



British Columbia Vital Statistics Agency

***Death Registration Program
User Guide***

Prepared by British Columbia Vital Statistics Agency

April 7, 2010
Version 3.0

Table of Contents

1	Introduction	5
	About This Guide	5
	What is the Death Registration Program?	6
	Requirements	6
	System Availability	6
	Getting Help and Support	7
2	Roles and Responsibilities	8
	Funeral Home Registrars	8
	Informants	8
	BC Vital Statistics Agency Death Registration Program Support Staff	8
3	Security and Sign In	9
	Your User ID and Password	9
	Change Password	10
	Getting to the Web Site	12
	User Logon	14
	Choose Organization	15
	Welcome to the Death Registration Program	16
4	Navigation	17
	How to Get Around	17
	Foreign Characters	21
5	Administration	23
	Add Users Screen	23
	Remove Users Screen	24
	Manage User Preferences	25
6	Register a New Death	31
	Steps to Register a New Death	31
	1 – Enter Death Information	32
	2 – Enter Deceased Information	35
	3 – Enter Birth Information	37
	4 – Enter Parental Information	39
	5 – Enter Informant Information	41
	6 – Validate and Submit a Death Registration	43
	Correcting Errors	44
	Registration Confirmation Screen	45
	7 – Print Documents	46
	Add/Remove Death Certificates to be Printed for Event Screen	48
7	Search Incomplete Death Events	52
	Search Incomplete Death Event Screen	52
	Search Results for Incomplete Death Events Screen	55
	Spoil Certificate Screen	56

User Guide
Death Registration Program

Table of Figures

Figure 1 – Change Password Screen.....	10
Figure 2 – Welcome Screen	12
Figure 3 – Logon Screen.....	14
Figure 4 – Organization Screen	15
Figure 5 – Home Page Screen.....	16
Figure 6 – Sample Screen	17
Figure 7 – Add Users Screen.....	23
Figure 8 – Remove Users Screen.....	24
Figure 9 – Add Preferences (City) Screen.....	25
Figure 10 – Search for Available Preferences to Add	26
Figure 11 – List of Available City to Add.....	26
Figure 12 – Remove User Preferences (City) Screen	27
Figure 13 – Enter Death Information Screen	32
Figure 14 – Enter Deceased Information Screen.....	35
Figure 15 – Enter Birth Information Screen	37
Figure 16 – Enter Parental Information Screen.....	39
Figure 17 – Enter Informant, Disposition and Medical Certification Information Screen	41
Figure 18 – Summary Screen	43
Figure 19 – Successful Registration Screen	45
Figure 20 – Print Documents Screen.....	47
Figure 21 – Add/Remove Death Certificates to be Printed for Event Screen.....	49
Figure 22 – Add/Remove Death Certificates to be Printed for Event Screen #2	50
Figure 23 – Print Death Certificate Confirmation Screen.....	51
Figure 24 – Search Incomplete Death Event Screen	53
Figure 25 – Search Results for Incomplete Death Events Screen	55
Figure 26 – Spoil Death Certificate Screen	57
Figure 27 – Spoil Death Certificate Confirmation Screen.....	58
Figure 28 – Spoil Death Certificate Popup Screen	59

1 Introduction

About This Guide

Purpose and Audience

This guide was written to provide a reference tool for Funeral Home staff responsible for registering deaths on behalf of the BC Vital Statistics Agency. For additional information on using this system, you can view the Death Registration Program on-line help system.

Document Conventions

The following document conventions are used in this guide.

Bold	Indicates a push-button label.
<i>Italics</i>	Indicates a screen name.
<u>Bold underlined</u>	Indicates a hyperlink that appears on a screen



Note:

Notes give you additional information or emphasize a particular procedure.



Warning:

Indicates a warning or alert. To avoid making an error, you need to pay particular attention to the information contained in these alerts.



Tip:

Indicates a useful tip or shortcut that you can use to save time and keystrokes.

What is the Death Registration Program?

The Death Registration Program has been developed by the Vital Statistics Agency of the British Columbia, Ministry of Health, to enable Internet based entry of death information and printing of Death Registration, Burial Permit, and Death Certificate documents.

After you enter all the information to register a death, the program will check it and notify you of any errors so that you can correct them before the death is registered. This process is called 'validation'. Once you have corrected the errors, you can submit the registration, and print the Burial Permit and the Death Certificate. Once you are familiar with the program, it will take you approximately five minutes to complete a registration.

Requirements

You will need the following to use the Death Registration Program:

- A personal computer connected to the Internet;
- A special user ID and password;
- Adobe Reader to display the documents; and
- A printer to print the documents.

System Availability

General Availability

The program is available with full support five days per week during regular business hours. You may be able to use the program outside of regular business hours, but support staff will not be on duty if you need help.

Emergency Downtime

Emergency downtime may be necessary from time to time. Whenever possible, you will receive advance notice.

Getting Help and Support

Death Registration Policies and Procedures

You can find the answers to most policy and procedure questions in your [Registrar's Guide to Vital Statistics Procedures](http://admin.moh.hnet.bc.ca/vs/forms/vsa025.pdf) document, available at <http://admin.moh.hnet.bc.ca/vs/forms/vsa025.pdf>.

Contact Us

If you have a problem with the program, click the [Contact Us ▶](#) link and send an email describing your problem. The **Contact Us** email is monitored during regular business hours from 8:30 am to 4:30 pm (PST) Monday through Friday, excluding statutory holidays.

If your problem is with a particular error message, have it written down, or take a screen print, so that you have it on hand to describe to the support contact.

If you require immediate assistance, you can reach the Help Contact at:

Tel: 250-952-9090

Fax: 250-952-9097

Toll-free: 1-888-212-1188 (press 4 once connected).

Help Screens

The program has a screen-sensitive on-line Help system.

Access Help by clicking the [Help ?](#) button in the top right corner of any screen. Information about that screen will be displayed.

2 Roles and Responsibilities

Funeral Home Registrars

Funeral Home Registrars are the primary users of the Death Registration Program. They will use the system to:

- Record death events to BC Vital Statistics Agency.
- Issue burial permits.
- Issue death certificates.
- Search incomplete death registrations.
- View monthly statements.
- Order death certificate stock.
- Record spoiled death certificates.
- Perform maintenance activities such as managing users and user preferences.

Informants

- The nearest relative of the deceased or adult person having knowledge of the facts is responsible for providing the necessary information regarding a death to a funeral home director. Funeral Homes cannot be designated as the informant.

BC Vital Statistics Agency Death Registration Program Support Staff

- Perform maintenance activities and oversee the program.
- Monitor the **Contact Us** email account and respond to questions from Funeral Home staff.
- Respond to telephone enquiries from Funeral Home staff.

3 Security and Sign In

Your User ID and Password

You will be given a special user ID and password for access to the program.

If you do not use your user ID and password for 60 days, it will expire. You will need to contact Vital Statistics to have it reset.

If you do not use the program for 15 minutes, it will close and you will have to log back in to continue working.

Password Rules

- Passwords are case-sensitive
- You are responsible for ensuring the security of your user ID and password.
- You should never disclose your password to another person.
- You must not allow another person access to the program with your User ID.
- You must **not** use another person's User ID.
- You are required to log off the program before leaving your computer.
- You are accountable for all actions performed by your User ID.
- If you are ever prompted, "Do you want the computer to remember your password?" you should respond "No".

Change Password

You use this screen to change your password.

The screenshot shows the 'Change Password' screen. At the top left is the British Columbia logo. The header contains 'Vital Statistics Agency Death Registration Program' and a 'Help' link. The left sidebar has a 'Vital Statistics' menu with 'Change Password' highlighted. The main content area lists password rules: 1. Minimum 8 characters, maximum 14. 2. Must contain characters from ALL of the following categories: English upper case (A-Z), English lower case (a-z), Base 10 digits (0-9), and Symbols (e.g., !, \$, %, ^, &). 3. Not contain all or part of the same user name. 4. Avoid full words (e.g., 'firetruck'). Below the rules are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. 'Cancel' and 'Submit' buttons are at the bottom.

Figure 1 – Change Password Screen

Click the Change Password link on the Administration menu at the home page to go to this screen.

The new password you choose must follow certain security rules. They are:

1. Your password must contain a minimum of 8 characters and a maximum of 14.
2. Your password must contain characters from **at least three** of the following categories:
 - a) English upper case letters (A to Z);
 - b) English lower case letters (a to z);
 - c) Base 10 digits (0 to 9); and,
 - d) Symbols (e.g., !@#\$%^&).

3. Your password must **NOT** contain all or part of your user name (the name or initials you use to log on).
4. Avoid passwords that contain full words (e.g., ambulance, banana).

Changing Your Password

Step 1 – enter your old password in the Old Password box.

Step 2 – enter a new password that meets the rules above in the New Password box. If the new password does not meet the rules, when you submit it, the program will reject it.

Step 3 – retype the new password.

Step 4 – click the **Submit** button.

If your password has been changed, you will get a password change successful message.

