DPH MAVEN TRAINING PROCESS CHECKLIST
New User Requests – Medical Reserve Corps (MRC)

**MRC Coordinator & Local Health Dept:**

☐ MRC Coordinator identifies interested MRC volunteers and provide a roster to applicable local health department(s)

☐ Local health department provides written permissions of volunteers to be granted MAVEN access (maventraining@mass.gov)

☐ Local health department provides volunteer with non-generic municipal email address (i.e. joe.smith@town.org) and provides instructions to complete MAVEN training

**MRC Volunteer:**

☐ Upon receipt of municipal email, request MAVEN access through the online user request form (3 days to process): [http://bit.ly/mavenrequest](http://bit.ly/mavenrequest)

☐ Receive an email from the MAVEN training team with training materials and instructions

☐ Review MAVEN Privacy and Confidentiality documents

☐ Register for MAVEN 101 training using the Population Health Exchange (PHX) website

☐ Watch MAVEN 101 PHX training (on your own time)

☐ Complete proficiency test (on your own time)

☐ Watch Part 1 and Part 2 COVID-19 Investigations trainings (on your own time)

☐ Receive an email from MDPH training staff acknowledging that your training has been completed and your information has been submitted to the Virtual Gateway

☐ Receive an email from the Virtual Gateway with login details

*Please note these requests this can take 5-7 business days to process. Please check your spam folder for emails from the Virtual Gateway.*

☐ Once you have set up your account, please connect with your local health department to begin contact tracing

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IMPORTANT REMINDERS

- This process can take **a total of 1-2 weeks** depending on when the user request form is submitted.
- We are only accepting request forms for those **conducting active case investigation and follow up**. Access is restricted for privacy purposes and data sharing is not allowed outside of those conducting case investigation and contact tracing.
- New users must have written permission from their local board of health authority to be granted MAVEN access (this can be emailed to maventraining@mass.gov)
- New users must have a town organizational email address (e.g. first.last@town.org)
- Local Health Departments are advised to check their communication events frequently to stay up to date on who is online for their town.
- **Once you receive access, please remember to log into MAVEN weekly or your account will be deactivated.**

NEED HELP OR HAVE QUESTIONS?

- Tip sheets and other MAVEN resources are available on the **MAVEN help section**.
- If you have questions specific to MAVEN processes or requirements, please reach out to maventraining@mass.gov