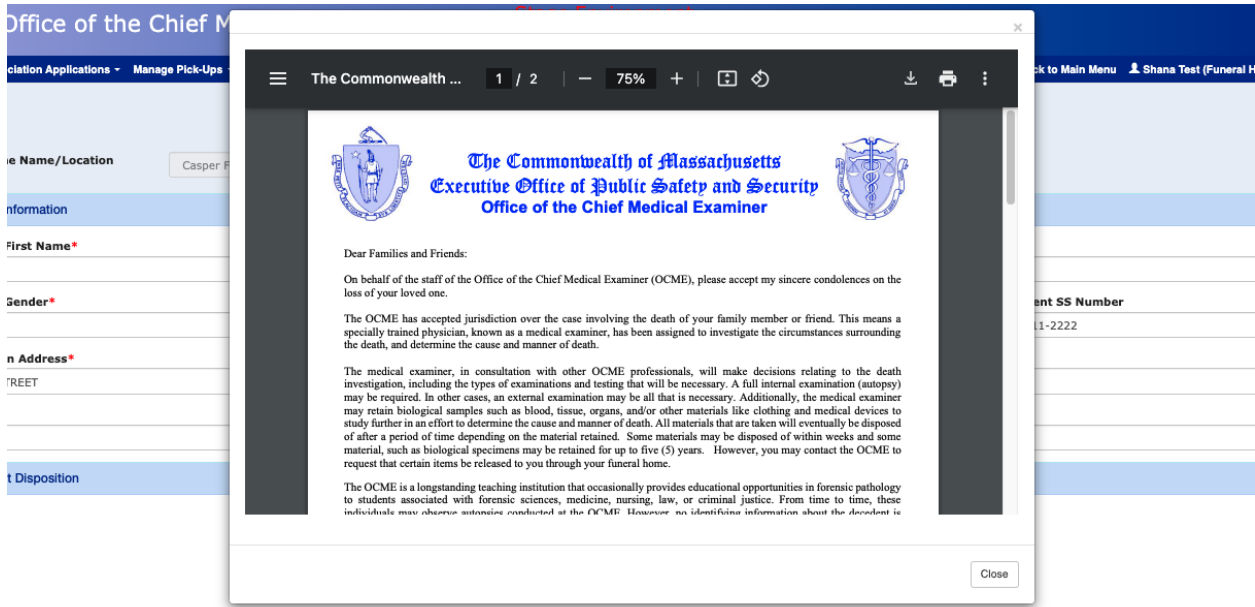
- a. Forms in the 'Download Files & Share with Family' section should be downloaded, printed, and provided to the family of the Decedent.
 - i. These forms include –
 1. Friends and Family Letter (English and Spanish)
 2. CME Info Pamphlet in English
 3. CME Info Pamphlet in Spanish

Download Files & Share with Family

Select the link to download the form.

[Friends and Family Letter](#)
[CME Info Pamphlet English](#)
[CME Info Pamphlet Spanish](#)

Clicking on one of the forms, they will populate in a popup in pdf format.



- To view the application status and any comments to and from the OCME, check the scroll of comments/status changes in the "Application Status History" section at the bottom of the application.

Application Status		
Status Funeral Home Review - Errors		
Status History		
Name	Status	Activity Date
Shana Viveiros	Funeral Home Review - Errors	01/07/2025 12:20PM
Shana Viveiros	Funeral Home Review - Errors	01/07/2025 12:19PM
Shana Test	Awaiting Review	01/07/2025 12:11PM

- After you have fixed any errors, downloaded/attached required forms, and/or completed any final information, click Submit.
- The application will be re-submitted to the OCME for their review and the status of the application will change back to awaiting review.

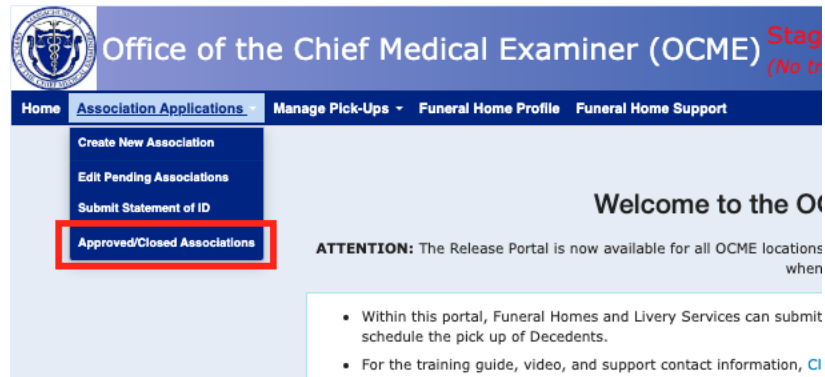
VIEW APPROVED/CLOSED APPLICATIONS

Explanation of Application Status:

Approved: applications in this status have been completely reviewed and approved by the OCME staff. The funeral home will receive an email alert after the association has been **Approved** indicating that the case has 1) been approved and 2) the decedent is ready for pick up.

