

Introduction to the New FamilySearch™

The new FamilySearch™ (<http://new.familysearch.org>) helps members of The Church of Jesus Christ of Latter-day Saints perform temple ordinances for their ancestors.

FamilySearch 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.

What the New FamilySearch Does

FamilySearch Lets You 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 the Privacy of Living People” on page 10.
- Temple ordinance records. FamilySearch contains information about temple ordinances that have been performed.

FamilySearch Helps You 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 55.
- 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 “Combining Duplicate Records” on page 92.

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

FamilySearch Lets You 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 Information about Living People” on page 51.
- 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 18.

FamilySearch Helps You 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.

For more information about how to do the ordinances, see “Doing Temple Ordinances for Your Ancestors” on page 109.

Protecting the Privacy of Living People

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

- He or she was born within the last 110 years or married in the last 100 years.
- The record contains no death information.

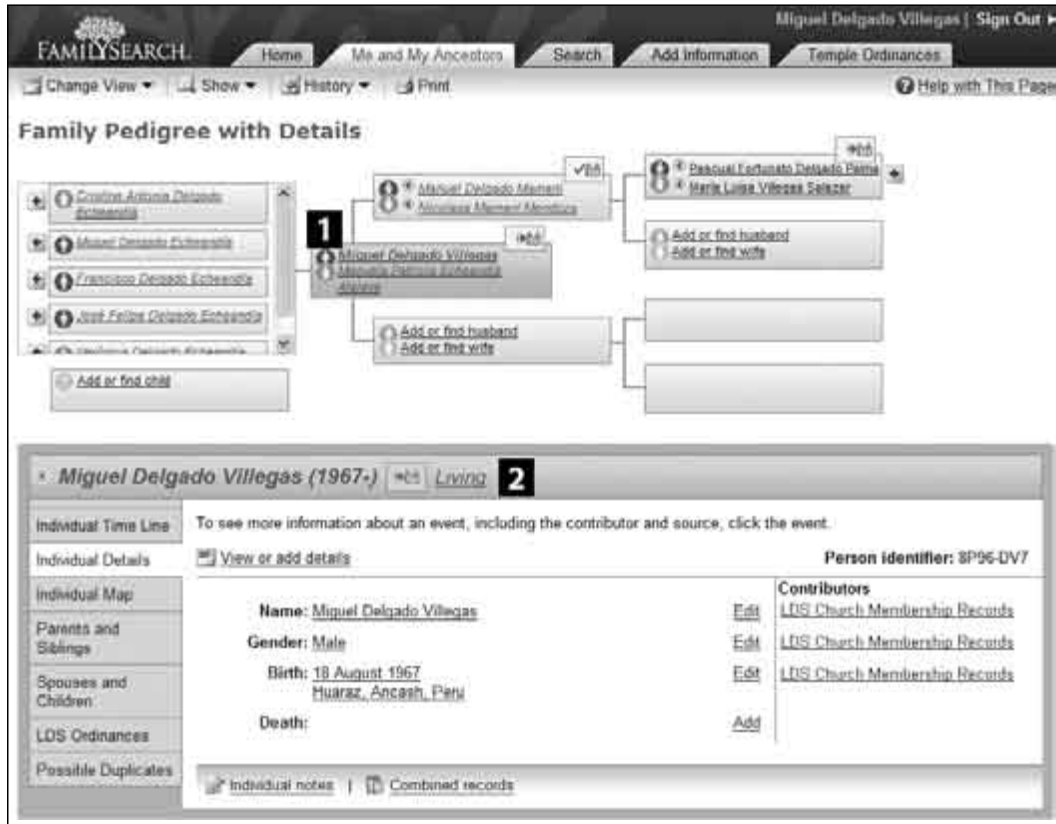
To protect the privacy rights of living people, FamilySearch limits the amount of information that you can see about individuals who may still be living.

- 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.

The only way to see other living family members, such as grandchildren, in-laws, aunts, uncles, and cousins, is to contribute their information yourself. But remember, only you will be able to see this information.

- 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.

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



- ❶ In the details and on the family pedigree, the individual's name is displayed in light blue italics.
- ❷ The word Living appears.

Registering to Use the New FamilySearch

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

Even if you have already registered to use the www.familysearch.org Internet site, you still need to register to use the new FamilySearch (<http://new.familysearch.org>). If no one else has already registered with your user name from 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 That You Will Need to Provide When You Register

Before You Register

Before you register, please contact your ward or branch membership clerk. He can provide the following information, which you will need when you register:

- **Your 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.

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

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.

When You Register

When you register, you will need to create the following 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.** FamilySearch automatically displays your contact name with every piece of information that you contribute. In addition, you can choose to have FamilySearch display any of the following:
 - Your full name
 - Telephone number
 - Mailing address
 - E-mail address

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.

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 of the Home page.

