



## MMA Frequently Asked Questions

### **Why did we create the MMA?**

To simplify the paperwork process and provide permanent data storage of deceased's removal and transfer records.

### **Why would I use the app?**

To simplify the tracking of a deceased from the place of death to final disposition.

### **How do I register for the service?**

1. [Click the register link here](#)

### **How do I download the app?**

1. Mortician's Mobile App can be downloaded from your phone at the Apple iStore or Google Play store.

### **How do I access my dashboard?**

1. [Click the login link here](#)

### **How do I create a removal certificate?**

In the app, click the Removal Certificate button on the home screen.

### **How do I view, edit, or send a removal certificate from the app?**

Click the history button at the bottom of the home screen, click the three dots on the right of the relevant certificate, then click edit.

### **How do I view, edit, or send a removal certificate from the dashboard?**

In the dashboard, click on certificates in the left side menu, then scroll to the relevant certificate and click the edit button.

### **What constitutes a “certificate”?**

A case, a death, a removal certificate.

### **How do I print QR codes?**

1. In the app, while viewing the Removal Certificate, then click on the menu (three dots) on upper right of the of the screen.
2. In the dashboard, click on the QR code icon associated with the relevant certificate.



### **What forms can I print out from the app or dashboard?**

1. Removal Certificate
2. Universal Identification System Tracking Document
3. Release of Cremated Remains document
4. Transfer of Custody document

### **How do I access a previous removal?**

1. In the app, click on the history icon at the bottom of the home screen.
2. And the dashboard, click on certificates in the left side menu.

### **Where do I get Avery labels to make QR code labels?**

1. Avery labels #8162 can be purchased at any office supply store.
2. [Click here to purchase label sheets online at Office Depot](#)

### **How do I email the removal certificate to a hospital or other?**

1. In the app, from the relevant certificate screen, click on the menu (three dots) on upper right of the of the screen
2. On the relevant certificate screen, scroll down to the “Email” button.

### **How do I document the transfer of a body or remains?**

1. In the app, scroll to the bottom of the relevant certificate and click Next Form until the Transfer of Custody Form appears.
2. In the dashboard, click on certificates in the left side menu, then scroll to the relevant certificate and click the edit button.

### **How do I email documentation of a transfer?**

1. In the app, from the Transfer of Custody form screen, click on the menu (three dots) on upper right of the of the screen.
2. On the Transfer of Custody form screen, scroll down to the “Email” button.

### **How do I record the Universal Identification Band number?**

1. In the app, click history from the bottom of the home screen, select the relevant certificate, click Edit, scroll to the bottom of the form and click Next Form until the Universal Identification form appears. Enter the band number in the appropriate field.
2. In the dashboard, click on certificates in the left side menu, then scroll to the relevant certificate and click the edit button. Scroll down and enter the band number in the appropriate field.



### **How do I take a picture of the UIS band?**

In the Universal Identification System form in the app, scroll down to Choose to select or capture a picture.

### **Do I have to use the Universal Identification System with the App?**

No. The mortician's mobile app can be used with or without the universal identification system.

### **How do I ensure the proper identification of the deceased?**

The only way to ensure the proper identification of the deceased is to use the [Universal Identification System](#)

### **How do I change my profile information?**

1. In the App, click on the Profile icon at the bottom right. Change any profile information then click Update.
2. In the dashboard, click Edit Your Profile in the left hand menu.

### **How do I change the password on my account?**

In the dashboard, click Edit Your Profile in the left hand menu.

### **How do I add employees to my account?**

In the dashboard, click the Employees menu item on the left side menu. Then click Add Employee.

### **How do I delete employees from my account?**

In the dashboard, click the Employees menu item on the left side menu. Scroll to the relevant employee, then click the Edit icon on the far right.

### **Can my employees make changes to my account?**

No. Only a user logged in as an Administrator can make changes in the dashboard. Account changes cannot be made from the app.

### **How do I change my subscription?**

In the dashboard, click the Subscription menu item on the left side menu. You can view and change your subscription level here.

### **How do I cancel my subscription?**

In the dashboard, click the Subscription menu item on the left side menu. You can cancel your subscription here. No refunds will be issued for cancelled subscriptions.



**How many Removal Certificates (cases) are included in the subscription?**

1. Monthly subscriptions include 100 Certificates per month. Each additional Certificate during that month is charged \$0.60.
2. Annual subscriptions include 1,200 Certificates per year. Each additional Certificate during that year is charged \$0.60.

**How do I let you know about a problem I'm having with the app or dashboard?**

1. Your answer might be in these frequently asked questions!
2. Email questions to [info@morticiansmobileapp.com](mailto:info@morticiansmobileapp.com) (recommended)
3. Call +1 612-204-2001