Closed: applications in this status have been approved and successfully picked up from the OCME.

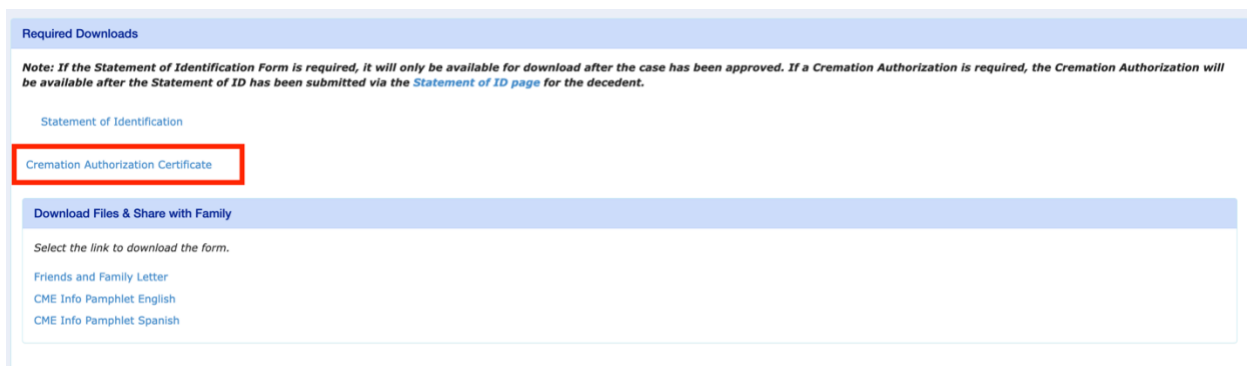
Once an application has been Approved or Closed, the majority of the application will be view-only for the Funeral Home users. Funeral homes cannot edit **Approved** or **Closed** applications EXCEPT to change the Decedent Disposition to a cremation. If you need to change any information on an approved or closed application other than the Decedent Disposition, please contact the OCME or Support.



1. Select **Association Applications** from the navigation bar and click **Approved/Closed Associations** from the drop-down menu.
2. Search submitted associations by Decedent name, OCME #, or status.
3. In the *Action* column, select View to see the approved application and any forms available for download.

Obtaining the Cremation Authorization

1. The Cremation Authorization will be available to the funeral home from the application within the Required Downloads section.



There are several factors that must be fulfilled in order to obtain the Cremation Authorization. These factors include:

- Successful cremation payment
- Successful upload of the Statement of ID if required
- ID completed by the OCME if required
- Cremation Authorization signed by the MLI staff

Changing the Decedent Disposition to Cremation

As a funeral home user or admin, you have the ability to change a decedent disposition from a burial to a cremation even after the case has been closed or approved. The requirements to obtain the cremation authorization will vary depending on the case details. Scenarios include –

Case Status	Pickup Time Selected?	Application Details: <u>Decedent Identification:</u> ID at OCME Required? (Completed by OCME)	Application Details: <u>Decedent Disposition:</u> Will the body be viewed at the funeral home prior to cremation? (Completed by Funeral Home)	Cremation Authorization available AFTER these conditions are met
Approved	No	Original Response: No Updated Response: Yes	No	1) Funeral Home submits payment 2) OCME needs to complete the Decedent Identification and reapprove the case
Approved	No	No	Yes	1) Funeral Home submits payment 2) Funeral Homes completes and submits the Statement of ID on the decedent
Approved	No	Yes	NA* *Not applicable as the ID is already complete by OCME	1) Funeral Home submits payment
Approved	Yes*	No	No	1) Funeral Home submits payment 2) OCME needs to complete the Decedent Identification and reapprove the case *scheduled pickup time is cancelled; Funeral Home will need to recreate appointment
Approved	Yes	No	Yes	1) Funeral Home submits payment 2) Funeral Homes completes and submits the Statement of ID on the decedent
Approved	Yes	Yes	NA* *Not applicable as the ID is already complete by OCME	1) Funeral Home submits payment
Closed	NA* *Not applicable as the body has already been picked up	No	Yes* *Defaulted since the body has already left the OCME and needs to be identified by the funeral home	1) Funeral Home submits payment 2) Funeral Homes completes and submits the Statement of ID on the decedent
Closed	NA* *Not applicable as the body has already been picked up	Yes	NA* *Not applicable as the ID is already complete by OCME	1) Funeral Home submits payment

**Once the required conditions have been met, the Cremation Authorization form will become available to the funeral home in the Required Downloads section.

SUBMIT STATEMENT OF IDENTIFICATION

After a decedent has been picked up from the OCME, you may need to submit additional forms, such as the Statement of Identification. To attach additional forms to a Closed Application, follow the steps outlined below.