Getting to the Web Site

The Death Registration Program is a web-based program that you access over the Internet. You use your browser to go to the web site at <https://webreg.vs.gov.bc.ca>.

The screenshot shows the website's interface. At the top left is the British Columbia logo with the tagline 'The Best Place on Earth'. To its right is a search bar with a 'Go' button and a link to 'Advanced Search'. On the far right are navigation links: 'Main', 'Index', 'Help', 'Contact Us'. A left-hand navigation menu contains sections for 'B.C. Home', 'Vital Statistics', 'Related Links' (with a list of links like 'Ministry of Health', 'Postal Code Lookup', etc.), and 'Government' (with links like 'B.C. Government', 'Ministries and Organizations', etc.). The main content area features a heading: 'Welcome to the British Columbia Vital Statistics Agency Electronic Death Registration Program'. Below this, it says: 'Welcome to the Vital Statistics Agency's Electronic Death Registration Program. Please use your assigned Vital Statistics unique User ID to begin.' It then states: 'You will need Adobe Acrobat Reader to open and print the forms you will receive from us.' and provides a link: 'Click here to download Adobe Acrobat Reader.' Below this text is the Adobe Acrobat Reader logo. At the bottom right of the main content area is a yellow 'Start' button.

Figure 2 – Welcome Screen

This is the welcome screen. Click the **Start** button to enter the program.



Make this page a Favourite:

You can mark this page as a Favourite in Internet Explorer by clicking on "Favourites" (on the menu bar) and then "Add to Favourites". The next time you click on Favourites, you can pick out the site name from

User Guide
Death Registration Program

the list shown, and go directly to this screen.

User Guide Death Registration Program

User Logon



Help ?

Logon

Vital Statistics requires you to logon.

Death Registration Program requires that you enter your valid Vital Statistics assigned User Id and Password:

User Id

Password

[Next](#)

Access to or unauthorized use of data on this computer system by any person other than the authorized employee(s) or owner(s) of an account is strictly prohibited and may result in legal action against such person.

» Contact Us

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Figure 3 – Logon Screen

Enter your user ID and password here and click the **Next** button.

Choose Organization

BRITISH COLUMBIA

Main Index ► Help ?
Contact Us ►

Death Registration Program

Register Deaths, Print Burial Permits and Death Certificates, and Manage stock within your organization

Vital Statistics
British Columbia Vital Statistics Agency

Please choose the name of the branch or Organization where this Death is being registered:

- BC CHILDREN'S HOSPITAL
- BELL FUNERAL CHAPEL
- FOREST LAWN FUNERAL HOME
- LAKEWOOD FUNERAL HOME
- MCCALL BROS. FUNERAL CHAPEL
- VICTORIA FIRST MEMORIAL FUNERAL SERVICES
- VICTORIA SANDS FUNERAL CHAPEL

[Exit this e-service](#) [Next](#)

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Figure 4 – Organization Screen

Choose the business location where this death is being registered and click the **Next** button.

Welcome to the Death Registration Program

After the program has successfully opened, the *Home Page* screen will display.

The screenshot shows the home page of the Vital Statistics Agency Death Registration Program. At the top left is the British Columbia logo with the tagline 'The Best Place on Earth'. The main header reads 'Vital Statistics Agency Death Registration Program'. On the right, there is a 'Help' link with a question mark icon, and 'Contact Us' links. A blue sidebar on the left contains the following sections:

- B.C. Home**
- Vital Statistics**
 - [Home Page](#)
 - Register Death**
 - [Create Death Event](#)
 - [Search Incomplete](#)
 - [Print Documents](#)
 - Administration**
 - [Add Preferences](#)
 - [Remove Preferences](#)
 - [Change Password](#)
 - [Spoil Certificates](#)
 - [Remove Users](#)
 - [Admin Reports](#)
- Related Links**
 - [Ministry of Health](#)
 - [BPCPA](#)
 - [FSABC](#)
 - [Postal Code Lookup](#)
 - [Vital Statistics Act](#)
 - [Funeral Directors Handbook](#)
 - [Supplies Requisition](#)
 - [Death Certificate Order](#)
 - [User Manual](#)

The main content area is titled 'About this Service' and contains the following text:

The Death Registration Program has been developed by the Vital Statistics Agency of the British Columbia Ministry of Health to provide for the data capture of death information and the printing of the Death Registration, Burial Permit, and Death Certificate documents.

When you submit this Death Registration, you will be notified immediately of any errors so that you can correct them. Once these errors have been corrected, you can print the Death Registration Form, the Burial Permit and the Death Certificate. It will take approximately 5 minutes to complete the on-line application.

Click here to see an example of a completed [Death Registration Form](#).

Getting Started

This is what you need to print a Burial Permit or Death Certificate using this service:

You will need Adobe® Reader® to print the documents. 

To register a death, click **Start** button below.

[Start](#)

Figure 5 – Home Page Screen

4 Navigation

How to Get Around

This section describes how you can move around in the program.

The screenshot displays the Vital Statistics Agency Death Registration Program interface. On the left is a navigation menu with sections: "B.C. Home", "Vital Statistics" (containing "Home Page" and "Register Death" with sub-links 1: Death, 2: Deceased, 3: Birth, 4: Parents, 5: Informant, 6: Summary), and "Related Links" (listing various services like Ministry of Health, BPCPA, FSABC, etc.). The main content area is titled "1: Please enter the following information regarding the Deceased:". It includes a "Deceased Particulars" section with fields for Surname, Given Names, Date of Death, and Sex. Below that is a "Place of Death" section with a dropdown for Place Type and a text field for Location. Further down are fields for City and Postal/Zip, each with a search icon. At the bottom of the form area are "Save" and "Next" buttons. The footer contains links for "COPYRIGHT", "DISCLAIMER", "PRIVACY", and "ACCESSIBILITY".

Figure 6 – Sample Screen

The links at the top of each page are:

- **Help ?** – Click to open a new window that contains the online help..
- **Contact Us** – Click to open a pop up window that has an email link and telephone numbers for the Help Contact.

User Guide

Death Registration Program

B.C. Home

Vital Statistics

[Home Page](#)

Register Death

[Create Death Event](#)

[Search Incomplete](#)

[Print Documents](#)

Administration

[Add Preferences](#)

[Remove Preferences](#)

[Change Password](#)

[Spoil Certificates](#)

[Remove Users](#)

[Admin Reports](#)

Related Links

- [Ministry of Health](#)
- [BPCPA](#)
- [FSABC](#)
- [Postal Code Lookup](#)
- [Vital Statistics Act](#)
- [Funeral Directors Handbook](#)
- [Supplies Requisition](#)
- [Death Certificate Order](#)
- [User Manual](#)
- [Statutory Declaration](#)
- [Amendment Guide](#)
- [Previous Vital Info](#)

The *side bar* is split into two major parts.

The top part changes depending on where you are in the program. On the home page, and in the Monthly Statement, Stock Reconciliation and Administration parts of the program, the links shown in the picture at left display.

In the Register Death part of the program, this part changes to allow you to move around the Death Event screens, as the links shown in the picture at right display.

[Home Page](#)

Register Death

- [1: Death](#)
- [2: Deceased](#)
- [3: Birth](#)
- [4: Parents](#)
- [5: Informant](#)
- [6: Summary](#)

The bottom part stays the same throughout the program, and offers you links to other pages you might be interested in.

The *main screen area* is where you will work. It has a title showing you the screen you are in, and contains boxes where you enter information. Boxes you MUST fill in are tagged with a red asterisk (*), and some boxes have dropdown  menus so you can click in a list instead of typing in that box; or look-up  icons, so you can do a search to fill in a box with the correct information.

2: Please enter the following Deceased information:

* Identifies Required Fields

Residency Information and Usual Address

* Street

* City 

* Prov/State 

* Country 

Postal Code

PHN Reason if no PHN

SIN

* Aboriginal Status If Yes, did Deceased live on Reserve?

Marital Status

* Marital Status

Spouse's Surname (Maiden name)

Spouse's Given Names



Tip:

The mandatory boxes () all need to be filled if the registration process is to be successful.*

If you don't have all the information you need, you can enter what you have, and save the record to come back to later.

Once you have all the missing mandatory information, you can re-open the record and finish it before submitting the record to Vital Statistics.

At the bottom of the main screen area various buttons will display, depending on which screen is being displayed.

Previous

Save

Next

For example, on the *Enter Death Information* screen, the **Save** button saves all the information you have entered, and stays at the *Enter Death Information* screen. You can click the Save button if you get interrupted, and don't want to lose the work you've done. Then you can return to the record at a more convenient time.

The **Next** button saves all the information you have entered too, but it also closes the *Enter Death Information* screen, and opens the *Enter Deceased Information* screen.

On the *Enter Deceased Information* screen, you'll see the **Save** and **Next** buttons, and you also have a **Previous** button that takes you back to the *Enter Death Information* screen.

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[PRIVACY](#)

[ACCESSIBILITY](#)

The footer links are the same on all pages. They link to standard BC government pages.