Registering for the New FamilySearch

To register for the new FamilySearch, follow these steps:

1. Go to <http://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.

1 Language drop-down list

2 New users register here link

3. On the Welcome page, click the **New users register here** link.

Note: If you click the New users register here link and nothing happens, your pop-up blocking software might be blocking this page. Try turning your pop-up blocking software off.
4. 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 numbers.
5. Click the **Continue** button.

FamilySearch finds the name of the individual whose Church membership record matches the membership record number and confirmation date that you entered.
6. If this is you, click the **Yes—Continue** button.

Or if it is not correct, click the **No** button, and repeat steps 4 and 5.

Tip: If another individual's name appears, make sure that you have the correct membership record number and confirmation date. If you reenter them and another individual's name still appears, please contact a support office for help. For a list of support office telephone numbers, click the **Help with This Page** button, located in the upper-right portion of the page. Then click the **Help Center**. In the search box, enter the words **Support Office Contact Information**, and click the **Search** button. Click the article titled **Support Office Contact Information**.

7. Read the Conditions of Use page. If you agree, click the **I Agree** button.
If you disagree, click the **Cancel** button. You will not be allowed to register to use FamilySearch.
8. Fill out the Complete Your User Profile page:
 - 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 the **Use this address to contact me for FamilySearch purposes** box. Then enter the mailing address that you would like to use if anyone, including a support office, needs to contact you by mail.
Note: 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 you would like to be contacted by e-mail, enter your e-mail address in the E-mail address field.
 - d. Then in the Enter e-mail again field, enter your e-mail address again.
 - e. Click the **Continue** button.
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. For instructions, see “Changing Your User Profile” on page 17 and “Setting Preferences” on page 18.
9. Enter a sign-in name for yourself, and click the **Continue** button.
Note: Your sign-in name must contain between 3 and 36 characters.
10. Enter your password twice, and click the **Continue** button.
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.
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 the **Continue** button.
12. Enter a contact name for yourself, and click the **Continue** button.
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.
Note: If you are younger than 18 years, you will not be able to display your e-mail address.
14. Click the **Continue** button.
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.
16. If you want to print a copy of the summary page, click the **Print** button.
Tip: Your password will not be printed on the summary page. If you are concerned that you will forget it, you may want to write your password 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.

17. When you are finished, click the **Done** button.

Signing In

Each time you use FamilySearch, you will need to sign in. This 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.

To sign in, follow these steps:

1. Go to <http://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. See “Setting Preferences” on page 18. 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 sign-in interface. At the top left is the FamilySearch logo with the tagline 'WHERE GENERATIONS MEET'. At the top right, there is a language drop-down menu labeled '1' with 'English' selected. Below the logo, there is a sign-in form with two input fields: 'Sign-in name' (labeled '2') and 'Password' (labeled '3'). Each field has a 'Forgot?' link below it. A 'Sign In' button is positioned to the right of the password field. Below the form, there is a link for 'New users register here' and a link for 'Click here if nothing happens when you attempt to register'. On the right side of the page, there is a quote from President Gordon B. Hinckley and a 'Previous FamilySearch' section with a link to 'Click here to go to the previous FamilySearch Internet.' At the bottom, there is the Church of Jesus Christ of Latter-day Saints logo and footer information including 'Conditions of use | Privacy policy | Build information' and '©2006 Intellectual Reserve, Inc. All rights reserved.'

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.
If you forgot your sign-in name, see “Finding a Forgotten Sign-in Name” on page 16.
4. In the Password field, enter the password that you chose when you registered.
If you forgot your password, see “Changing a Forgotten Password” on page 17.
5. Click the **Sign In** button.
FamilySearch will give you the opportunity to see an overview titled “Introduction to FamilySearch.”
7. To see the overview, click the **Start the Overview** button.
Or to skip the overview, click the **Skip the Overview** button.
Tip: If you do not want FamilySearch to give you the opportunity to see this overview each time you sign in, click the **Don’t show this page on start-up** option. 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. For instructions, see “Setting Preferences” on page 18.

Handling Forgotten Sign-in Names and Passwords

Each time you want to use FamilySearch, you need to enter the sign-in name and password that you chose when you registered. If you forget this important information, FamilySearch can help you either find your forgotten sign-in name or change your password.

Finding a Forgotten Sign-in Name

If you have forgotten your sign-in name, FamilySearch can find it for you. You will need to provide your membership record number and confirmation date, as you did when you first registered.

For more information about your membership record number and confirmation date, see “Information That You Will Need to Provide When You Register,” on page 11.

