

# Introduction to the New FamilySearch

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The new FamilySearch is an Internet site that helps members of The Church of Jesus Christ of Latter-day Saints perform temple ordinances for their ancestors.

You can find FamilySearch at <https://new.familysearch.org>.

## **What the New FamilySearch Does**

FamilySearch (<https://new.familysearch.org>) makes it easy to do the following:

- See what information the Church has about you and your ancestors.
- Work with others on shared family lines.
- Add new information and make corrections.
- Prepare the names of your ancestors for temple ordinances.

### ***See What Information the Church Has about You and Your Ancestors***

In FamilySearch, you can easily see what information the Church already has about you and your ancestors. In addition to names, dates, places, and relationships, you will also see notes and sources if the original contributors provided them.

FamilySearch contains hundreds of millions of records about individuals. This information came from many different sources:

- Information that users enter directly into FamilySearch or contribute with a GEDCOM file.
- Ancestral File and Pedigree Resource File. FamilySearch contains information from these computerized databases, which the Church published to help Church members and other family history enthusiasts coordinate family history research.
- Church membership records. FamilySearch contains information from membership records of The Church of Jesus Christ of Latter-day Saints. Much of this information is about living people. For information about how FamilySearch protects information about living people, see “Protecting Privacy Rights” on page 13.
- Temple ordinance records. FamilySearch contains information about temple ordinances that have been performed.

### ***Work with Others on Shared Family Lines***

FamilySearch helps you work with others to make sure your family history is as accurate and complete as possible. To make this possible, FamilySearch keeps track of who contributes which information. Depending on how much contact information a contributor chooses to display, you may be able to contact him or her by e-mail, standard mail, or telephone.

As you look at your family history in FamilySearch, you will find places where an ancestor is missing or has incomplete information. When this happens, you first want to see if someone else has added that individual:

- Before you add a new individual or family, search FamilySearch to see if someone else has already added that information. If you find it, you can just connect it to your family line. There is no need to enter it again. For instructions on adding new individuals to a family line, see “Adding Individuals to Families in Your Family Line” on page 80.
- Another way to see if someone else has already entered information about an individual is to see if FamilySearch can find any possible duplicates. If it finds a possible duplicate, you decide if the information is about the same individual. If so, you can combine the information. All of the information will be preserved. For more information about possible duplicates, see “Finding and Combining Duplicate Records” on page 131.

After an individual’s information is combined into one record, everyone can see and work on it together to:

- Evaluate the accuracy of the information
- Make corrections if needed
- Add notes and sources
- Dispute incorrect information
- See that temple work is done if needed

### ***Add New Information and Make Corrections***

In FamilySearch you will find yourself in an environment where you can work with others to identify the correct information and preserve the most accurate information that can be found about your family.

- FamilySearch protects your information. When you contribute information, only you can change or delete it. If other users contribute different information about the same ancestor, FamilySearch keeps this new information in addition to your information.
- In FamilySearch, you can easily add new information. You can also correct the information that you added previously.
- Information about deceased individuals is available instantly to other users. If you contribute information about individuals who may still be living, only you will be able to see it. For more information, see “Protecting Privacy Rights” on page 13.
- Instead of providing other information, some users may indicate disagreement with a piece of information. This is called “disputing.” A user who enters a dispute should include a detailed explanation so that everyone can see why he or she believes the information is incorrect. The dispute can then start a discussion among contributors, which will ideally lead to the most correct information being identified and preserved and incorrect information being removed.
- You can choose not to see information that was contributed by others. For instructions, see “Setting Preferences” on page 25.

### ***Do Temple Ordinances for Your Ancestors***

FamilySearch simplifies the process of preparing the names of your ancestors for temple ordinances.

- FamilySearch automatically determines whether there is enough information for an individual’s or family’s temple ordinances to be done. If there is, FamilySearch tells you that the ordinances are “Ready.”

- FamilySearch then helps you determine if the ordinances have already been completed.
- If the ordinances are not already completed, FamilySearch helps you prepare a “Family Ordinance Request,” which is a report that you can take to the temple to do the ordinances.

## **Protecting Privacy Rights**

To protect the privacy rights of living people, FamilySearch limits the amount of information that you can see about individuals who may still be living.

- If you contribute an individual who might be living, only you can see him or her. Other users, even close relatives and the individuals themselves, cannot.
- Some of the information that you see about you and your immediate family came from Church membership records. From these records, you can see the following information about individuals in your family if they are still living:
  - The names and genders of your current spouse, parents, grandparents, and other direct ancestors.
  - The names, genders, and birth dates of your children who are younger than 18 years old.
  - The names and genders of your children who are more than 18 years old.
- You will not be able to see ordinance information for any individual who is still living, including yourself. Only local priesthood leaders are authorized to provide that information.
- When a Church member dies, FamilySearch displays information from his or her Church membership record when the ward or branch clerk enters information about the death onto his or her Church membership record.

## **How FamilySearch Determines If an Individual May Still Be Living**

FamilySearch considers that an individual may be living if both of the following situations apply:

- He or she was born at least 110 years or married at least 100 years ago.
- The record contains no death information.