User Guide Death Registration Program

The screens also have some useful tool buttons to help you reduce the amount of typing you have to do. They are described in the table below.

Button	Action
	Calendar Button. Click to open a calendar pop up window. Click to pick a date, the window will close and the date will be inserted in the date box in the correct format.
	Dropdown Menu Button. Click to open a list of choices, then click to select one. The dropdown will close and your choice will be inserted in the box.
	Find Button. Click to open a search window. You can enter text and search for matches. The letters you enter will match on the same letters anywhere in any City name on file. For example, in the City box, you can click the find button, enter '11' and get results as follows to pick from: 111 Mile House 114 Mile House 115 Mile House Tatchu Creek #11-Tahltan Yswaucht #11
  	A number of different buttons appear at the bottom of various screens. You can click these buttons to do different things. These actions are described in the body of this document.

Foreign Characters

French Character Set

You can enter French characters into the program using your keyboard's keypad.

When you want to enter a French character using the keypad, do the following steps (after a while, they will become automatic).

- 1) Make sure your keypad has the **Num Lock** button turned on (so that pressing numbers on the keypad types numbers rather than moves the cursor).
- 2) Look up the character in the French Characters Table below.
- 3) Hold down either the left or right **Alt** key.
- 4) While holding down the **Alt** key, type the four-digit numeric sequence for that letter.
- 5) Release the **Alt** key.

The French character you have chosen will be displayed on the screen.

French Characters Table



Warning:

All numbers must be entered on the keypad (with the "Num Lock" button ON), not the regular keyboard, and the leading zero must be keyed. Thus "Alt + zero, one, nine, three" is valid and produces "Á", whereas "Alt + one, nine, three" is invalid and produces "␣".

User Guide
Death Registration Program

Character	Name	Keypad
À	A accent grave	Alt + 0192
Á	A accent acute	Alt + 0193
Â	A accent circumflex	Alt + 0194
Ä	A umlaut	Alt + 0196
Ç	C cedilla	Alt + 0199
È	E accent grave	Alt + 0200
É	E accent acute	Alt + 0201
Ê	E accent circumflex	Alt + 0202
Ë	E umlaut	Alt + 0203
Ì	I accent grave	Alt + 0204
Í	I accent acute	Alt + 0205
Î	I accent circumflex	Alt + 0206
Ï	I umlaut	Alt + 0207
Ò	O accent grave	Alt + 0210
Ó	O accent acute	Alt + 0211
Ô	O accent circumflex	Alt + 0212
Ö	O umlaut	Alt + 0214
Ù	U accent grave	Alt + 0217
Ú	U accent acute	Alt + 0218
Û	U accent circumflex	Alt + 0219
Ü	U umlaut	Alt + 0220
Ý	Y accent acute	Alt + 0221

5 Administration

Add Users Screen

Administrators can use this screen to add users to an organization. The user must first have been set up by BC Vital Statistics, and have a valid user ID.

The screenshot shows the 'Add Users Screen' in the Death Registration Program. The page has a header with the British Columbia logo and 'Vital Statistics' branding. A navigation menu on the left lists various functions. The main content area is titled 'Death Registration Program' and includes a search section for available users. The search criteria are set to 'Starts With'. Input fields for 'UserId:', 'Surname:', and 'Name:' are present, along with a 'Query' button. Below the search fields, a message states: 'No users found for addition to VICTORIA FIRST MEMORIAL FUNERAL SERVICES. Please enter a different search criteria.' A long yellow bar is visible below the message, and an 'Add' button is located at the bottom right of the search area.

Figure 7 – Add Users Screen

If you are an administrator, you can search for users by filling in the userid, surname and/or name boxes and clicking the Query Button.

If users appear below the long yellow bar, they have been set up by BC Vital Statistics to be added to your organization. Click a radio button to select them, and then click the **Add** button to add them to your organization.

Remove Users Screen

Administrators can use this screen to remove users from an organization.

Search for Available Users to Remove that
 Starts With Ends With Contains Exact Match

UserId: Surname: Name:

Users to REMOVE from Organization VICTORIA FIRST MEMORIAL FUNERAL SERVICES

Please select the user to remove from the list below.

UserId	User Name	User Surname	User Organization
<input type="radio"/> SHCLARKE	SHERRY	CLARKE	VICTORIA FIRST MEMORIAL FUNERAL SERVICES
<input type="radio"/> ERIHEGAN	ERIN	HEGAN	VICTORIA FIRST MEMORIAL FUNERAL SERVICES
<input type="radio"/> MCCLANAG	DAPHINE	MCCLANAGHAN	VICTORIA FIRST MEMORIAL FUNERAL SERVICES
<input type="radio"/> SINEWTON	SANDY	NEWTON	VICTORIA FIRST MEMORIAL FUNERAL SERVICES
<input type="radio"/> SHPASSAS	SHARON	PASSAS	VICTORIA FIRST MEMORIAL FUNERAL SERVICES
<input type="radio"/> DQUINLAN	DAVID	QUINLAN	VICTORIA FIRST MEMORIAL FUNERAL SERVICES

Figure 8 – Remove Users Screen

If you are an administrator, you can search for users to remove, by filling in the boxes at the top of the page to find a specific user, or clicking a radio button beside a user row in the bottom half of the page, then clicking the **Remove** button.

The screen will redisplay, and the user you chose to remove will no longer be listed.

Manage User Preferences



Administrators use the *Add User Preferences* and *Remove User Preferences* screens to change the contents of the following drop down menus:

City	Country	Hospital
Province	Stock	

You also use this screen to align Death Certificate text, so when it prints on a labeled Death Certificate form, it lines up correctly. You use the “Hor Print” and “Ver Print” preferences to set up printing alignment.

Each of these activities is described in this section.

Add City Preference

When you first click on the *Add User Preferences* or *Remove User Preferences* links in the sidebar, the Add Preferences screen is displayed, with the City option selected. There may also be a list of cities. This does not mean that these are the only cities that are available to you.

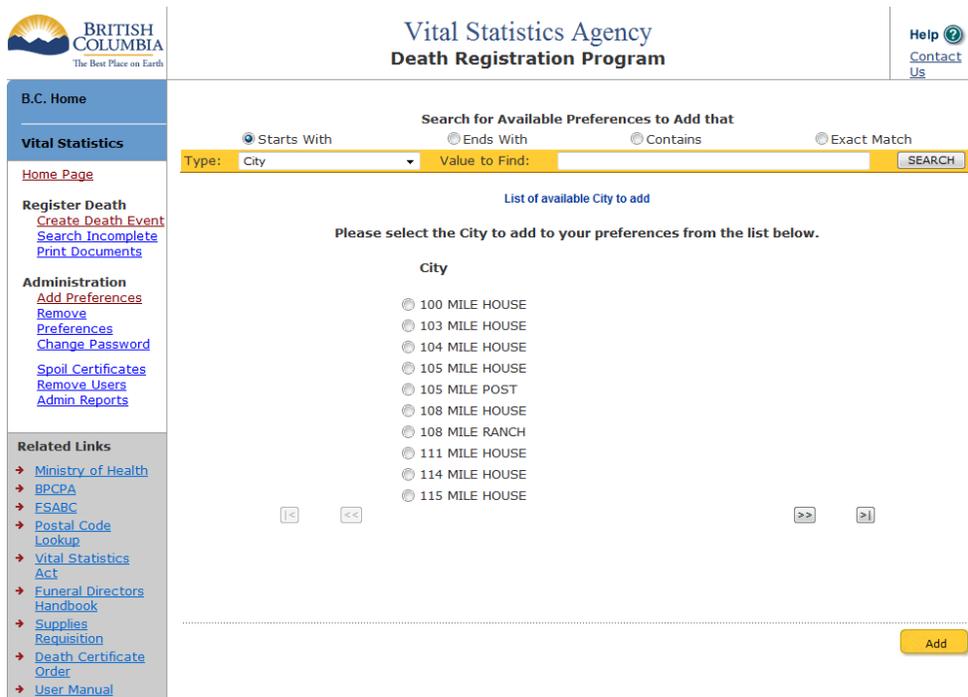


Figure 9 – Add Preferences (City) Screen

User Guide Death Registration Program

To add a City to the dropdown menu so you can choose it quickly when registering a death, type a city name, or part of a city name in the *Search For Available Preferences To Add* part of the screen and click the **Query** button.



Tip:

You can use the radio buttons to help control how your search works. This can be useful if you are not sure of the spelling of the city, or if you want to see a list of similar city names. If you choose the Exact Match radio button, the only city that will be returned is the one that exactly matches what you type in the Value box.

The screenshot shows a search interface titled "Search for Available Preferences to Add that". It features four radio buttons: "Starts With" (selected), "Ends With", "Contains", and "Exact Match". Below the radio buttons is a search bar with a "Type:" dropdown menu set to "City" and a "Value to Find:" text box containing "VANCOUVER". A "SEARCH" button is located to the right of the text box.

Figure 10 – Search for Available Preferences to Add

The screen will redisplay with all the available cities that match what you typed in the Value box. See below for an example.