1. From the Release Module homepage, you may either -
 - a. Click the **SUBMIT STATEMENT OF ID** quick link
 - b. Navigate to Association Applications on the top bar menu and select **Submit Statement of ID** from the dropdown menu

Office of the Chief Medical Examiner (OCME) Stage Environment
 (No transactions will be recognized through use of this system)

Home Association Applications Manage Pick-Ups Funeral Home Profile Funeral Home Support Back to Main Menu Dhana T

Create New Association
 Edit Pending Associations
Submit Statement of ID
 Approved/Closed Associations

Welcome to the OCME Decedent Release Portal

ATTENTION: The Release Portal is now available for all OCME locations in Massachusetts (Boston, Cape Cod, Westfield). Please notice the location of the decedent when scheduling your pick-up.

- Within this portal, Funeral Homes and Livery Services can submit Decedent Association Applications, track them through the approval process, and schedule the pick up of Decedents.
- For the training guide, video, and support contact information, [Click here.](#)

QUICK LINKS

CREATE NEW ASSOCIATION PENDING ASSOCIATIONS APPROVED/CLOSED CASES SCHEDULE A PICK-UP **SUBMIT STATEMENT OF ID**

Important Note: OCME portal supports the latest two versions of the following browsers: Google Chrome (Windows/Mac - Recommended Browser), Microsoft Edge (Chromium - Windows/Mac), Mozilla Firefox (Windows/Mac), and Safari (Mac). If you are exper OCME portal, please first check if a compatible browser and version is being used.

2. You will be redirected to the search queue page. Use any of the filter fields to locate the decedent.
 - i. Note: If you are unable to locate the decedent in the queue, confirm that the case is CLOSED otherwise it will not appear in the queue.

Submit Final Forms Search

Note: If Statement of Identification form is required after funeral services have been performed, please find the Association below and click Select.

Decedent First Name: Decedent First Name
 Decedent Last Name: Decedent Last Name
 OCME #: OCME #
 Barcode ID: Barcode ID
 Check-In Date: Date
 Status: Not Submitted
 Required: --Select--

Search Clear Cancel

NOTE: If required, please attach the Statement of Identification form in the Additional Information section.

Show 10 entries

Check-In Date	OCME #	Decedent Name	Barcode ID	Status	Required	Final Forms Status	Action
09/04/2024	4444-5555	Nok Test	477452932	Closed	Yes	Not Submitted	Select
10/24/2024	2024-14598	Barnie M Rubble	055610114	Closed	No	Not Submitted	Select
10/30/2024	2024-15213	Marge Simpson	015905184	Closed	Yes	Not Submitted	Select
12/02/2024	2024-333	Bugs Bunny	341188835	Closed	Yes	Not Submitted	Select

Showing 1 to 4 of 4 entries Previous 1 Next

3. Once located, click Select in the action column.

4. Scroll down to the **Required Forms** section and click [Attach Files](#).

The screenshot shows a blue header bar with the text 'Required Forms'. Below it, the text 'Upload/Attach Documents' is centered, followed by 'Statement of Identification'. A red arrow points to a green button labeled 'Attach Files'. Below this is a text input field with the placeholder 'Comment / Special Requirement(s):'.

5. Select or drag and drop the completed Statement of ID and click [Upload](#).
6. Scroll to the bottom of the page and select [Submit](#).

Another route to access the Statement of ID submission page is by following the steps below –

1. If the Statement of ID is required for a decedent, you may navigate to the Statement of ID page from the decedent’s association.
2. Under the Required Downloads section of the application, click on the link [Statement of ID page](#).

The screenshot shows a blue header bar with the text 'Required Downloads'. Below it, a note reads: 'Note: If the Statement of Identification Form is required, it will only be available for download after the case has been approved. If a Cremation Authorization is required, the Cremation Authorization will be available after the Statement of ID has been submitted via the [Statement of ID page](#) for the decedent.' A red arrow points to the underlined link 'Statement of ID page'.

*Note: If the Statement of Identification Form is **required**, it will only be available for download **after** the case has been “Approved” by the OCME admins. After the application is in the “Approved” status, form will be available for download within this section and will be prepopulated with some of the decedent information inputted into the application.*

3. You will be redirected to the decedents Statement of ID submission page.
4. Scroll down to the **Required Forms** section and click [Attach Files](#).

The screenshot shows a form with several fields: 'City' (WESTPORT), 'State' (Massachusetts), 'Zip Code' (02827), 'Decedent Gender' (Male), and 'Decedent Marital Status' (Married). Below these fields is a blue header bar with the text 'Required Forms'. Underneath, the text 'Upload/Attach Documents' is centered, followed by 'Statement of Identification'. A red arrow points to a green button labeled 'Attach Files'. Below this is a text input field with the placeholder 'Comment / Special Requirement(s):'.

5. Select or drag and drop the completed Statement of ID and click [Upload](#).
6. Scroll to the bottom of the page and select [Submit](#).