## **How FamilySearch Displays Living People**

In FamilySearch, you can easily identify individuals who may be living.

The screenshot displays the FamilySearch interface. At the top, the user is logged in as Miguel Delgado Villegas. The main area shows a family pedigree with details. A red box labeled '1' highlights the name 'Miguel Delgado Villegas' in italics within the pedigree. Below the pedigree, a detailed view of Miguel Delgado Villegas (1967-) is shown, with a red box labeled '2' highlighting the word 'Living' next to his name. The detailed view includes a summary, details, LDS Ordinances, Time Line, Map, Parents and Siblings, Spouses and Children, and Possible Duplicates. The details section shows personal information, name information, gender information, and event information.

Name Information		Contributors
<b>Name:</b> Miguel Delgado Villegas	<a href="#">Edit</a>	<a href="#">Lynne</a>
Gender Information		Contributors
<b>Gender:</b> Male	<a href="#">Edit</a>	<a href="#">Lynne</a>
Event Information		Contributors
<b>Birth:</b> 18 August 1967 Huaraz, Ancash, Peru	<a href="#">Edit</a>	<a href="#">Lynne</a>
<b>Death:</b>	<a href="#">Add</a>	

- 1 In the details and on the family pedigree, the individual's name is displayed in italics. The text is lighter than the names of deceased people.
- 2 In the details, the word "Living" appears next to the individual's name.

## Seeing Information about Living Relatives

If you want to see information about your living grandchildren, in-laws, aunts, uncles, and cousins, and other relatives that FamilySearch does not show, you must contribute their information yourself.

But remember, only you will be able to see this information.

## Registering to Use the New FamilySearch

Before you can use the new FamilySearch, you need to register. Registration is required so that we can protect your privacy and the information that you contribute to the new FamilySearch.

Even if you have already registered to use the [www.familysearch.org](http://www.familysearch.org) Internet site, you still need to register to use the new FamilySearch (<https://new.familysearch.org>). If no one else has already registered with your user name from [www.familysearch.org](http://www.familysearch.org), you

can use the same user name as your sign-in name for the new FamilySearch. You can use the same password in both places as long as it meets the security requirements for both places.

## **Information You Should Obtain Before You Register**

Before you register, please contact your ward or branch membership clerk. He can provide your membership record number and confirmation date, which you will need when you register.

You will use your membership record number and confirmation date once at the beginning of the registration process. You will not need them again unless you forget your sign-in name.

### ***Membership Record Number***

This number appears on your Church membership record and on temple recommends.

**Note:** Because your membership record number is copied by hand onto your temple recommend, it may contain errors. If you have problems registering, please ask your ward or branch membership clerk to verify the number.

### ***Confirmation Date***

This is the date that you were confirmed a member of The Church of Jesus Christ of Latter-day Saints.

## **Information That You Will Need to Select or Create When You Register**

When you register, you will need to select or create the following information:

- Sign-in name
- Password
- Password recovery questions
- Contact name
- Contact information

### ***Sign-in Name***

A sign-in name is a sequence of characters that you select to identify yourself. You will need to enter both your sign-in name and your password each time you use FamilySearch. You should always keep your sign-in name private and not give it to others.

### ***Password***

A password is a sequence of characters that you select to help you sign in to the computer system. You will need to enter both your sign-in name and your password before you can use FamilySearch. You should choose a password that you will be able to remember but that others cannot guess. You should always keep your password private and not give it to others.

### ***Password Recovery Questions***

A password recovery question is a question that you select and answer during the registration process. If you forget your password, you can answer the password recovery questions to validate your identity. Then FamilySearch allows you to create a new password.

### ***Contact Name***

Your contact name is the name that you choose to represent yourself to other people who use FamilySearch. It can be an abbreviation of your full name, a nickname, or any other name that you choose. Your contact name can either reveal or conceal your identity. You can choose a contact name that hides your identity, and you can also provide an e-mail address or mailing address that others can use to contact you. When others contact you, you can choose whether to reveal more information about yourself.

### ***Contact Information***

By providing contact information, other people who are doing research on lines that connect with yours can contact you and share information they have gathered. You can use contact information to get in touch with others who might be related to you. FamilySearch automatically displays your contact name with every piece of information that you contribute. You can choose to have FamilySearch also display the following information:

- Your full name
- Telephone number
- Mailing address
- E-mail address

## **Protecting Your Personal Information**

Every effort is made to ensure that your personal information is protected. Please see the FamilySearch privacy policy for more information. You will find a link to this policy at the bottom on the Home page.

## **How to Register to Use the New FamilySearch**

Before you register, be aware of the following:

- Currently, only Church members are allowed to use the new FamilySearch. You will need to provide your membership record number and the date when you were confirmed a member of the Church. If you do not have this information, please see your ward or branch clerk before you begin the registration process. Eventually, the new FamilySearch will be available to all people.
- The new FamilySearch is being released to a few temple districts at a time. If it has not yet been released to your temple district, you will not be able to register. If you do not know if it has been released to your temple district, please contact a family history consultant or your priesthood leaders.
- You must be at least 12 years old to register for the new FamilySearch.