List of available City to add

Please select the City to add to your preferences from the list below.

City

- VANCOUVER
- VANCOUVER BAY
- VANCOUVER HEIGHTS

Figure 11 – List of Available City to Add

Now click the radio button next to the City you wish to add, then click the **Add** button. The screen will re-display, and the City you added will disappear from the “List of Available City to Add”. This means you were successful. Now when you register a death, and click the City dropdown, the city you added will be in the list.

Remove City Preference

If you decide to remove the city you added, or any other city that is at the top of the City dropdown list, you can click the Remove Preferences link and follow the instructions below

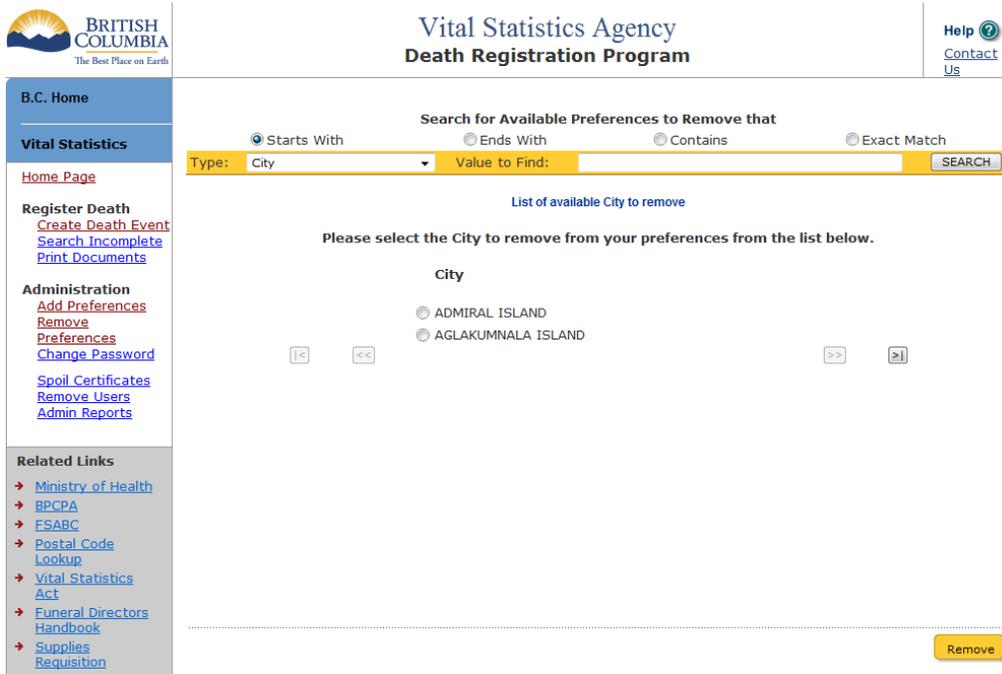


Figure 12 – Remove User Preferences (City) Screen

To remove a City from the dropdown menu, first find it by typing in the city name, or part of the city name in the “*Search for Available Preferences to Remove that*” part of the screen and clicking the **Query** button.

Then click the radio button next to the City you wish to remove, then click the **Remove** button. The screen will re-display, and the City you removed will disappear from the “List of Available City to Remove”. This means you were successful. Now when you register a death, and click the City dropdown, the city you removed will not be in the list. When you click the Add Preferences link, the City you removed will be returned to the “List of Available City to Add”.

Add / Remove Country, Hospital or Province Preferences

Adding or removing Country, Hospital or Province works exactly the same as adding or removing cities. First, click the dropdown in the top portion of the screen to choose Country, Hospital or Province, then click the Query button. The appropriate Add / Remove screen will be displayed. Then follow the instructions above.

Add / Remove Stock Preferences

You need to set up the program for the type of certificates you are using at your Funeral Home. Initially, until you have used up your stock of labeled certificates, you'll only need to add the 'Labeled' preference.

Once your Funeral Home has used up the labeled stock, you can add the 'Unlabeled' preference and remove the 'Labeled' preference.

You set this preference exactly the same as you set the City, Country, Hospital or Province preferences, so for more details, follow the instructions above.

Setting the Horizontal and Vertical Print Adjustments

These preferences are used to align the Death Certificate data, so that it prints correctly on labeled certificates. Each home will have to set these preferences to work with their individual printers. If your Funeral Home uses only one printer to print certificates, you will only need to set these preferences once for each user. We strongly recommend that you use only one printer to print Certificates, since setting the offsets is a complicated process.

The reason that setting the offsets is necessary is that every printer prints slightly different. The only way to tell how your printer will behave is to experiment. Once you have the offsets set correctly, each user at your Funeral Home that uses that printer can set the same offsets in their User Preferences.

This is a trial and error process, and may take some time to get right. However, it only needs to be done once for each printer.

Step A

The first step is to photocopy some blank labeled certificates to experiment with, perhaps 10 to 15 copies. Load the test certificates into your printer.

Step B

Print a test certificate. Does it look ok? If so, you don't need to go any further. Remove the rest of the photocopies from your printer and discard. You are done!

If the text does not line up properly on the test certificate, go to step C.

Step C

The *horprint* preference controls the *horizontal movement* of the printed text. You enter a positive number (e.g. 42) to move the text to the right on the page or a negative number (e.g. -42) to move the printed text to the left on the page.

The *verprint* preference controls the *vertical movement* of the printed text. You enter a positive number (e.g. 42) to move the text up on the page or a negative number (e.g. -42) to move the printed text down on the page.

Each number equals one pixel (one tiny dot). So the verprint value 42 will move your text only a few millimeters up, etc.

It is easiest if you set the offsets one at a time. You can do Step D (horprint - left to right) first, or Step E (verprint - up and down) first. We recommend you work on the one that is the most out of whack for your printer first.

Step D – Setting the horprint

Does your text need to go to the left a few millimeters? Then try setting the horprint with a negative number. To the right a few millimeters? Try using a positive number.

Print another test certificate and see how that setting works. If it is ok, you're done setting the horprint. If it is not ok, try another value. Keep trying until your printed text looks fine left to right on a test certificate.

Then write down the value that worked, so other users can avoid all the work you just did by just using that value in their preferences.

Step E – Setting the verprint

Now set the verprint. Is your text too high on the page? Try setting the verprint with a negative number. Is your text too low on the page? Try using a positive number.

Print another test certificate and see how that setting works. If it is ok, you're done setting the verprint. If it is not ok, try another value. Keep trying until your printed text looks fine vertically on a test certificate.

Once you are happy with the verprint setting, write it down to pass along to the other users in your organization that use the same printer as you do.

6 Register a New Death

Steps to Register a New Death

You must complete seven screens to register a new death:

1. Enter death information;
2. Enter deceased information;
3. Enter birth information;
4. Enter parental information;
5. Enter informant information;
6. Validate and submit the data;
7. Print forms.



Tip:

*If you get partway through registering a death, and need to stop, you can click the **Save** button, and close the web page. When you are able to resume, you can Search Incomplete Death to open the record and complete the registration process.*

1 – Enter Death Information

You use this screen to enter the name of the deceased and their place of death.

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Vital Statistics Agency
Death Registration Program

[Help ?](#)
[Contact Us](#)

B.C. Home

Vital Statistics

[Home Page](#)

Register Death

- [1: Death](#)
- [2: Deceased](#)
- [3: Birth](#)
- [4: Parents](#)
- [5: Informant](#)
- [6: Summary](#)

Related Links

- [Ministry of Health](#)
- [BPCPA](#)
- [FSABC](#)
- [Postal Code Lookup](#)
- [Vital Statistics Act](#)
- [Funeral Directors Handbook](#)
- [Supplies Requisition](#)
- [Death Certificate Order](#)
- [User Manual](#)

1: Please enter the following information regarding the Deceased:

* Identifies Required Fields

Deceased Particulars

* Surname

* Given Names

* Date of Death

(Mon-dd-yyyy)

* Sex

Place of Death

* Place Type

* Location
If Place Type is Hospital, please select Hospital from the list provided(City and Postal Code N/A)
Otherwise, enter exact location including facility name (if applicable), Address, City and Postal Code

City

Postal/Zip

Save **Next**

Figure 13 – Enter Death Information Screen

Buttons

- Click the **Save** button to save the information you have entered.
- Click the **Next** button to advance to the next screen.



Warning:

Mandatory fields are tagged with red asterisks (*). You must enter information in those boxes before you attempt to Validate and Submit a death registration or the registration will fail.

User Guide
Death Registration Program



Tip:

Mandatory fields need to be filled if the registration process is to be successfully completed. If you are missing information, you can continue working on the registration, and save it when you have entered all the available information.

Later, when you have obtained the missing mandatory information, you can re-open the record and update before submitting the record to BC Vital Statistics.

The table below describes the boxes you need to fill in the *Enter Death Information* screen, and provides details on each box.