MANAGE DECEDENT PICK-UP

SCHEDULE NEW PICK-UP

When the OCME has approved an application and the Decedent is ready for pick-up, you will receive an email alert that you can schedule a pick-up time. **Note: Only applications for decedents that have approved for pick up will display in the pick-up menu. If you have not submitted an application, or if you have not received confirmation that the decedent is ready for pick up, you will not be able to schedule a pick-up time yet.**



1. Select Manage Pick-Ups from the navigation bar, and click Schedule New Pick-Up from the drop-down.
2. Select the OCME location from where you will be picking up the decedent and click Next.
3. Select the funeral home (if you have multiple locations within your account, more than one location may display.)
4. A list of all submitted Decedents from your funeral home that are ready for pick up at the selected OCME location will be listed.
5. Select the decedent(s) you wish to pick up.
6. From the radio button asking if you will use a livery service, select either Yes or No.

Pick Up Using a Portal-Registered Livery Service

If you will be having a livery service which is registered within the portal perform the pick-up services, follow the steps below:

1. IF YOU SELECT YES from the radio button asking if you will use a livery service:
 - a. Choose a livery service which is registered in the portal from the dropdown.
 - b. Select a date/time for delivery, and add any comments, then click Submit. **IMPORTANT:** This does not mean that the scheduling is complete. The livery service must accept the request and schedule the pick-up.
 - c. You will be redirected to the Manage Pending Requests page. For more information on this page, jump to Manage Livery Requests section of this training guide.

Schedule Your Own Pick Up (Not Using a Portal-Registered Livery Service)

If your own funeral home will be picking up the decedent, or if you are using a livery service which is not registered within the portal, please follow the steps below.

1. IF YOU SELECT NO from the radio button asking if you will use a livery service:

- a. Click Next
 - b. Select a date from the calendar (preferably within 72 hours) and a time from the list of available appointment times. Available appointment times will display in green. If the OCME is not accepting pick-ups or has a full schedule on a date, no times will appear, and you must select another date with available times. Click Next.
2. Your date/time slot is held for 5 minutes. You must confirm the Decedent, and Pick-Up Information is correct. Read the instructions and terms, then select the Agreement check box. Click Submit.
 3. Your barcode confirmation will display. You may choose to save the confirmation as a PDF. It will also be sent to your email address. Please bring a copy of the confirmation (hard copy, email), along with other listed materials, to your pick-up appointment.
 - a. If another party is picking up the Decedent, you must forward them a copy of the confirmation (hard copy, email).

Location: ooston
 Organization Name: Benjamin Funeral Home

Decedent Information
 OCME # : 2019-99999
 Name : MISSION, CAROLINE
 Address : 98 FELGER AVE, FALL RIVER, MA 02871
 DOB : 04/19/1969

Pick-Up Date/Time: 01/11/2019 at 2:20PM



9:00AM	11:20AM	1:40PM
9:20AM	11:40AM	2:00PM
9:40AM	12:00PM	2:20PM
10:00AM	12:20PM	2:40PM
10:20AM	12:40PM	3:00PM
10:40AM	1:00PM	3:20PM

Confirm Schedule Pick-Up

Your pick-up has been confirmed for Friday, January 11, 2019 at 12:20PM. To modify the date/time, click here. Pick-Up must occur at designated date and time only. You may show up 10 minutes prior to the scheduled time. Pick-Up will be forfeited if you are more than 15 minutes late. A copy of your confirmation has been sent to your email. Please bring with you the following documents:

- Pick-Up Voucher

- Identification

Pick-Up Date/Time: Friday, January 11, 2019 at 12:20PM

Pick Up Details

Pick Up Date	Friday, January 11, 2019
Pick Up Time	12:20PM
Pick Up Location	Photo

Decedent Information

DECEDENT NAME : MISSION, CAROLINE		OCME # : 2019-99999
NOK Name	NOK Address	NOK Relationship to decedent
CARPENTER, JILLIAN	64 CONVERTIBLE BLVD, OUT OF COUNTRY, OC 00000	Mother



Pick-Up Code: 733655976

VIEW CONFIRMATION/BARCODE FOR EXISTING PICK-UP

If you have already created a pick-up appointment and need to view, download, or print the appointment confirmation, please follow the steps below:




- Select Manage Pick-Ups from the navigation bar and click Modify Existing Pick-Up from the drop-down.
- Search by Decedent Name, Barcode ID, OCME # or Date and click Search.
- A list of all your existing scheduled appointments for pick up will be listed.
- Select View Confirmation from the Action column.
- You can print the confirmation, save it as a PDF, screenshot, etc. You will need this confirmation when you go to the OCME to pick up the decedent.