Before you can use the new FamilySearch, you must register. Use these instructions to register.

1. Go to <https://new.familysearch.org>.
2. If you want to use a different language from the one shown on the page, click the language drop-down list, and click the language you want.  
Currently, FamilySearch is available in English, Spanish, Portuguese, French, German, Chinese, Japanese, and Korean.  
The Welcome page is displayed in the language that you select. The registration pages will also be displayed in this language.
3. On the Welcome page, click **New users register here**.

The screenshot shows the FamilySearch Welcome page. At the top left is the FamilySearch logo with the text "Welcome to the new FamilySearch". On the top right, there is a language dropdown menu set to "English" and a small box with the number "1". Below the logo is a quote from President Gordon B. Hinckley: "From the very beginning of this Church, its members have been under religious obligation to identify their ancestors. -President Gordon B. Hinckley". The main content area is divided into two columns. The left column contains a sign-in form with fields for "Sign-in name" and "Password", each with a "Forgot?" link, and a "Sign In" button. Below the form is a link to "Register for the new FamilySearch" with a box containing the number "2". Underneath are two links: "Do I need to register?" and "Click here if nothing happens when you attempt to register". The right column contains two sections: "News and Updates" with a link to "Click here to view a list of recent updates to the new FamilySearch." and "Previous FamilySearch" with a link to "Click here to go to the previous FamilySearch Internet." At the bottom, there is a footer with "THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS", "Conditions of use | Privacy policy", and "©2006 Intellectual Reserve, Inc. All rights reserved."

1. Select the language to use for the Welcome page and the registration pages.
2. To begin registering, click here.

A pop-up screen appears.

**Note:** If you click **New users register here** and nothing happens, your pop-up blocking software might be blocking this page. Try turning your pop-up blocking software off.

4. Enter the requested information, including the text that appears in the box as a security measure.

**Register for the New FamilySearch**  
**Enter Your Membership Record Number and Confirmation Date**

Your ward or branch clerk can provide this information for you.

**Membership record number**  
 -  -  **1**  
 Example: 009-8765-4321

**Confirmation date**  
   **2**  
 Example: 11 March 1945

**Enter the text from the following picture**  
 **3**

This is a security measure to help FamilySearch prevent automated registrations.

**Help**

**Common Questions**

- Why do I need to enter my membership record number and confirmation date?
- What is a membership number? Where can I find it?
- If I'm not a member of the Church, can I register?
- What is a confirmation date?

To provide feedback, send an e-mail message to:  
[support@familysearch.org](mailto:support@familysearch.org)

- a. Enter your membership record number.
  - b. Enter your confirmation date.
  - c. Enter the letters and numbers in this box into the blank field.
- Note:** The text in the box is purposely difficult to read. It is a security measure to prevent computer hackers from using automated methods to guess valid membership record numbers and confirmation dates.
5. Click **Continue**.  
 FamilySearch finds the name of the individual whose Church membership record matches the membership record number and confirmation date that you entered.
  6. Review the information, and indicate if it is you.
    - If it is you, click **Yes—Continue**.
    - If it is not you, click **No**, and reenter your membership record number, confirmation date, and the text that appears in the box as a security measure.
  7. Read the page that lists the conditions of use.
    - If you agree, click **I Agree**.
    - If you disagree, click **Cancel**. You will not be allowed to register to use FamilySearch.

After you agree with the conditions of use, you will see your user profile.
  8. Fill out your user profile:  
 Some information on your user profile appears automatically because it is on your Church membership record. Fields with an asterisk (\*) are required.
    - a. Review the address shown in the Membership record address field. If you choose to have FamilySearch display your mailing address, this is the address that will be displayed.
    - b. If you want FamilySearch to display a different address, uncheck **Use this address to contact me for FamilySearch purposes**. Then enter the mailing address



that you would like to use if anyone, including a support office, needs to contact you by mail.

If the address in the membership record address field is incorrect, please contact your ward or branch membership clerk. He will be able to correct it for you. After the clerk adds your correct address to your Church membership record, the correct address will automatically appear in your user profile in FamilySearch.

- c. If it is not already in the Phone field, enter your telephone number.  
Your phone number will be used by FamilySearch Support if they need to talk to you to resolve a question or problem that you send using the Feedback feature.
- d. If you would like to be contacted by e-mail, enter your e-mail address in the E-mail address field.
- e. In the Enter e-mail again field, enter your e-mail address again.
- f. Click **Continue**.

**Tip:** If you later want to display a different address, get a different e-mail address, or change your mind about how much contact information you want FamilySearch to display, you will be able to make changes in your user profile and preferences.

9. Enter a sign-in name for yourself, and click **Continue**.

**Note:** Your sign-in name must contain between 3 and 36 characters. You will not be able to change your sign-in name after you complete the registration process. If you forget it, you will be able to use your membership record number and confirmation date to retrieve it.

10. Enter your password twice, and click **Continue**.

**Note:** Your password must contain at least 8 characters. At least one character must be a letter, and at least one must be a number. You will be able to change your password after you register. If you forget it, you can use your sign-in name and the password recovery questions that you select in the next step to retrieve it.