Tip:

*You can use the **Tab** key to move forward through the boxes.*

Entry Field Name	Details
Name of Deceased Area	
Surname	Mandatory. You must enter information in this box. If surname is unknown, enter "Unknown".
Given Names	Mandatory. If first given name is unknown, enter "Unknown". If more than one given name is available, enter up to three – one in each given name field. If you enter the first given name in the first box, skip the second box and enter the second given name in the third box, the system will give you an error message.
Date of Death	Mandatory. Use the calendar  icon to pick a date, or enter date in mon-dd-yyyy format, for example: Jun-04-2005. If date of death is more than one year old, you cannot register it. The BC Vital Statistics Agency must register those deaths.

User Guide Death Registration Program



Tip:

You can use the calendar  icon to pick a date. Click the icon and a calendar window will pop up. Click to select a date, the window will close, and the date will be put in the box.

Sex	Mandatory. Click the  button and choose a sex from the list.
Place of Death Area	
Place Type	Mandatory. Click the  button and choose a place type from the list. If death occurred outside of a hospital or institution, choose "Other".
Name of Hospital or Institution	Enter name of hospital or institution if applicable. Click the  button to choose from a list of facilities. If you chose hospital for Place Type, you must choose from the list. If death occurred outside of a facility, enter the exact location where death occurred. If the hospital or institution is not in the list displayed to you, please contact BC Vital Statistics Agency.
City	Enter city where death occurred. Click the  button to choose from a list of cities or type a city name. If the city is not in the list displayed to you, please contact BC Vital Statistics Agency.
Postal / Zip	Enter postal code where death occurred. The system will check to ensure the postal code is a valid BC code.

Click the **Next** button to proceed to the *Enter Deceased Information* screen.

2 – Enter Deceased Information

You use this screen to enter the address of the deceased, their personal health number, aboriginal status and marital status.

Figure 14 – Enter Deceased Information Screen

The table below describes the boxes you need to fill in the *Enter Deceased Information* screen, and provides details on each box.

Entry Field Name	Details
Residency Information and Usual Address Area	
Street	Mandatory. You must enter information in this box. If street is unknown, enter "Unknown".
City	Mandatory. Enter deceased's city of residence. Click the  button to choose from a list of cities or type a city name.
Prov/State	Enter deceased's province/state of residence. Click the  button to choose from a list of provinces/states or type a province/state name.
Country	Mandatory. Enter deceased's country of residence. Click the  button to choose from a list of countries or type a country name.
Postal Code	Enter postal code where death occurred. If prov/state is BC, the

User Guide
Death Registration Program

Entry Field Name	Details
	system will check to ensure the postal code is a valid BC code.



Note:

You need to make every effort to obtain a PHN, unless the deceased was a member of the RCMP or Canadian Forces. The steps you need to take are:

- 1. Look on the Medical Certificate of Death. The PHN should be recorded there.*
- 2. Ask the informant to provide the PHN.*
- 3. If the PHN is not on the Medical Certificate of Death and the informant is unable to supply it, you must select a PHN Not Available Reason.*

PHN	Enter deceased's personal health number (BC CareCard #), if available.
Reason if no PHN	If PHN is not available, you must select a reason. Click the <input type="button" value="▼"/> button and choose a reason from the list.
Aboriginal Status?	Mandatory. Click the <input type="button" value="▼"/> button and choose from the list. If deceased was a Status Indian, choose "Y", otherwise choose "N".
If Yes, did Deceased Live on the Reserve?	If you entered "Y" in the Aboriginal Status? box, you must not leave this box blank. Click the <input type="button" value="▼"/> button and choose from the list.
Marital Status Area	
Marital Status	Mandatory. Click the <input type="button" value="▼"/> button and choose from the list. If you choose "Married", "Widowed" or "Separated", you must complete the spouse fields below.
Spouse's Maiden Name	Enter the spouse's maiden surname, if applicable.
Spouse's Given Names	If first given name is unknown, enter "Unknown". If more than one given name is available, enter up to three – one in each given name box. If you enter the first given name in the first box, skip the second box and enter the second given name in the third box, the program will give you an error message.

Click the **Next** button to proceed to the *Enter Birth Information* screen.

3 – Enter Birth Information

You use this screen to enter the birth information of the deceased and their occupation.

B.C. Home

Vital Statistics Agency
Death Registration Program

Help [Contact Us](#)

B.C. Home

Vital Statistics

[Home Page](#)

Register Death

- 1: Death
- 2: Deceased
- 3: Birth
- 4: Parents
- 5: Informant
- 6: Summary

Related Links

- [Ministry of Health](#)
- [BPCPA](#)
- [FSABC](#)
- [Postal Code Lookup](#)
- [Vital Statistics Act](#)
- [Funeral Directors Handbook](#)
- [Supplies Requisition](#)
- [Death Certificate Order](#)
- [User Manual](#)
- [Statutory](#)

3: Please enter the following Birth information (as evidenced by primary identification):

* Identifies Required Fields

Occupation

* Kind of Work Years * Industry

Birth Date and Birth Place

* Date of Birth (Mon-dd-yyyy)

* City

Prov/State

* Country

Birth Name

* Is Birth Name Different than current name of deceased?

Surname

Given names

Figure 15 – Enter Birth Information Screen

The table below describes the boxes you need to fill in the *Enter Birth Information* screen, and provides details on each box.

Entry Field Name	Details
Occupation Area	
Kind of Work	Mandatory. You must enter information in this box. Enter the kind of work the deceased did. If kind of work is unknown, enter "Unknown".
Years	Mandatory. Enter number of years the deceased worked at their occupation. If unknown, enter '-1'.
Industry	Mandatory. Enter the industry the deceased was involved in. If industry is unknown, enter "Unknown".
Birth Date and Birth Place Area (as evidenced from primary ID)	
Date of Birth	Mandatory. Use the calendar icon to pick a date, or enter date in mon-dd-yyyy format, for example: Jun-04-1931.

User Guide
Death Registration Program

Entry Field Name	Details
City	Mandatory. Enter deceased's city of birth. Click the  button to choose from a list of cities or type a city name.
Prov/State	Enter deceased's province/state of residence if available. Click the  button to choose from a list of provinces/states or type a province/state name. If Prov/State is unknown, enter Unknown Prov/State
Country	Mandatory. Enter deceased's country of birth. Click the  button to choose from a list of countries or type a country name. If unknown, enter Unknown Country
Birth Name Area (as evidenced from primary ID)	
Is Birth Name different than current name of deceased?	Mandatory. Click the  button and choose from the list. If you choose "Yes" you must enter birth names. If you choose "No", the program will copy the names from the Enter Death Information screen. If you choose "Unknown", the program will put "Unknown" in the birth name fields.
Surname	Mandatory. If you answered "Yes" to the previous question, you must enter a surname.
Given Names	Mandatory. If you answered "Yes" to the previous question, you must enter at least one given name. If you enter the first given name in the first box, skip the second box and enter the second given name in the third box, the program will give you an error message.

Click the **Next** button to proceed to the *Enter Parental Information* screen.

4 – Enter Parental Information

You use this screen to enter the parental information of the deceased.

Figure 16 – Enter Parental Information Screen

The table below describes the boxes you need to fill in the *Enter Parental Information* screen, and provides details on each box.

Entry Field Name	Details
Father's Names and Birth Place Area	
Surname	Mandatory. You must enter information in this box. Enter the deceased's father's surname. If surname is unknown, enter "Unknown".
Given Names	Mandatory. Enter the deceased's father's given name(s). If father's first given name is unknown, enter "Unknown". If more than one given name is available, enter up to three – one in each given name box. If you enter the first given name in the first box, skip the second box and enter the second given name in the third box, the program will give you an error message.
City	Mandatory. Enter deceased's father's city of residence. Click the  button to choose from a list of cities or type a city name.
Prov/State	Enter deceased's father's province/state of residence if available. Click the  button to choose from a list of provinces/states or type a province/state name. If Prov/State is unknown, enter Unknown Prov/State

User Guide
Death Registration Program

Entry Field Name	Details
Country	Mandatory. Enter deceased's father's country of residence. Click the  button to choose from a list of countries or type a country name. If unknown, enter Unknown Country
Mother's Names and Birth Place Area	
Maiden Surname	Mandatory, You must enter information in this box. If surname is unknown, enter "Unknown".
Given Names	Mandatory. If mother's first given name is unknown, enter "Unknown". If more than one given name is available, enter up to three – one in each given name box. If you enter the first given name in the first box, skip the second box and enter the second given name in the third box, the program will give you an error message.
City	Mandatory. Enter deceased's mother's city of residence. Click the  button to choose from a list of cities or type a city name.
Prov/State	Enter deceased's mother's province/state of residence if available. Click the  button to choose from a list of provinces/states or type a province/state name. If Prov/State is unknown, enter Unknown Prov/State
Country	Mandatory. Enter deceased's mother's country of residence. Click the  button to choose from a list of countries or type a country name. If unknown, enter Unknown Country

Click the **Next** button to proceed to the *Enter Informant Information* screen.

5 – Enter Informant Information

You use this screen to enter the informant information, the disposition information and the medical certificate number. The informant is the person who provides you with the information for the death registration process. Funeral Home staff cannot be designated as the informant.