OCME #	Decedent Name	Scheduled Pick-Up Date/Time	Barcode ID	Action
2019-99999	CAROLINE MISSION	01/11/2019 2:20PM	733655976	Modify Cancel View Confirmation
3846-82306	KAYLA SMITH	01/10/2019 10:20AM	915904712	Modify Cancel View Confirmation
2018-99999	UMBERTO FREITAS	12/24/2018 1:00PM	635775198	Modify Cancel View Confirmation

DECEMENT INFORMATION

DECEMENT NAME : MISSION, CAROLINE	
NOK Name	NOK Address
CARPENTER, JILLIAN	64 CONVERTIBLE BLVD, OUT OF COUNTRY, OC 00000


Pick-Up Code: 733655976

MODIFY EXISTING PICK-UP

If you need to modify an existing pick-up appointment, you may change the date or time to another availability. While the OCME understands traffic and other factors that may cause you to be late, you must understand that if you are more than 15 minutes late, they may move on to the release of the next scheduled pick-up. If you know you are unable to make it to your scheduled pick up time, you can modify your appointment time and reschedule to avoid wait times. To change the time of your scheduled pick up, please follow the steps below:



OCME #	Decedent Name	Scheduled Pick-Up Date/Time	Barcode ID	Action
2019-99999	CAROLINE MISSION	01/11/2019 2:20PM	733655976	Modify Cancel View Confirmation
3846-82306	KAYLA SMITH	01/10/2019 10:20AM	915904712	Modify Cancel View Confirmation
2018-99999	UMBERTO FREITAS	12/24/2018 1:00PM	635775198	Modify Cancel View Confirmation

1. Select Manage Pick-Ups from the navigation bar and click Modify Existing Pick-Up from the drop-down.
2. Search by Decedent Name, Barcode ID, OCME # or Date and click Search.
3. A list of all your existing scheduled appointments for pick up will be listed.
4. Select Modify from the Action column.
5. View the Decedent Information is correct, then click Next.
6. Select a new date/time from the calendar (preferably within 72 hours) from the list of available appointment times. Available appointment times will display in green. Click Next.
 - a. If the OCME is not accepting pick-ups or has a full schedule on a date, no times will appear, and you must select another date with available times.
7. Your date/time slot is held for 5 minutes. You must confirm the Decedent, and Pick-Up Information is correct. Read the instructions and terms, then select the Agreement check box. Click Submit.
8. Your barcode confirmation will display. You may choose to save the confirmation as a PDF. It will also be sent to your email address. Please bring a copy of the confirmation (hard copy, email), along with other listed materials, to your pick-up appointment.
 - a. If another party is picking up the Decedent, you must forward them a copy of the confirmation (hard copy, email).

CANCEL EXISTING PICK-UP

If you need to cancel an existing pick-up appointment, you can do so through Manage Pick Ups. When you cancel your pick-up time, the timeslot is removed from the system and you must recreate the appointment by going to Schedule New Pick-Up.

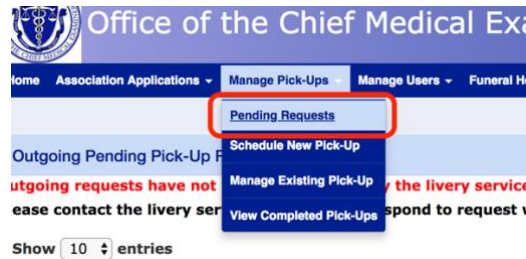
OCME #	Decedent Name	Scheduled Pick-Up Date/Time	Barcode ID	Action
2019-99999	CAROLINE MISSION	01/11/2019 2:20PM	733655976	Modify Cancel View Confirmation
3846-82306	KAYLA SMITH	01/10/2019 10:20AM	915904712	Modify Cancel View Confirmation
2018-99999	UMBERTO FREITAS	12/24/2018 1:00PM	635775198	Modify Cancel View Confirmation

1. Select Manage Pick-Ups from the navigation bar, and click Edit Existing Pick-Up from the drop-down.
2. Search by Decedent Name, Barcode ID, OCME # or Date and click Search.
3. A list of all your existing scheduled appointments for pick up will be listed.
4. Select Cancel from the Action column.
5. Review the information to ensure this is the appointment you wish to cancel. Select Cancel Pick-Up and select Yes from the pop-up.
6. Your scheduled pick-up is removed from the system. You must reschedule as soon as possible.

LIVERY SERVICE REQUESTS (PORTAL-REGISTERED LIVERY SERVICES)

FUNERAL HOMES - MANAGE YOUR OUTGOING LIVERY SERVICE REQUESTS

The pending requests page is for when you have requested a portal-registered livery service to complete the pick-up for you. If your funeral home offers livery services, you will see incoming requests to accept or reject. If you select to use a registered livery service for your pick-up, the status of your requested decedent pick-up will display.



OUTGOING PENDING PICK-UP REQUESTS

Outgoing requests are requests sent to portal-registered livery services asking that they complete a pick-up service for you. If the livery service does not accept, reject, or contact you within a reasonable amount of time to prepare for planning, you should contact the livery service. To modify the date and time of a request, change the livery company or cancel a request to a livery service, please follow the steps below.

Modify Pick-Up Request

1. Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the drop-down.
2. Scroll to the Outgoing Pending Pick-Up Requests section.
3. Click Modify in the Action column of the request you wish to change.
4. Select Yes from the pop up asking if you wish to modify the request.
5. Modify the Livery Service, requested date/time of delivery, and/or add comments and select Update.
6. The updated request will be sent to the livery service.