11. Select your password recovery questions:
  - a. Click the drop-down list, and click a question whose answer is easy for you to remember and won't change.
  - b. In the field beneath the drop-down list, enter an answer for the question.
  - c. Repeat steps a and b for the remaining password recovery questions.
  - d. Click **Continue**.

**Note:** You will be able to select different password recovery questions after you register. If you forget your password and then find that you have forgotten the answers to your password recovery questions, however, you will need to contact a support office for help.

12. Enter a contact name for yourself, and click **Continue**.

**Note:** Do not use diacritics or periods in your contact name.

**Important:** You will not be able to change your contact name after you finish the registration process, so make sure to pick a name that you are comfortable with.

13. Click the box for each type of contact information that you would like FamilySearch to display for each piece of information that you contribute. You have these choices:
  - Contact name. (Required).
  - Full name.
  - E-mail address.

**Note:** If you are younger than 18 years, you will not be able to display your e-mail address.

- Mailing address.
- Telephone number.

14. Click **Continue**.

**Important:** You will not be able to change your contact name after you finish the registration process, so make sure to pick a name that you are comfortable with.

15. Review the information that you provided.

- If you find errors, click the **Edit** link that is next to the information you want to change. After you correct the information, you will need to go back through the rest of the registration process until you see the summary page once again.
- To print a copy of the summary page, click **Print**.

**Tip:** Your password and the answers to your password recovery questions do not appear on the summary page. Nor will they be printed. If you are concerned that you will forget this information, write it on the printout. Then store this printout in a place where you can find it again if needed and where it will be protected from others seeing it.

16. Click **Done**.

You are registered to use the new FamilySearch. The Home page appears.

Miguel Delgado Villegas | Sign Out ▶

Home Me and My Ancestors Search Add Information Temple Ordinances

Help with This Page **2**

**Welcome Miguel Delgado Villegas**

Help Me Get Started with Family History **1**  
 Learn How to Use FamilySearch

**See Me and My Ancestors**  
 Search for Ancestors  
 Add Information  
 Temple Ordinances

Sign in to Help Someone Else  
 Update My User Profile  
 GEDCOM Files That I Added ▼  
 Help Center

Families and individuals that are reserved for temple ordinances ([see list](#))

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**1** Click these options to learn more about using FamilySearch.

**2** Click here to use the help features that are available in FamilySearch.

The next time you want to use the new FamilySearch, you will simply need to enter your sign-in name and password. You do not need to register again.

## Signing in to Use the New FamilySearch

Each time you use FamilySearch, you will need to sign in. Signing in allows FamilySearch to give you the following benefits:

- It can show you the information that it has about you and your ancestors.
- It can list you as the contributor of all changes that you make to information in the system.
- It can protect the information that you contribute to the system from change by others. Since it knows what information you contribute while you are signed in, it can prevent anyone else from changing it.

### How to Sign in

Before you can sign in, you must have first registered to use the new FamilySearch. You also need to know the sign-in name and password that you chose during registration.

Signing in allows you to use FamilySearch.

1. Go to <https://new.familysearch.org>.
2. If you want to use FamilySearch in a language different from the one shown on the page, click the language drop-down list, which is located in the upper-right portion of the page. Then click the language you want.

**Note:** If you always want to use FamilySearch in a specific language, change your preferences. If you select a language in your preferences, you will not have to select that language each time you sign in. Your preferred language will appear automatically. The language setting in your preferences also specifies the language that will be used on your family ordinance cards.

The screenshot shows the FamilySearch login interface. At the top right, there is a language drop-down menu labeled '1' with 'English' selected. Below this is a quote from President Gordon B. Hinckley. The main login area contains a 'Sign-in name' field labeled '2', a 'Forgot?' link, a 'Password' field labeled '3', another 'Forgot?' link, and a 'Sign In' button. Below the login fields are links for 'Register for the new FamilySearch', 'Do I need to register?', and 'Click here if nothing happens when you attempt to register'. To the right, there are sections for 'News and Updates' and 'Previous FamilySearch' with corresponding links and images. At the bottom, there is a footer with the Church of Jesus Christ of Latter-day Saints logo, 'Conditions of use | Privacy policy', and copyright information for 2006 Intellectual Reserve, Inc.

- 1 Language drop-down list
- 2 Sign-in name field
- 3 Password field

3. In the **Sign-in name** field, enter the sign-in name that you chose when you registered.
4. In the **Password** field, enter the password that you chose when you registered. Instead of the characters you type, asterisks (\*) appear in the Password field. This prevents others from seeing your password.
5. Click **Sign In**.  
FamilySearch gives you the opportunity to see an overview titled "Introduction to FamilySearch."
6. Decide whether you want to see the overview:
  - To see the overview, click **Start the Overview**.
  - Or to skip the overview, click **Skip the Overview**.

**Note:** If you do not want FamilySearch to give you the opportunity to see this overview each time you sign in, click **Don't show this page on start-up**. If you change your mind and want FamilySearch to again give you the opportunity to see this overview each time you sign in, change your preferences.