The screenshot shows the 'Vital Statistics Agency Death Registration Program' interface. The page title is 'Vital Statistics Agency Death Registration Program'. The main heading is 'Step 5: Please enter the information regarding the Informant, Disposition and Medical Certification:'. The page is divided into three main sections: Informant, Informant Address, and Disposition. The Informant section includes fields for Surname, Given Names, and Relationship to Deceased. The Informant Address section includes fields for Address, City, Prov/State, Country, and Postal Code. The Disposition section includes fields for Type, Date of Burial/Disposition, and Name or Address of Disposition Place. Below these sections is the 'Medical Certification of Death Verification' section, which includes fields for Medical Certificate Number and Has Physician Signed?. The page also features a left sidebar with navigation links and a right sidebar with a Help icon and Contact Us link. At the bottom of the form are 'Previous', 'Save', and 'Next' buttons.

B.C. Home
Vital Statistics
[Home Page](#)
Register Death
1: Death
2: Deceased
3: Birth
4: Parents
5: Informant
6: Summary
Related Links
→ [Ministry of Health](#)
→ [BPCPA](#)
→ [FSABC](#)
→ [Postal Code Lookup](#)
→ [Vital Statistics Act](#)
→ [Funeral Directors Handbook](#)
→ [Supplies Requisition](#)
→ [Death Certificate Order](#)
→ [User Manual](#)

Vital Statistics Agency
Death Registration Program
Help
[Contact Us](#)

Step 5: Please enter the information regarding the Informant, Disposition and Medical Certification:

* Identifies Required Fields

Informant

* Surname
* Given Names
* Relationship to Deceased
If "Other" Specify

Informant Address (Same Address as Deceased)

* Address
* City
Prov/State
* Country
Postal Code

Disposition

* Type
* Date of Burial/Disposition (Mon-dd-yyyy)
* Name or Address of Disposition Place

Medical Certification of Death Verification

* Medical Certificate Number
* Has Physician Signed?

Previous Save Next

Figure 17 – Enter Informant, Disposition and Medical Certification Information Screen

User Guide
Death Registration Program

The table below describes the boxes you need to fill in the *Enter Informant Information* screen, and provides details on each box.

Entry Field Name	Details
Informant Area	
Surname	Mandatory. You must enter information in this box. Enter the informant's surname.
Given Names	Mandatory. Enter the informant's given name(s). If informant's first given name is unknown, enter "Unknown". If more than one given name is available, enter up to three – one in each given name box. If you enter the first given name in the first box, skip the second box and enter the second given name in the third box, the program will give you an error message.
Relationship to Deceased	Mandatory. Click the  button and choose from the list.
Informant Address Area	
Address	Mandatory. Enter informant's number and street address.
City	Mandatory. Enter informant's city of residence. Click the  button to choose from a list of cities or type a city name.
Prov/State	Enter informant's province/state of residence if available. Click the  button to choose from a list of provinces/states or type a province/state name. If Prov/State is unknown, enter Unknown Prov/State
Country	Mandatory. Enter informant's country of residence. Click the  button to choose from a list of countries or type a country name. If unknown, enter Unknown Country
Postal Code	Mandatory. Enter informant's postal code. If prov/state is BC, the system will check to ensure the postal code is a valid BC code.
Disposition Area	
Type	Mandatory. Click the  button and choose from the list.
Date of Burial/Disposition	Mandatory. Use the calendar  icon to pick a date, or enter date in mon-dd-yyyy format, for example: Jun-04-2004.
Name or Address of Disposition Place	Mandatory. Enter the name or address of the place where the deceased's remains will be disposed.
Medical Certificate of Death Verification Area	
Medical Certificate #	Mandatory. Enter the medical certificate document control number from the Certificate of Death.
Has Physician Signed?	Mandatory. Click the  button and choose from the list. If the physician or coroner has not signed, you must contact the physician or coroner and obtain their signature before proceeding. A death cannot be registered in BC without a physician's or coroner's signature.

6 – Validate and Submit a Death Registration

This screen displays all the information you entered for a death registration. You use this screen to check all the information you entered, and ensure it is correct to the best of your knowledge, before submitting the death registration.

The screenshot shows the 'Summary' screen of the Vital Statistics Agency Death Registration Program. The page header includes the British Columbia logo and the Vital Statistics Agency logo. A warning message states: 'This is the final registration step prior to validation. Please ensure all data is correct and valid. The information shown below is the information that will appear on the valid Death Certificate.' The main content area displays the following information: Surname of Deceased: JONES, Given Name(s) of Deceased: ROGER, Date of Death: NOV-02-2009, Sex: MALE, Place of Death: VICTORIA, Age: 59 years, Birth Place: ALBERTA, CANADA, and Residence: VICTORIA, BRITISH COLUMBIA. The left sidebar contains a navigation menu with 'Vital Statistics' and 'Register Death' sections. The 'Register Death' section has a list of steps: 1: Death, 2: Deceased, 3: Birth, 4: Parents, 5: Informant, and 6: Summary (highlighted with a yellow arrow). Below this is a 'Related Links' section with various links. At the bottom of the page, there are three buttons: 'Print Pending Registration', 'Validate', and 'Previous'. The footer contains links for 'COPYRIGHT', 'DISCLAIMER', 'PRIVACY', and 'ACCESSIBILITY'.

Figure 18 – Summary Screen

The program checks the information entered for a death registration before it submits the registration to BC Vital Statistics Agency. If it finds

error(s), an error  button will appear on your screen.

Once you have corrected the errors, come back to the Summary screen,

and click the  button to submit the record again.

After a registration has passed validation successfully, it will be submitted to BC Vital Statistics Agency and the *Registration Confirmation* screen will be displayed.

Correcting Errors



If you get an  button, the program is not happy with something you entered, and it needs to be fixed before the death event will be registered.

When you click the button, a new window will pop up, showing a list of error messages.

You can switch between the error listing window and the program by holding down your Alt key and hitting your Tab key. You can move around in the program to find the place to fix an error by clicking the sidebar links to each screen.

Fix Errors One At A Time

Often, fixing the first error in the list will get rid of a few error messages, so we recommend that you fix the first error, then resubmit the record, and see if you get the error button again. If your change fixed all the errors, the death event will be registered and you will see the screen described below.

If you see the error button again, click it to open the error message list, and fix the first error that is now displayed. If it is the same error you got last time, your fix did not work and you need to try a different fix. If it is a different one, congratulations...you've solved one problem and can go on to the next.

You may have an error listing with fourteen messages, but fixing four errors will solve all the problems.

If you need help understanding how to fix the errors, click the **Help** button.

Once you have corrected the errors, close the error pop up window, and go back to the Summary screen, then click the  button to submit the record again.

User Guide Death Registration Program

After a registration has passed validation successfully, it will be submitted to BC Vital Statistics Agency and the *Registration Confirmation* screen will be displayed.

Registration Confirmation Screen

This screen displays when a death event has been successfully registered, and provides you with the BC Vital Statistics Agency Death Registration Number.

The screenshot shows the registration confirmation screen. At the top left is the British Columbia logo with the tagline 'The Best Place on Earth'. The main header reads 'Vital Statistics Agency Death Registration Program'. On the right is a 'Help' icon and a 'Contact Us' link. The main content area displays the message: 'This Death event has been successfully registered. Registration Number is 200959000111'. Below this message are three yellow buttons: 'Print Death Registration', 'Print Burial Permit', and 'Print Death Certificate'. A note below the buttons states: 'To Print any of the above-named documents: Click the appropriate button to display Document. Print using browser Print function. After printing is complete, please click the "Back" button on the browser to return to this page.' The left sidebar contains navigation links for 'B.C. Home', 'Vital Statistics', 'Home Page', 'Register Death' (with sub-links for 'Create Death Event', 'Search Incomplete', and 'Print Documents'), 'Administration' (with sub-links for 'Add Preferences', 'Remove Preferences', 'Change Password', 'Spoil Certificates', 'Remove Users', and 'Admin Reports'), and 'Related Links' (with a list of external links including 'Ministry of Health', 'BPCPA', 'FSABC', 'Postal Code Lookup', 'Vital Statistics Act', 'Funeral Directors Handbook', 'Supplies Requisition', 'Death Certificate Order', 'User Manual', 'Statutory Declaration', 'Amendment Guide', and 'Previous Vital Info'). At the bottom of the sidebar is an 'Exit this e-service' button. The footer contains links for 'COPYRIGHT', 'DISCLAIMER', 'PRIVACY', and 'ACCESSIBILITY'.

Figure 19 – Successful Registration Screen



Important:

Write the registration number that appears on this screen on the associated medical document.

Click the  button to open Adobe Reader, and display a completed BC Vital Statistics Agency Registration of Death form for printing.

Click the  button to open Adobe Reader, and display a BC Vital Statistics Agency Burial Permit and Acknowledgement of Registration of Death form for printing.