To have FamilySearch find your forgotten sign-in name, follow these steps:

1. Click the **Forgot?** link that is next to the Sign-in name field.
2. Click the **If you are a member of The Church of Jesus Christ of Latter-day Saints, click here** link.
3. Enter your membership record number, confirmation date, and the text that appears in the bottom box.
4. Click the **Continue** button.
FamilySearch finds the name of the individual whose Church membership record matches the membership record number and confirmation date that you entered.
5. If this is you, click the **Yes—Continue** button.
Or if it is not correct, click the **No** button, and repeat steps 3 and 4.
FamilySearch displays a page that will show you your sign-in name.
6. If you have also forgotten your password, click the **Click here if you forgot your password** link. Then see “Changing a Forgotten Password” below. Start with step 2.
Otherwise, click the **Click here to sign in to the system** link.

Changing a Forgotten 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 these questions. FamilySearch then lets you create a new password.

To change a forgotten password, follow these steps:

1. Click the **Forgot?** link that is next to the Password field.
If you forgot your sign-in name, click the **I forgot my sign-in name** link. For more information, see "Finding a Forgotten Sign-in Name." Start with step 2.
2. Enter your sign-in name, and click the **Continue** button.
FamilySearch displays 2 of the 3 password recovery questions for which you provided answers when you first registered to use FamilySearch.
3. Enter the answers to both questions. The answers must match exactly what you entered when you registered.
4. Click the **Continue** button.
FamilySearch lets you choose a new password.
Note: If you have forgotten your password security questions, click the **Help with This Page** button, located in the upper-right portion of the page, to contact a support office. Someone there will help you reset your security questions.
5. Choose a password, and enter it twice.
6. Click the **Continue** button.
FamilySearch will tell you that your password has been changed.
7. Click the **Done** button.

Changing Your User Profile

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

- Preferred name
- 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.

To see and change your user profile, follow these steps:

1. Click the **Home** tab.
2. Click the **Update My User Profile** link.
3. Enter your password, and click the **Done** button.
4. Make the needed changes.

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

5. Click the **Done** button.

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 these 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.

Important: 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.

To change your preferences, follow these steps:

1. Click the **Home** tab.
2. Click the **Update My User Profile** link.
3. Enter your password, and click the **Done** button.
4. Click the **Preferences** tab.
5. Make the needed changes.
6. Click the **Done** button.

Getting Help

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

Seeing Answers to Common Questions

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

To see common questions, follow these steps:

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.
3. If there are more questions than can fit on the panel, click the **More Questions** link.
4. When you have read the answer, click the **Close** button in the upper right corner of the answer.
5. When you are finished with the Help panel, click the **Close** button in the upper right corner of the Help panel.

Seeing Overviews

Several overviews are available to help you learn FamilySearch:

- 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

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 www.adobe.com.

To see overviews, follow these steps:


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 the **Overviews and Guides** link, which is located near the bottom of the Help panel.
3. Click the overview that you want to see.

Tip: You can access two of the overviews on the Home page. Click the **Getting Started with Your Family History** link or the **Learn How to Use FamilySearch** link.

Printing Instructions on Using FamilySearch

You can print instructions on how to use 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 www.adobe.com.

To print instructions on using FamilySearch, follow these steps:

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 the **Overviews and Guides** link, which is located near the bottom of the Help panel.
3. Click the link for the guide that you want to print.
4. The guide opens in Adobe Reader. To print it, click the  button.

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. Or 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.)

Signing in to Help Someone Else

To sign in to help someone else, follow these steps:

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

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, the user is logged in as Lynn C. Christiansen Helping WORTHEN, BLAINE LEE. The navigation bar includes 'Home', 'Me and My Ancestors', 'See 1', 'Add Information', 'Temp 2', and 'Ordinances'. A sidebar on the left provides various help options. The main content area features a large graphic of a temple and a family tree, with a 'Help with This Page' button. At the bottom, there is a footer with the Church of Jesus Christ of Latter-day Saints logo and copyright information.

1 The name of the individual that you are helping

2 The Quit Helping button

4. Use FamilySearch as you normally would.
5. When you are finished, click the **Quit Helping** button.

Sending Feedback

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

To send feedback, follow these steps:

1. 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.

Or if you are on a pop-up page that appears in front of a main page, click the **Feedback** button, which is located in the upper right corner of the page.

Or follow this procedure:

- a. Click the **Home** tab.
- b. Click the **Help Center** link.
- c. Click the **Feedback** tab.
2. 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. Select the options that best describe your feedback.

Tip: For help with contributing a GEDCOM file that is larger than 1MB, claiming information that you contributed to Ancestral File or Pedigree Resource File or for

temple work, or combining records that FamilySearch does not let you combine, click the **Request other types of support** option.

The Help Center may already have information that addresses your concern. If it does, it will provide a list of articles.

3. 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 the **Yes** button.
 - d. If the article does not answer your question or indicate that the problem or suggestion has already been submitted, click the **Back** button, and repeat step 3.

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 the **Please review the documents below and if none of them describe your problem then click here to submit a new problem** link.
 - 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 the **Next** button.
 - 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.
4. When you are finished, you can search for more answers to questions, send more feedback, or close the Help Center.