**Note:** If the conditions of use have changed, you will see them again. Read the new conditions of use, and click **Close**.

The Home page appears. If you chose to see the overview, it will start automatically. It contains several audio files. If you have a dial-up Internet connection, it will take some time for these files to load.

## How to Find a Forgotten Sign-in Name

You will need to provide your membership record number and confirmation date, as you did when you first registered.

**Tip:** If you have forgotten both your sign-in name and password, find your sign-in name first. Then change your password.

If you have forgotten your sign-in name, FamilySearch can find it for you.

1. Click the **Forgot?** link that is next to the **Sign-in name** field.  
A pop-up screen appears.
2. Click **If you are a member of The Church of Jesus Christ of Latter-day Saints, click here.**
3. Enter your membership record number, confirmation date, and the text that appears in the box as a security measure.

**Note:** The text in the box is purposely difficult to read. It is a security measure to prevent computer hackers from using automated methods to guess valid membership record numbers and confirmation dates.

4. Click **Continue.**  
FamilySearch finds the name of the individual whose Church membership record matches the membership record number and confirmation date that you entered.
5. Review the information, and indicate if it is you.
  - If it is you, click **Yes—Continue.**
  - If it is not you, click **No**, and enter your membership record number, confirmation date, and the text in the bottom box again.

FamilySearch displays a page that shows your sign-in name.

6. Indicate what you want to do next:
  - If you know your password, click **Click here to sign in to the system.**
  - If you have also forgotten your password, click **Click here if you forgot your password.**

The pop-up screen disappears, and you can now sign into the system.

## How to Change a Forgotten Password

To change a forgotten password, you must know your sign-in name. If you have forgotten it, find it first. Then change your password.

When you registered to use FamilySearch, you provided answers to 3 password recovery questions. If you forget your password, you simply enter the answers to 2 of these questions. FamilySearch then lets you create a new password.

1. Click the **Forgot?** link that is next to the **Password** field.  
A pop-up screen appears.  
**Note:** If you click **Forgot?** and nothing happens, your pop-up blocking software might be blocking this page. Try turning your pop-up blocking software off.
  2. Enter your sign-in name, and click **Continue**.  
FamilySearch displays 2 of the 3 password recovery questions for which you provided answers when you first registered to use FamilySearch.  
**Note:** If you forgot your sign-in name, click **I forgot my sign-in name**.
  3. Enter the answers to both questions.  
The answers must match exactly what you entered when you registered.  
**Note:** If you have forgotten your password security questions, click **Help**, located in the upper-right portion of the page, to contact a support office. Someone there will help you reset your security questions.
  4. Click **Continue**.  
FamilySearch lets you choose a new password.
  5. Choose a password, and enter it twice.  
Instead of the characters you type, asterisks (\*) appear in the Password fields. This prevents others from seeing your password.
  6. Click **Continue**.  
FamilySearch tells you that your password has been changed.
  7. Click **Done**.  
Your password is changed.
- FamilySearch signs you in. The Home page appears.

## Changing Your User Profile

When you register, FamilySearch creates a user profile for you. After you register, you can change some of information in your profile. You can change:

- Preferred name. This is the name FamilySearch uses on the Home page.
- Password
- Preferences
- E-mail address
- Mailing address and phone number
- Helper access number

You cannot change your sign-in name, contact name, password recovery questions, or information that came from your Church membership record, including full name, address, birth date, confirmation date, and membership record number. To change information that came from your membership record, please talk to your ward or branch membership clerk.

## How to Change Your User Profile

When you register, FamilySearch creates a user profile for you. After you register, you can change some of the information in your profile.

1. Click the **Home** tab.
2. Click the **Update My User Profile** link.  
A pop-up screen where you can enter your password appears.
3. Enter your password, and click **Done**.  
Instead of the characters you type, asterisks (\*) appear in the Password field. This prevents others from seeing your password.
4. Make the needed changes.

**Tip:** To change the mailing address that FamilySearch shows for you, you may need to uncheck **Use the address above to contact me for FamilySearch purposes**. Fields in which you can enter a different address will then appear.

5. Click **Done**.

Your changes are saved. If you changed your preferred name, that name now appears on the Home page.

## Setting Preferences

Preferences are choices you can make that determine how certain features in FamilySearch work. In the current version of the system, you can set the following preferences:

- You can select whether you see all of the information in FamilySearch or only information that you contribute.
- You can select whether FamilySearch displays your full name, telephone number, e-mail address, and mailing address in addition to your contact name. This information appears when you contribute information to FamilySearch.
- You can select what FamilySearch should do with ordinances when you contribute a GEDCOM file. FamilySearch can automatically hold all of the ordinances for you to perform or allow others to do the ordinances.
- You can indicate whether you want your default Search page to have separate fields for first and last names or a single field in which you enter both names. Later, when you use the Search page, you can switch between the **Single name field** and **Multiple name field** options as needed. This preference setting determines which option appears first. The **Multiple names fields** option is particularly useful in the following situations:
  - Finding individuals with more than one last name (such as individuals with Spanish or Portuguese names)
  - Finding individuals with names recorded in Chinese, Japanese, or Korean characters.
  - Finding individuals with patronymic names (based on the father's first name) or toponymic names (based on a place-name.)
- You can select whether you want to see overviews automatically when you use the system.
- You can select the language in which you use FamilySearch.