Click the  button to open Adobe Reader, and display a BC Vital Statistics Agency Certificate of Death for printing.

7 – Print Documents

You can print the following documents from this screen:

- Death Registrations (partial or complete);
- Burial Permits; and
- Death Certificates.

If you access this screen directly from the sidebar link on the home page, you will need to enter the Surname of the deceased, and the Registration Number or Medical Certificate Number.

User Guide Death Registration Program

The screenshot shows the 'Print Documents' screen of the Vital Statistics Agency Death Registration Program. On the left is a navigation menu with links for 'B.C. Home', 'Vital Statistics', 'Home Page', 'Register Death', 'Administration', and 'Related Links'. The main content area features search fields for 'Surname of Deceased' and 'Registration Number', with an 'AND' operator between them. Below these are fields for 'Medical Certificate Number' and an 'OR' operator. Four yellow buttons are displayed: 'Print Death Registration', 'Print Burial Permit', 'Print Death Certificate', and 'Print Blank Death Registration'. A central instruction block explains that users must complete the search fields and use the browser's print function. A note at the bottom states that if a Medical Certificate Number is missing for an incomplete death, users should search and retrieve the correct record before printing.

Figure 20 – Print Documents Screen

Click the appropriate button to print the appropriate document.

Click the **Print Death Registration** button to open Adobe Reader, and display a BC Vital Statistics Agency Registration of Death form for printing. You can print this form at any time – a death registration form does not have to be complete, validated and submitted in order to be printed, however the burial permit number will not be issued until the record is validated.

Click the **Print Burial Permit** button to open Adobe Reader, and display a BC Vital Statistics Agency Burial Permit and Acknowledgement of Death form for printing. You cannot print this form until the death registration has been validated and submitted. Once printed, you can record the Burial Permit number on the Registration.

Click the **Print Death Certificate** button to open the *Add/Remove Death Certificates to be Printed for Event* screen. You can enter one or more unique, valid death certificate numbers at this screen to set them up for printing.

Click the **Print Blank Death Registration** button to open Adobe Reader, and display a blank BC Vital Statistics Agency Registration of Death form for printing.

Once you have a document displayed in Adobe Reader, use your computer's Print function to print the document on your printer.

Add/Remove Death Certificates to be Printed for Event Screen

You can use this screen to enter one or more unique death certificate numbers for a single deceased person, and print multiple BC Vital Statistics Agency Certificates of Death for that person.

You can only print a BC Vital Statistics Agency Certificate of Death if the recording of the death event is complete, and the record has been validated and submitted successfully to BC Vital Statistics Agency.

You can only print BC Vital Statistics Agency Certificate of Death certificates for events that have been entered by your organization or another Funeral Home your organization has a relationship with.

The certificate numbers you enter must not have been already used, or spoiled.

User Guide

Death Registration Program

The screenshot displays the Vital Statistics Agency Death Registration Program interface. At the top left is the British Columbia logo with the tagline 'The Best Place on Earth'. The main header reads 'Vital Statistics Agency Death Registration Program'. On the right, there are links for 'Help' and 'Contact Us'. The left sidebar contains navigation options: 'B.C. Home', 'Vital Statistics', 'Home Page', 'Register Death' (with sub-links: 'Create Death Event', 'Search Incomplete', 'Print Documents'), 'Administration' (with sub-links: 'Add Preferences', 'Remove Preferences', 'Change Password', 'Spoil Certificates', 'Remove Users', 'Admin Reports'), and 'Related Links' (with sub-links: 'Ministry of Health', 'BPCPA', 'FSABC', 'Postal Code Lookup', 'Vital Statistics Act', 'Funeral Directors Handbook', 'Supplies Requisition', 'Death Certificate Order', 'User Manual', 'Statutory Declaration', 'Amendment Guide', 'Previous Vital Info'). At the bottom of the sidebar is an 'Exit this e-service' button. The main content area is titled 'Add/Remove Death Certificates to be printed for event:' and shows details for a deceased person: 'Deceased Name: ROGER JONES', 'Death Date: NOV 02 2009', and 'Registration Number: 2009-59-000111'. Below this, there is a 'Certificate Number:' label followed by an empty text input field and a yellow 'Add' button. At the bottom of the page, there are four links: 'COPYRIGHT', 'DISCLAIMER', 'PRIVACY', and 'ACCESSIBILITY'.

Figure 21 – Add/Remove Death Certificates to be Printed for Event Screen

User Guide Death Registration Program

Enter a valid certificate number and click the **Add** button. The screen will redisplay as shown below.

The screenshot displays the Vital Statistics Agency Death Registration Program interface. The header includes the British Columbia logo and the text 'The Best Place on Earth', the Vital Statistics Agency logo, and a 'Help' link. The main content area is titled 'Add/Remove Death Certificates to be printed for event:'. It shows the deceased name 'ROGER JONES', death date 'NOV 02 2009', and registration number '2009-59-000111'. Below this is a form for adding a certificate number, with a text input field and an 'Add' button. A 'Certificate listing:' section shows a single entry with a radio button and the number '11804796', with a 'Remove' button next to it. At the bottom of the listing is a 'Next' button. The left sidebar contains navigation links for 'B.C. Home', 'Vital Statistics', 'Register Death', 'Administration', and 'Related Links'. The footer contains links for 'COPYRIGHT', 'DISCLAIMER', 'PRIVACY', and 'ACCESSIBILITY'.

Figure 22 – Add/Remove Death Certificates to be Printed for Event Screen #2

Buttons

- Click the **Add** button to add another certificate number in order to queue another certificate for printing.
- Click the radio button to the left of a certificate number you wish to delete, then click the **Remove** button to remove a number before printing.
- Click the **Next** button to display the Print Death Certificate Confirmation Screen.

User Guide

Death Registration Program

The screenshot displays the Vital Statistics Agency Death Registration Program interface. On the left is a navigation sidebar with sections: 'B.C. Home', 'Vital Statistics' (containing links for Home Page, Register Death, and Administration), and 'Related Links' (listing various government and service links). The main content area is titled 'Confirm Print Death Certificates for event:' and shows details for a deceased named ROGER JONES, who died on NOV 02 2009, with registration number 2009-59-000111. Below this, a 'Certificate listing:' shows a single entry with the number 11804796. At the bottom of the main area are two yellow buttons: 'Previous' and 'Print Death Certificate'. The footer contains links for COPYRIGHT, DISCLAIMER, PRIVACY, and ACCESSIBILITY.

Figure 23 – Print Death Certificate Confirmation Screen

This screen displays so you can check the information to ensure you wish to print the certificate(s).

- Click the **Print Death Certificate** button to open Adobe Reader, and display BC Vital Statistics Agency Certificate(s) of Death for printing.
- Click the **Previous** button to return to the *Add/Remove Death Certificates to be Printed for Event* screen.



Important:

The certificate number you enter must be one of the certificates issued to your organization that has not yet been used.

7 Search Incomplete Death Events

Sometimes, a death registration is partially completed and saved, or fails validation. These records are stored in the system for up to 60 days as incomplete death events until funeral home staff are able to continue entry, or until they obtain the information to fix an error.

Search Incomplete Death Event Screen

You use this screen to find and display a death registration that is incomplete. You can only search death registrations that have been entered by your organization or another Funeral Home your organization has a relationship with.

If you receive new information on a death registration that has been successfully validated and submitted to the BC Vital Statistics Agency, you must contact your BC Vital Statistics Agency Death Registration Program Help Contact (see Section 1 – Getting Help and Support).

User Guide

Death Registration Program



Vital Statistics Agency Death Registration Program

Help [Contact Us](#)

B.C. Home

Vital Statistics

[Home Page](#)

Register Death

- [Create Death Event](#)
- [Search Incomplete](#)
- [Print Documents](#)

Administration

- [Add Preferences](#)
- [Remove Preferences](#)
- [Change Password](#)
- [Spoil Certificates](#)
- [Remove Users](#)
- [Admin Reports](#)

Related Links

- [Ministry of Health](#)
- [BPCPA](#)
- [FSABC](#)
- [Postal Code Lookup](#)
- [Vital Statistics Act](#)
- [Funeral Directors Handbook](#)
- [Supplies Requisition](#)
- [Death Certificate Order](#)
- [User Manual](#)
- [Statutory Declaration](#)
- [Amendment Guide](#)
- [Previous Vital Info](#)

Exit this e-service

Search Incomplete Death Event

Please enter at least one of the search criteria listed below.

Surname of Deceased

Given Names of Deceased

Date of Death (Mon-dd-yyyy)

Medical Certificate Number

Search Options:

Starts With Ends With Contains Exact Match

COPYRIGHT | DISCLAIMER | PRIVACY | ACCESSIBILITY

Figure 24 – Search Incomplete Death Event Screen

User Guide Death Registration Program

The table below describes the search criteria fields on this screen, and provides details on each field. You do not have to fill in all fields in order to do a search. For example, you could enter only the Medical Certificate Number, or only the Surname and Given Names.