Cancel Pick-Up Request

1. Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the drop-down.
2. Scroll to the Outgoing Pending Pick-Up Requests section.
3. Click Cancel in the Action column of the request you wish to change.
4. Click Yes from the pop up asking if you want to cancel the request to the livery service.
5. The pick-up request to the livery service is cancelled. You must Schedule New Pick-Up to create a pick-up of the decedent from the OCME.

Outgoing Pending Pick-Up Requests

Outgoing requests have not yet been reviewed by the livery service.

Please contact the livery service if they do not respond to request within a reasonable amount of time to allow for planning.

Show 10 entries

Search:

Livery Service Name	OCME #	Decedent Name	Requested Delivery Date/Time	Action
Benjamin Livery Service	1321-4324	BROOKE DRAFTTEST		Modify Cancel
Benjamin Livery Service	2018-31111	MARLENE PANERA	12/20/2018 7:00AM	Modify Cancel

VIEW ACCEPTED PICK-UP REQUESTS

Accepted requests indicate that the livery service has seen the request and agreed to schedule the pick-up from the OCME.

1. Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the dropdown.
2. Scroll to the Accepted Pick-Up Requests section.
3. View the livery service, decedent name, requested delivery date/time, and the scheduled pick-up time. The Scheduled time will only appear once the livery service has created that pick-up in the system. You will receive a copy of the pick-up confirmation email once it is scheduled.

Please note: if you do not see a scheduled pick-up time within a reasonable amount of time, please contact the livery service by phone to make sure arrangements are being made.

Livery Service Name	OCME #	Decedent Name	Requested Delivery Date/Time	Scheduled Pick-Up Date/Time	Action
Bristol Livery Service	2018-09281	EDWARD SHEERAN	11/29/2018 12:00AM	12/21/2018 1:20PM	-

REJECTED PICK-UP REQUESTS

A rejected request indicates that the livery service cannot perform the scheduled pick-up and delivery of the decedent. You will need to either re-assign the request to another livery service, or cancel the request and re-schedule it.

Re-Assign Pick-Up to Another Livery Service

1. Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the dropdown.
2. Scroll to the Rejected Pick-Up Requests section.
3. Click Reassign Pick-Up in the Action column of the pick-up you wish to modify.
4. Click Yes in the pop up asking if you wish to modify the livery service, date, and/or time.
5. Select a new livery service from the dropdown menu, and update any additional information/add comments. Click Update to send the request to the new livery service.
6. The request will be moved to the Outgoing Pending Pick-Up Requests section until the livery service responds.

Cancel a Rejected Pick-Up Request

1. Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the dropdown.
2. Scroll to the Rejected Pick-Up Request section.

3. Click Cancel in the Action column of the rejected request.
4. Click Yes to cancel the request completely. You will need to go to Schedule New Pick-Up to schedule the pick-up yourself or send it to another livery service.

Rejected Pick-Up Requests					
Rejected requests indicate the livery service cannot perform the scheduled pick up. Please reassign the livery request or schedule your own pick up.					
Livery Service Name	OCME #	Decedent Name	Requested Delivery Date/Time	Scheduled Pick-Up Date/Time	Action
Bristol Livery Service	2018-9898	Shannon Smith			Reassign Pick-Up

LIVERY SERVICES – MANAGE YOUR INCOMING PICK-UP REQUESTS

For livery service organizations, or funeral homes also offering livery services, you may receive requests through the portal. You will receive email notifications when a request for your services has been made. You can accept or reject these requests from other funeral homes by following the steps below. Once accepted, you must schedule the pick-up through the portal.

Incoming Pending Pick-Up Requests					
Show 10 entries			Search: <input type="text"/>		
Funeral Home Name	OCME #	Decedent Name	Requested Delivery Date/Time	Comments	Action
Benjamin Funeral Home	2011-98888	TIMOTHY STEVENS	01/15/2019 10:00AM	Please call when you're on your way with the decedent.	Accept Reject

Showing 1 to 1 of 1 entries Previous Next

ACCEPT INCOMING PENDING PICK-UP REQUESTS

1. Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the drop-down.
2. The Incoming Pending Pick-Up Requests will be at the top of the page.
3. In the summary, you will view the Funeral Home Name, OCME #, Decedent Name, the requested delivery date/time, along with any comments the funeral home added.
4. To accept the request, select Accept from the Action column, and click Yes on the pop-up.
5. The funeral home will be notified that you have accepted the request.
6. You will be directed to Schedule New Pick-Up page. You can continue through the pick-up process or you may return to this page at a later time. Please follow the steps in Schedule New Pick-Up to complete the pick-up scheduling process.

Incoming Pending Pick-Up Requests					
Show 10 entries			Search: <input type="text"/>		
Funeral Home Name	OCME #	Decedent Name	Requested Delivery Date/Time	Comments	Action
Benjamin Funeral Home	2011-98888	TIMOTHY STEVENS	01/15/2019 10:00AM	Please call when you're on your way with the decedent.	Accept Reject

Showing 1 to 1 of 1 entries Previous Next

Modify Accepted Pick-Up Request

Once you have accepted a pick-up request, you may need to modify some details or add comments for the funeral home.

- Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the dropdown.
- Scroll to the Accepted Pick-Up Requests section.
- Click Modify in the Action column of the accepted request you wish to modify.
- Click Yes in the pop up asking if you wish to modify the details.
- Add any comments for the funeral home and click Update. The details will be sent to the funeral home. You must still schedule the pick-up for this decedent.

Accepted Pick-Up Requests					
Accepted requests indicate the livery service has agreed to schedule and complete the pick up/delivery services.					
Livery Service Name	OCME #	Decedent Name	Requested Delivery Date/Time	Scheduled Pick-Up Date/Time	Action
Bristol Livery Service	2018-09281	EDWARD SHEERAN	11/29/2018 12:00AM	12/21/2018 1:20PM	-
Bristol Livery Service	2018-98989	Jimbo Slice	06/13/2018 5:00PM	06/14/2018 10:30AM	-
Bristol Livery Service	2018-9898	Miranda Bailey	06/22/2018 6:00AM	06/21/2018 12:30PM	-
Benjamin Funeral Home	2011-98888	TIMOTHY STEVENS	01/15/2019 10:00AM		Modify Cancel

Cancel Accepted Pick-Up Request

If you need to cancel an accepted pick-up request, please follow the steps below.

- Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the dropdown.
- Scroll to the Accepted Pick-Up Requests section.
- Click Cancel in the Action column of the accepted request you wish to cancel.
- Click Yes in the pop up to cancel the request and send notification to the funeral home.
- Once you have cancelled the request, it will be removed from your pending requests page.

Accepted Pick-Up Requests					
Accepted requests indicate the livery service has agreed to schedule and complete the pick up/delivery services.					
Livery Service Name	OCME #	Decedent Name	Requested Delivery Date/Time	Scheduled Pick-Up Date/Time	Action
Bristol Livery Service	2018-09281	EDWARD SHEERAN	11/29/2018 12:00AM	12/21/2018 1:20PM	-
Bristol Livery Service	2018-98989	Jimbo Slice	06/13/2018 5:00PM	06/14/2018 10:30AM	-
Bristol Livery Service	2018-9898	Miranda Bailey	06/22/2018 6:00AM	06/21/2018 12:30PM	-
Benjamin Funeral Home	2011-98888	TIMOTHY STEVENS	01/15/2019 10:00AM		Modify Cancel

REJECT INCOMING PICK-UP REQUEST

If you cannot perform the pick-up/delivery services for a requested pick-up, you should reject the request as soon as possible to allow the funeral home time for making alternative arrangements.

- Select Manage Pick-Ups from the navigation bar, and click Pending Requests from the drop-down.
- The Incoming Pending Pick-Up Requests will be at the top of the page.
- In the summary, you will view the Funeral Home Name, OCME #, Decedent Name, the requested delivery date/time, along with any comments the funeral home added.
- To reject the request, select Reject from the Action column, and click Yes on the pop-up. Add any comments or reasons for the rejection if necessary.
- Click Submit. The funeral home will be notified that you have rejected the request. The request will be removed from your Pending Requests page.

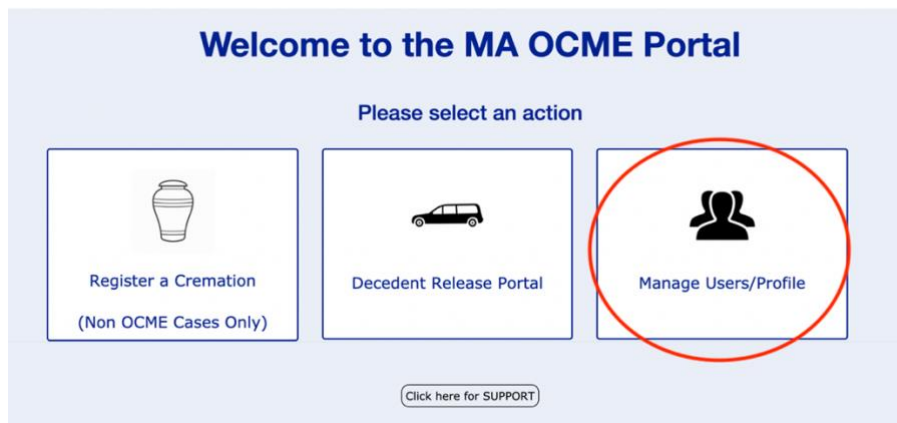
Incoming Pending Pick-Up Requests					
Funeral Home Name	OCME #	Decedent Name	Requested Delivery Date/Time	Comments	Action
Benjamin Funeral Home	2011-98888	TIMOTHY STEVENS	01/15/2019 10:00AM	Please call when you're on your way with the decedent.	Accept Reject

Showing 1 to 1 of 1 entries

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USER MANAGEMENT MODULE

On the Main Menu, click the Manage Users/Profile button.