**Tip:** If you want to use FamilySearch in a specific language, select that language in your Preferences. Then no matter what computer you use, you will always use FamilySearch in that language. Your family ordinance cards will also be in that language.

## How to Set Preferences

Preferences are choices you can make that determine how certain features in FamilySearch work.

1. Click the **Home** tab.
2. Click **Update My User Profile**.  
A pop-up screen where you can enter your password appears.
3. Enter your password, and click **Done**.  
Instead of the characters you type, asterisks (\*) appear in the Password field. This prevents others from seeing your password.
4. Click the **Preferences** tab.
5. Make the needed changes.
6. Click **Done**.

Your preference changes are saved.

## Getting Help

You can get help learning and using FamilySearch in several ways:

- You can get personal help to learn how to use FamilySearch.
- You can use the help features in FamilySearch. These features include the following:
  - Answers to common questions
  - Overviews
  - Printable instructions
  - Help Center

If needed, you can also have someone else use FamilySearch for you. See “Using Family Search for Someone Else” on page 28.

## Obtaining Personal Help to Learn FamilySearch

People in your ward and stake have been called to help you learn to use FamilySearch.

### ***Family History Consultants***

A family history consultant is an individual who is called to help Church members do family history. Consultants can help you with the following types of tasks:

- Start your family history.
- Use FamilySearch.
- Find classes where you can learn to do family history and use FamilySearch.

Your bishop or other members of your ward or branch should know who your ward or branch consultant is.

### ***Family History Centers***

A family history center is a facility sponsored by the Church that helps Church members and others learn more about their ancestors. Centers often offer these services:



- Computers and Internet service on which you can use FamilySearch.
- Personal help with family history and FamilySearch.
- Classes about how to use FamilySearch and other family history topics.

## Using Help Features in FamilySearch

When you use FamilySearch, you can get help in four ways:

- Answers to common questions
- Overviews
- Printable instructions
- Help Center

### ***How to See Answers to Common Questions***

On each page in FamilySearch, you can find answers to the questions that people commonly ask about that specific page.

1. Click the **Help with This Page** button or the **Help** button. Both are located in the upper right corner of the page.  
A Help panel appears on the right side of your page.
2. Click a question to see its answer.  
A pop-up screen appears with the answer to the question.
3. If there are more questions than can fit on the panel, click the **More Questions** link, located at the bottom of the list of questions.  
A list of more questions appears.
4. When you have read the answer, click the **Close** button in the upper right corner of the answer.  
The pop-up screen with the answer closes.
5. When you are finished with the Help panel, click the **Close** button in the upper right corner of the Help panel.  
The Help panel closes.

### ***How to See Overviews on How to Use FamilySearch***

To see the overviews, you will need Adobe Flash Player version 7.0 or higher. This program is available on most computers. If you do not have it, you can download it from <http://www.adobe.com>.

Several overviews are available to help you learn FamilySearch. The following overviews are available:

- Getting Started with Your Family History
- Introduction to FamilySearch
- Getting Help
- Navigating and Finding Information
- Adding Information about Individuals and Families
- Making Corrections in FamilySearch
- Resolving Possible Matches
- How Combining an Individual's Information Affects Your Family Line
- Doing Temple Ordinances for Your Ancestors
- Transferring Information from Your Computer to FamilySearch

1. Click the **Home** tab.
2. Click **Learn How to Use FamilySearch**.  
A list of overviews and printable guides appears.
3. Click the overview that you want to see.  
The overview loads.

**Note:** You can also access the overviews from the help panel. Click the **Help with This Page** or **Help** button, located in the upper-right portion of the page. The help panel opens. At the bottom of the help panel, click **Overviews and guides**.

### ***How to Print Instructions on Using FamilySearch***

To print them, you will need Adobe Reader version 6.01 or higher. This program is available on most computers. If you do not have Adobe Reader, you can download it for free from <http://www.adobe.com>.

You can print instructions on how to use FamilySearch.

- You can print a user's guide, which contains step-by-step instructions on how to use FamilySearch.
- You can print "quick start guides," which contain step-by-step instructions on doing one task in FamilySearch.

1. Click the **Home** tab.
2. Click **Learn How to Use FamilySearch**.  
A list of overviews and printable guides appears.
3. Click the link for the guide that you want to print.  
The guide opens in Adobe Reader.
4. To print the displayed guide, select **File** and then **Print**.  
The guide prints.

**Note:** You can also access the guides from the help panel. Click the **Help with This Page** or **Help** button, located in the upper-right portion of the page. The help panel opens. At the bottom of the help panel, click **Overviews and guides**.

### ***Using the Help Center***

The Help Center can help you do the following:

- Search for answers on how to use FamilySearch and other family history products produced by the Church.
- Request help from FamilySearch support staff.
- Send feedback about FamilySearch.
- Find your nearest family history center, where you can get help using FamilySearch.