Warning:

If you enter a surname and given name, the program will require that they both match exactly what is already in the system. For example, if the record is stored in the program with the surname and given name initial, and you search on surname and full given name – the program won't find it.

Search Criteria Field Name	Details
Surname of Deceased	Enter the surname.
Given Names of Deceased	Enter the first given name. You can enter up to three given names. We recommend you enter only the first, in order to improve your chances of finding the record.
Date of Death	Use the calendar  icon to pick a date, or enter the date of death in mon-dd-yyyy format.
Medical Certificate Number	Enter the unique number from the Medical Certificate.

If no records are found, an error message will be displayed. Change the information you entered in the search criteria fields and try again.

If one record is found, the *Enter Death Information* screen will be displayed. You can navigate through the screens using the sidebar links to get to the screen in which you want to enter information.

If more than one record is found, the *Search Results for Incomplete Death Events* screen will be displayed.

Search Results for Incomplete Death Events Screen

This screen is displayed when you search for a record, and the program finds more than one matching record.

The screenshot shows the Vital Statistics Agency Death Registration Program interface. The header includes the British Columbia logo and the text 'Vital Statistics Agency Death Registration Program'. A sidebar on the left contains navigation links such as 'B.C. Home', 'Vital Statistics', 'Register Death', 'Administration', and 'Related Links'. The main content area is titled 'Search Results for Incomplete Death Events' and displays a table with one record for 'JONES, ROGER' with a date of death of 'NOV-02-2009'. Below the table is a text instruction: 'To Display/Print the Death Registration Form for an Incomplete Death, choose the event from the list above. Then click the Update Death Record below, and go to the Summary screen. There is a button on that screen to Display/Print the Death Registration Form.' At the bottom of the main area are two buttons: 'Previous' and 'Update Death Record'. The footer contains links for 'COPYRIGHT', 'DISCLAIMER', 'PRIVACY', and 'ACCESSIBILITY'.

Name of Deceased	Date of Death	Medical Certificate #
JONES, ROGER	NOV-02-2009	

To Display/Print the Death Registration Form for an Incomplete Death, choose the event from the list above. Then click the Update Death Record below, and go to the Summary screen. There is a button on that screen to Display/Print the Death Registration Form.

Previous Update Death Record

Figure 25 – Search Results for Incomplete Death Events Screen

If one of the listed records is the one you have been searching for, you can click a radio button  to select a record and click the **Update Death Record** button. The *Enter Death Information* screen will be displayed for the selected record. You can use the sidebar links to get to the screen in which you want to enter information.

User Guide Death Registration Program

If none of the listed records are the one you searched for, click the **Previous** button to return to the *Search Incomplete Death Event* screen and change your search criteria before resubmitting the search.

Spoil Certificate Screen

If there is an error or omission on a printed Death Certificate, a new Death Certificate will need to be issued.

If you issued the incorrect Death Certificate more than 10 days ago, you have to send the customer to the nearest BC Vital Statistics Agency Office.

If you issued the incorrect Death Certificate within the past 10 days, you can print a new one for the customer, and you also have to enter the old one as 'spoiled' to keep your accounts payable to BC Vital Statistics accurate.

The screenshot shows the 'Spoil Death Certificates' screen. At the top left is the British Columbia logo with the tagline 'The Best Place on Earth'. The main header reads 'Vital Statistics Agency Death Registration Program'. On the right, there are links for 'Help', 'Contact Us', and 'Us'. A left-hand navigation menu includes sections for 'B.C. Home', 'Vital Statistics' (with sub-links for Home Page, Register Death, Administration, and Related Links), and 'Related Links'. The main content area is titled 'Spoil Death Certificates' and contains the instruction: 'To Spoil a Death Certificate, please enter the Certificate Number and Press the Submit button:'. Below this is a text input field labeled 'Certificate Number'. At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

User Guide Death Registration Program

The screenshot shows the 'Spoil Death Certificates' page. At the top left is the British Columbia logo with the tagline 'The Best Place on Earth'. The top center features the 'Vital Statistics Agency Death Registration Program' header. On the top right, there are 'Help' and 'Contact Us' links. A left-hand navigation menu includes 'B.C. Home', 'Vital Statistics', 'Home Page', 'Register Death' (with sub-links: 'Create Death Event', 'Search Incomplete', 'Print Documents'), 'Administration' (with sub-links: 'Add Preferences', 'Remove Preferences', 'Change Password', 'Spoil Certificates', 'Remove Users', 'Admin Reports'), and 'Related Links' (with a list of external links). At the bottom of the menu is an 'Exit this e-service' button. The main content area is titled 'Spoil Death Certificates' and contains the instruction: 'To Spoil a Death Certificate, please enter the Certificate Number and Press the Submit button:'. Below this is a text input field labeled 'Certificate Number' and a 'Submit' button. A 'Cancel' button is located at the bottom left of the main content area. At the very bottom of the page, there are four links: 'COPYRIGHT', 'DISCLAIMER', 'PRIVACY', and 'ACCESSIBILITY'.

Figure 26 – Spoil Death Certificate Screen

Do the following steps to ‘spoil’ a Death Certificate:

1. Collect the incorrect Death Certificate from the customer.
2. Call the Regional Manager and describe the error that needs to be fixed. The Regional Manager will fix the error in the death record at BC Vital Statistics.
3. Go to the *Spoil Certificates* screen, and enter the certificate number for the incorrect Death Certificate.
4. Click the **Submit** button. The Spoil Certificate Confirmation screen will be displayed.

User Guide
Death Registration Program

5. Check the information to confirm you wish to spoil this certificate. Once you have done so, click the **Spoil** button to finish.
6. Go to the *Add/Remove Death Certificates to be Printed for Event* screen, enter the Deceased's Surname and Registration Number, and click the Display Death Certificate button.
7. Enter a new certificate number and print the new certificate.
8. Return the spoiled certificate number to BC Vital Statistics.

The screenshot shows the 'Spoil Death Certificate Confirmation' screen. At the top left is the British Columbia logo with the tagline 'The Best Place on Earth'. The top center features the 'Vital Statistics Agency Death Registration Program' header. On the top right, there are 'Help' and 'Contact Us' links. A left-hand navigation menu includes 'B.C. Home', 'Vital Statistics', 'Home Page', 'Register Death' (with sub-links for 'Create Death Event', 'Search Incomplete', and 'Print Documents'), 'Administration' (with sub-links for 'Add Preferences', 'Remove Preferences', 'Change Password', 'Spoil Certificates', 'Remove Users', and 'Admin Reports'), and 'Related Links' (with a list of links including 'Ministry of Health', 'BPCPA', 'FSABC', 'Postal Code Lookup', 'Vital Statistics Act', 'Funeral Directors Handbook', 'Supplies Requisition', 'Death Certificate Order', 'User Manual', 'Statutory Declaration', 'Amendment Guide', and 'Previous Vital Info'). At the bottom of the menu is an 'Exit this e-service' button. The main content area is titled 'Spoil Death Certificate Confirmation' and contains the following text: 'The following Death Certificate will be marked as Spoiled. Please confirm the death event information related to this Certificate (if any), and press the Spoil button below if you wish to continue.' Below this is a note: 'Note: This action can only be reversed through Vital Statistics.' A table of certificate details is displayed: Certificate Number: 11804796, Registration Number: 2009-59-000111, Name of Deceased: ROGER JONES, and Date of Death: NOV 02 2009. At the bottom of the main content area, there are two yellow buttons: 'Previous' and 'Spoil'. At the very bottom of the page, there are four links: 'COPYRIGHT', 'DISCLAIMER', 'PRIVACY', and 'ACCESSIBILITY'.

Figure 27 – Spoil Death Certificate Confirmation Screen

User Guide
Death Registration Program

When you have spoiled a certificate successfully the pop up confirmation window below will display.

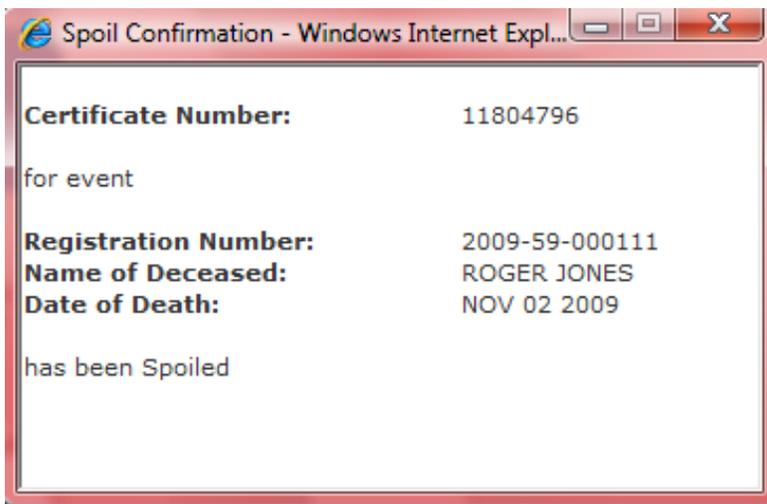


Figure 28 – Spoil Death Certificate Popup Screen