CREATE NEW USER

Funeral Home and Livery Service organizations may have multiple users. Each user has access to all applications created/sent to that organization. If one person starts an application but saves the draft without having time to finish, another user with the organization can sign in and pick up where the other person left off, without having to start a new application. Your organization may have multiple locations tied to the single account, and all users will have access to all locations, without having to have multiple user accounts.

To create a new user for your organization, follow the steps below.

- Select Manage Users from the navigation bar, and click Create New User from the drop-down.
- Click Create User.
- Enter the user's First Name, Last Name, Username, Email Address, Phone Number. Select if the user is a Funeral Home Admin or User from the User Type drop-down.
 - Funeral Home Admins have permission to create/manage users and manage the funeral home profile (additional locations, update Director's license, etc.)
 - A Funeral Home Users have permissions only to create/manage applications and create/manage pick-ups.
- Click Create User.
- The new user will receive an email with their username and a temporary password.

MODIFY EXISTING USER

Name	User Name	Phone Number	User Type	Status	Action
Brooke Benjamin	bbenjaminFH		Funeral Home Admin	Active	Edit Reset Password
Brooke Benjamin	bbenjamin	(898) 908-9080	Funeral Home Admin	Active	Edit Reset Password
Lyon Smith	lyonsmith		Funeral Home Admin	Active	Edit Reset Password

To update a user's contact information, reset their password, or deactivate/reactivate their account, follow the steps below.

- Select Manage Users from the navigation bar, and click Edit Existing User from the drop-down.
- Click Modify User.
- If you need to filter the results below, search by the user's First Name, Last Name, Username, User Type, or Status, then click Search User.
- In the search results, find the user to be edited. Select Edit from the Action column.
- Edit the user's information (username cannot be changed) and click Update User.
- To Deactivate a user, change the User Status to 'Inactive.' Now, if this user tries to log in, they will no longer have access. You can reactivate them at any time to allow access to the portal again.

RESET USER'S PASSWORD



- Select Manage Users from the navigation bar, and click Edit Existing User from the drop-down.
- Click Modify User.
- If you need to filter the results below, search by the user's First Name, Last Name, Username, User Type, or Status, then click Search User.
- In the search results, find the user who needs a password reset. Select Reset Password from the Action column.
- The user will receive an email with a temporary password.

MANAGE FUNERAL HOME PROFILE

- Click Funeral Home Profile from the navigation bar.
- On the Funeral Home Profile page, update the Funeral Home name, contact information, Establishment License Number.
- Update yearly the Funeral Directors License Expirations and upload a picture of the Funeral Directors License. You can use the delete icon in the Action column to delete the outdated Funeral Directors License.
- To add an additional location, click 'Add Additional Location' button.
 - Add the location information.
- Click Update to save the information.

Update Funeral Home Profile

Primary Organization Name* Benjamin Funeral Home	Street Address* 123 Fake Street	City Taunton
State* Massachusetts	Zip Code* 02780	Phone Number (508) 823-3333 x Extension
Organization Email Address benjaminfuneral@email.com	Website Website	Establishment License* 123456
Funeral Home Director License Expiration* 10/31/2019	Does this funeral home offer livery service?* <input type="radio"/> Yes <input checked="" type="radio"/> No	
Upload Funeral Home Director License* Upload License		

File Name	Action
Brooke FH License	 

benjaminfuneral@email.com Website 123456

Close

Add Additional Location

Organization Name* Organization Name	Street Address* Street Address	City* City
State* Massachusetts	Zip Code* Zip Code	Phone Number* Phone Number x Extension
Email Address Email Address	Website Website	Establishment License* Establishment License
Does this funeral home offer livery service? <input type="radio"/> Yes <input checked="" type="radio"/> No		
<input type="button" value="Add"/> <input type="button" value="Cancel"/>		

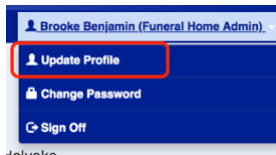
CHANGE PASSWORD

- On the top right corner of the navigation bar, select the arrow next to your username.
- On the dropdown menu, click Change Password.
- Enter the old password, create a new password, confirm the new password, and click Update.



UPDATE PROFILE

1. On the top right corner of the navigation bar, select the arrow next to your username.
2. Click Update Profile on the menu.
3. Modify your name, email address or phone number, and click Update Profile.



SUPPORT

- On the Main Menu, click the Support button.



- We have included a link to this quick reference guide. This guide will walk you through each step of the different functions within the portal, as well as a training video. Click the link to view/watch.
- To reach out to our support staff with any questions or concerns, fill out the form with as much information as you can. A member of the Stonewall Support Staff will reach out to you for any portal related issues/questions, or we will direct you to reach out to a member of the OCME.

Release Portal Support Phone: 401-475-9776

Release Portal Support Email: support@stonewallsolutions.com