To use the Help Center, click the **Help** button on any page. You can also click the **Home** tab, and then click the **Help Center** link.

## **Using FamilySearch for Someone Else**

You may be asked to help others with their family history work. Some people live in areas where access to computers is limited. Some people do not have a computer or do

not want to use a computer. They need help using FamilySearch so they can provide ordinances for their ancestors.

FamilySearch allows you to sign in to help someone else use it. When you do this, you can perform any task except make changes to the user profile of the individual that you are helping. For example, you can do the following:

- Add family information
- Edit and delete family information
- Print family information
- Prepare and print a Family Ordinance Request for the person to take to the temple

When you help someone else, FamilySearch identifies the individual that you are helping as the “contributor” of the information and you as the “submitter” of the information (the user who actually entered the information). This allows others to contact the individual that you helped, not you, to coordinate research.

### **Information Needed to Help Someone Else Use FamilySearch**

To help someone else, you need the following information about the individual you will be helping:

- Full name.
- Date of birth.
- Helper access number. This helper access number is the last five digits of the individual’s Church membership record number, unless he or she has already registered and changed it. (Make sure that you use the helper access number of the individual that you are helping, not your own.)

### **How to Sign in to Help Someone Else**

Before you can help someone else use FamilySearch, you need the following information about the individual you will be helping:

- Full name
- Date of birth
- Helper access number

Some people live in areas where access to computers is limited. Some people do not have a computer or do not want to use a computer. They need help using FamilySearch so they can provide ordinances for their ancestors

1. On the Home page, click **Sign In to Help Someone Else**.
2. Enter the individual’s full name, birth date, and helper access number.
3. Click **Done**.

FamilySearch opens the Home page. At the top of the Home page, you will see the name of the individual that you are helping. The color of the top bar also changes from blue to green to remind you that you are helping someone else, not working on your own information.

The screenshot shows the FamilySearch website interface. At the top, there is a navigation bar with tabs for Home, Me and My Ancestors, Search, Information (highlighted with a '1'), and Temples (highlighted with a '2'). The main content area is titled 'Helping WORTHEN, BLAINE LEE' and contains a list of help topics: Help Me Get Started with Family History, Learn How to Use FamilySearch, See Me and My Ancestors (with sub-items: Search for Ancestors, Add Information, Temple Ordinances), Quit Helping, and Help Center. A diagram shows a stack of photos and a temple building, with arrows indicating the flow of information between them. The footer includes the Church of Jesus Christ of Latter-day Saints logo, a 'Send us feedback' link, and copyright information.

- 1 The name of the person that you are helping.
- 2 The **Quit Helping** link

When you finish helping someone, be sure to click **Quit Helping** before you start helping someone else or working on your own family history.

## How to Send Feedback

We encourage you to send feedback. We want to know of your successes and frustrations and suggestions for improvement.

1. Click the **Home** tab.

**Note:** If you are on a main page, click the **Send us feedback** link, which is located above the copyright statement at the bottom of the page. If you are on a pop-up screen that appears in front of a main page, click the **Feedback** button, which is located in the upper right corner of the page.

2. Click **Help Center**.
3. Click **Feedback**.

The Help Center asks you to answer questions or select options that will help us answer your question or send your feedback to the people who can best respond.

4. Select the options that best describe your feedback.  
The Help Center may already have information that addresses your concern. If it does, it provides a list of articles.
5. If you see an article that may answer your question or indicate that the problem or suggestion has already been submitted, follow these steps:

- a. To open the article, click the link.
  - b. Read the article.
  - c. If the article answers your question or indicates that the problem or suggestion has already been submitted, click **Yes**.
  - d. If the article does not answer your question or indicate that the problem or suggestion has already been submitted, click **Back**, and repeat "3" on page 30.
6. If you do not see an article that answers your question or indicates that the problem or suggestion has already been submitted, follow these steps:
- a. Click **Please review the documents below and if none of them describe your problem then click here to submit a new problem**.
  - b. Indicate whether you give permission for the system to provide the information that a support representative will need to look at your family line in FamilySearch, and click **Next**.
  - c. Enter your feedback in the text area provided. If you are describing a problem, please describe it in detail, including the exact steps necessary for us to duplicate it.
  - d. When you are finished, you can search for more answers to questions, send more feedback, or close the Help Center.
7. When you are finished, you can search for more answers to questions, send more feedback, or close the Help Center.

## What's New?

Since its first release, several improvements have been made to FamilySearch.

FamilySearch has had these releases:

- .90 was released in June of 2007.
- .91 was released in November 2007.
- .92 was released in February 2008.

### New Features in .92

#### ***Choose an Individual's Summary Information***

You can choose the name, gender, birth, christening, death, and burial information to display in the individual summary. Users, not the system, now choose the common view. For more information, see "Summary" on page 53 and "How to Display the Correct Version of an Individual's Name and Other Information" on page 51.

