

Issue Birth Certificates and Documents

MR&C USER GUIDE FOR COUNTY VITAL RECORDS STAFF

This user guide applies to these request item types:

- Certified birth certificate
- Certified birth certificate (homeless youth)
- Certified birth certificate (VA)
- Exact verification birth
- Non-certified birth transcript (legal)
- Non-certified birth transcript (medical)

Search for the birth record

After logging in to MR&C:

1. Select the **Birth** tab.
2. Select *Search birth records* from the **Tasks** menu.
3. Enter search criteria.

Tip: Use at least two specific search criteria to locate record, such as the child's first name and date of event.

4. Click the **Search** button at bottom of page.
5. If MR&C returns multiple results, click on the name of the record you want.
6. If the record is marked as "Confidential," verify that the requester has a legal right to the certificate or document before continuing.
7. From *Select a Follow-on Action*, choose "Create customer service request."

Request Information page

1. Verify your issuance office.
2. Select the request source.
3. Change the request item type if needed. (MR&C defaults this to a certified birth certificate.)
4. If the requester wants more than one copy of the certificate or document, enter the appropriate quantity and click **Recalculate** to update the amount due.
5. Complete the required fields for the requester's information:
 - a. First and last names

- b. Address – country, state, city, street address, zip code

Tip: Start typing the name of the country, state, and city in each dropdown to narrow the options in each list.

6. Enter additional information as required by your office’s standard policy or procedure.
7. If the requester has only one application, click **Continue** to the [Record Payment page](#).

If the requester has more than one application:

8. Click **Save**.
9. Click the **Add request item** button.

10. Select the appropriate request item type.
11. If needed, change the quantity and click **Recalculate**.
12. Repeat steps 8-11 as needed.
13. When you have recorded all request items, click **Continue**.

Record Payment page

Skip this page if the requester wants only a VA copy of the certificate or a birth certificate for homeless youth.

1. Click **Add payment**.
2. Select the payment type.
3. Enter the payment amount using whole numbers (26 or 45, for example).
4. Enter any other required information, such as the check number or last four digits of the credit or debit card.

- If you do not need or want to generate an invoice at this point, click **Continue** to the [Request Item Details page](#).

Note: You can also generate an invoice from the *Search invoices* option under the **Tasks** menu after you have fulfilled the request. See the “Invoice customer service requests” user guide for instructions.

If you want to generate an invoice now:

- Click on *Bill-To* in the payment details table.
- Click on the invoice number.
- Click **Copy Requester Info** or manually enter a different name and address for the invoice.
- Click **Save**.
- Click **Print**.
- Follow the screen prompts to open and print the pdf.
- Click **Back To Request** in the upper right corner to return to the request in progress.

Request Item Details page

- Note that the record you initially searched for is linked to the first (and sometimes only) request item.

Request item type	CERTIFIED BIRTH CERTIFICATE	Request #	2019-1007896
Request item status	UNFINISHED	Request status	UNFINISHED
Search birth records		Address verification status :	SUBMITTED
		MARIO OTTO MURPHY	2017-MN-000218

Request items					
	#	Item type	Subject name	Item status	Action
✓	1	CERTIFIED BIRTH CERTIFICATE	MARIO OTTO MURPHY	UNFINISHED	Select
	2	CERTIFIED BIRTH CERTIFICATE (VA)		UNFINISHED	Select

- Select the authorized requester.
- If the requested record is confidential, select the confidential reason that the requester can get a copy of the record.

Note: You must select the authorized requester and confidential reason (if applicable) to issue any type of certified birth certificate, an exact verification, or the medical version of the non-certified birth transcript.

You may issue the legal version of a non-certified birth transcript to anyone if the birth record is public.

- If you entered only one request item type, click **Continue** to the [Request Summary page](#).

If you entered more than one request item:

5. Click the **Select** button for the next item in the request item list.
6. Click the *Search birth records* link.
7. Enter search criteria and click the **Search Births** button at the bottom of the page.
8. If MR&C returns multiple results, click on the name of the record you want.
9. Review the record summary to make sure the requester has a legal right to the certificate or document.
10. Click the **Select** button for the record in the search results list.
11. Select the authorized requester, if applicable.
12. Select a confidential reason if applicable.
13. Repeat steps 5-12 to link a birth record and select the authorized requester (if required) for each item requested.
14. Click **Continue** when done.

Request Summary page

1. Click **Send for fulfillment**. If you have entered all required information, the status of the request item will show as open.

	#	Item Type	Subject name	Quantity	Status	Fee amount	Action
✓	1	CERTIFIED BIRTH CERTIFICATE	MARIO OTTO MURPHY	2	OPEN	\$45.00	Fulfill
	2	CERTIFIED BIRTH CERTIFICATE (VA)	RODNEY REGISTRATION	1	OPEN	\$0.00	Fulfill
	3	EXACT VERIFICATION BIRTH	BEN FRANKLIN FRANKLIN	1	OPEN	\$9.00	Fulfill
	4	NON-CERTIFIED BIRTH TRANSCRIPT(LEGAL)	CHEVY FORD SALES AND SERVICE	1	OPEN	\$13.00	Fulfill
	5	NON-CERTIFIED BIRTH TRANSCRIPT(MEDICAL)	ALEXZANDER ALLEN MOE	1	OPEN	\$13.00	Fulfill

2. Click **Fulfill** next to the item you want to issue.
3. Click **Generate issuance document(s)**.
4. Follow the screen prompts to open and print the pdf.
5. If you issued a certified birth certificate, click **Assign DCN**.
 - If you issued an exact verification or non-certified birth transcript, skip to step 9.
6. Type or scan the DCN for the first certificate.
7. If you printed multiple certificates, use the **Calculate** button to populate the additional DCN fields in numerical order.
8. Optional: To print a receipt for the request
 - a. Check the receipt box and click **Generate receipt/refund docs only**.

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- b. Follow the screen prompts to open and print the pdf.
 - c. Uncheck the receipt box.
9. Click **Save & close request item**.

To issue additional certificates or documents:

10. Click **Back to request**.
11. Repeat steps 2-9 until you have issued all request items.

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