#### ***Choose Which Parents or Spouse to Keep on Display***

Now when you choose which set of parents or which spouse you want displayed in your family tree, the system will keep that choice until you change it. For more information, see "How to Switch to Other Spouses and Other Parents" on page 47.

#### ***Learn How to Use FamilySearch***

It is now easier to get help learning FamilySearch. A list of overviews and guides is available from the Home page. For more information, see "How to See Overviews on

How to Use FamilySearch” on page 27 and “How to Print Instructions on Using Family Search” on page 28.

### ***More Easily Request a Correction to Church Membership Records***

It is now easier to request a correction to a Church membership record. A new form will already have information filled out so that you can quickly click to indicate the changes you are requesting. For more information, see “How to Request a Correction to Church Membership Records of Deceased Individuals” on page 95 and “How to Request That Duplicate LDS Church Membership Records Be Combined” on page 146.

### ***Contribute a GEDCOM File with Up to 1,000 Individuals***

Previously, you could contribute GEDCOM files that were 1MB or smaller. You can now contribute up to 1,000 individuals. For more information, see “Deciding How Many Individuals to Include in Your GEDCOM File” on page 122.

### ***Indicate That You Have Compared the Information in a GEDCOM File Before You Contribute It to FamilySearch***

When you contribute a GEDCOM file, you will now need to click a checkbox to indicate that you have compared the information in your GEDCOM file to FamilySearch. You will not be able to contribute a GEDCOM file until you click the checkbox.

### ***More Possible Duplicates***

FamilySearch will now display more possible duplicates when you click **Possible Duplicates**.

If you have been combining possible duplicates in your family tree, you may see more possible duplicates for individuals that previously showed few or none.

You will also see the following changes when you resolve possible duplicates:

- The spouse and parents listed for each possible duplicate. Christening or burial information appears if birth and death information is not available.
- A star rating system that indicates how close of a match the records are.
- Identical information appears in bold.
- The wording of the link that you use to search for possible matches has been changed to “Advanced search for possible matches.”

### ***Individuals with Completed Ordinances No Longer Show in Your Reserved List***

Previously, all individuals that you reserved stayed on your reserved list. Now, when all of an individual’s ordinances are completed, the individual will be removed from your reserved list.

## **New Features in .91**

### ***Telephone Number or E-mail Address Needed for Registration***

Registration now strongly recommends you enter either a telephone number or e-mail address. FamilySearch Support will use this information to help resolve problems that you report using the feedback feature.

### ***Easier Search Results***

Search results are easier to read and compare. Each record is now in columns with names, then events, then relationships. You can easily compare the various records.

New buttons in search results help you navigate:

- Click the **Go To** button to display the individual on a family tree.
- Click the **New Search** button to return to a blank Search page and begin a new search.
- Click the **Refine Search** button to return to the Search page to modify your search.

You will see similar search results when you do the following:

- Click the **Possible Duplicates** button.
- Click the **Add or find . . .** links (to find a spouse, child, parent, or sibling). To add an individual from the search results to your family, click the **Add** button.

### ***Easier Entering of Dates and Places***

Entering dates and places is easier with the type-ahead feature. As you begin to type a date or place-name, the system will give you a list of similar dates or places. If the correct choice appears, click it.

### ***New Person Identifiers***

Each individual in the system now has a new Person Identifier. This number is different than the one in the first version of the new FamilySearch. Use the new numbers to search for individuals. Look for the person identifier on the Details page in the upper right corner, or on a Family Ordinance Request form, under the individual's name. It is in this format: p.KW3-BFN1

### ***See All Sources for an Individual***

All of an individual's sources are now available in one location. For more information, see "How to See Contributors, Notes, and Sources about Individuals" on page 63.

### ***Edit Large Notes***

You can now edit notes larger than 300 characters. FamilySearch will keep these large notes that are imported in GEDCOM files. (Notes entered directly into FamilySearch can have up to 300 characters.)

### ***Claim Information That You Contributed before the New FamilySearch***

You can now claim information that you submitted to Ancestral File, to the Pedigree Resource File, and for temple ordinances. Then you will be able to correct any errors in this information, and all temple cards previously printed will be associated with you.

For instructions, see “Claiming Information That You Contributed before FamilySearch Was Available” on page 96.

### ***More Easily Combine Duplicate Records***

The combining duplicate records process has been redesigned. For instructions, see “How to Find and Combine the Possible Duplicates That FamilySearch Finds for You” on page 131.

### ***Quick Process to Combine Duplicate Spouses, Fathers, and Mothers***


You can now combine duplicate spouses, fathers, and mothers without comparing each duplicate record. For instructions, see “How to Find and Combine Duplicate Parents, Children, Spouses, and Siblings” on page 133.

### ***Restrictions on GEDCOM Files***

FamilySearch no longer accepts GEDCOM files that have been directly downloaded from Ancestral File, Pedigree Resource File, and the International Genealogical Index. This will help reduce duplication. If this happens, you will be notified why your file was rejected.

### ***Temple Work***

A new temple symbol with the green arrow  indicates that at least one family member needs temple ordinances.

To see which ordinances need to be done, click  or the **Ready** link.