Introduction to the New FamilySearch™

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

The new 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

The New FamilySearch Lets You See What Information the Church Has about You and Your Ancestors

In the new 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.

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

- Information that users enter directly into the new FamilySearch or contribute with a GEDCOM file.
- Ancestral File and Pedigree Resource File. The new 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. The new 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 the new FamilySearch protects information about living people, see "Protecting the Privacy of Living People" on page 3.
- Temple ordinance records. The new FamilySearch contains information about temple ordinances that have been performed.

For information about how the new FamilySearch protects information about living people, see "Protecting the Privacy of Living People" on page 3.

The New FamilySearch Helps You Work with Others on Shared Family Lines

The new FamilySearch helps you work with others to make sure your family history is as accurate and complete as possible. To make this possible, the new 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 the new FamilySearch, you will find places where information is missing or incomplete. When this happens, you first want to see if someone else has added that information:

- Before you add a new individual or family, search the new 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 #.

- Another way to see if someone else has already entered information about an individual is to see if the new 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 #.

After an individual's information is all in the same place, 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

The New FamilySearch Lets You Add New Information and Make Corrections

In the new 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.

- The new FamilySearch protects your information. When you contribute a piece of information, only you can change or delete it. If other users contribute different information about the same ancestor, the new FamilySearch keeps this new information in addition to your information.

- In the new 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 43.

- 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.

- You can choose not to see information that was contributed by others. For instructions, see "Setting Preferences" on page 12.

The New FamilySearch Helps You Do Temple Ordinances for Your Ancestors

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

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

- The new FamilySearch then helps you determine if the ordinances have already been completed.

- If the ordinances are not already completed, the new 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 83.

Protecting the Privacy of Living People

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

- He or she was born or married within the last 110 years.

- The record contains no death information.

To protect the privacy rights of living people, the new 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.

In the new 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 a different color.

❷ The word Living appears.

System Requirements

- One of the following operating systems:
  - Windows 98 and above (excluding Windows ME)
  - Windows NT (with service pack 6) and above
  - Windows 2000 (with service pack 4) and above
  - Windows XP Home and Professional (with service pack 1) and above
  - Mac OS X version 10.1 and above (only limited support provided)
- One of the following browsers:
  - Microsoft Internet Explorer 5.5 and above
  - Mozilla 1.4 and above, including Firefox
  - Netscape Navigator 7.1 and above
  - Safari 1.2.3 and above (only limited support provided)
- A screen resolution of at least 800 x 600 pixels

- At least 65,000 screen colors

- A dial-up Internet connection of 28.8 mps or better (broadband is recommended for using the online overviews that teach how to use the system)

- Adobe Reader version 6.01 or higher to view and print instructions for the new FamilySearch

- Flash player version 7.0 or higher to see online overviews for the new FamilySearch

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 Internet site, you still need to register to use the new FamilySearch. 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 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 before you can use the new 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 the new 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 the new FamilySearch allows you to create a new password.

- **Contact name.** Your contact name is the name that you choose to use to represent yourself to other people who use the new 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.** The new FamilySearch automatically displays your contact name with every piece of information that you contribute. In addition, you can choose to have the new 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 new 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 www.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 popup blocking software might be blocking this page. Try turning your popup 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 guessing valid numbers.

5. Click the **Continue** button.

   The new 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 **Back** button, and repeat steps 3 and 4.

   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 following link in the list of Common Questions: **What if this is not my name, but the membership record number and confirmation date are mine?** At the end of the answer, click the link that lets you see the phone numbers for support offices located worldwide.

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 the new 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 the new FamilySearch display your mailing address, this is the address that will be displayed.

   b. If you want the new FamilySearch to display a different address, click the **Use this address to contact me for FamilySearch purposes** box to deselect it. 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.

   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.

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

   Your sign-in name must contain between 3 and 36 characters.

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

    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 the new 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 misuse.

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

Signing In

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

To sign in, follow these steps:

1. Go to www.new.familysearch.org.

2. If you want to use the new FamilySearch in a language different from the one shown on the page, click the language drop-down list, and click the language you want.

    Note: If you always want to use the new FamilySearch in a specific language, change your preferences. See "Setting Preferences" on page #. 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.

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 10.

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 10.

5. Click the **Sign In** button.

   The new FamilySearch will give you the opportunity to see an overview titled "Introduction to FamilySearch."

6. If you do not want the new 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.

   Tip: If you change your mind and want the new 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 12.

7. To see the overview, click the **Start the Overview** button.

   Or to skip the overview, click the **Skip the Overview** button.

Handling Forgotten Sign-in Names and Passwords

Each time you want to use the new FamilySearch, you need to enter the sign-in name and password that you chose when you registered. If you forget this important information, the new 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, the new 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 9.

To have the new 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 box as a security measure.
4. Click the **Continue** button.

   The new 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 **Back** button, and repeat steps 3 and 4.

   The new 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 the new FamilySearch, you provided answers to 3 password recovery questions. If you forget your password, you simply enter the answers to these questions. The new 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. Click the **Continue** button.

   The new FamilySearch displays 2 of the 3 password recovery questions for which you provided answers when you first registered to use the new FamilySearch.

3. Enter the answers to both questions. The answers must match exactly what you entered when you registered.

4. Click the **Continue** button.

   The new FamilySearch lets you choose a new password.

   Note: If you have forgotten your password security questions, click the **Help with This Page** button to contact a support office. Someone there will help you reset your security questions.

5. Choose a new password, and enter it twice.

6. Click the **Continue** button.

   The new FamilySearch will tell you that your password has been changed.

7. Click the **Done** button.

Changing Your User Profile

When you register, the new 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 the new FamilySearch shows for you, you may need to click the **Use the address above to contact me for FamilySearch purposes** box to deselect it. 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 the new 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 the new FamilySearch or only information that you contribute.

- You can select whether the new 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 the new FamilySearch.

- You can select what the new FamilySearch should do with ordinances when you contribute a GEDCOM file. The new 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 the Search page to have separate fields for first and last names or a single field in which you enter both names.
- You can select whether you want to see overviews automatically when you use the system.
- You can select the language in which you use the new FamilySearch.

Important: If you want to use the new FamilySearch in a specific language, select that language in your Preferences. Then no matter what computer you use, you will always use the new 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** link.
5. Make the needed changes.
6. Click the **Done** button.

Getting Help

Obtaining Personal Help to Learn the New FamilySearch

People in your ward and stake have been called to help you learn to use the new 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 the new FamilySearch.
- Find classes where you can learn to do family history and use the new 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 the new FamilySearch.
- Personal help with family history and the new FamilySearch.
- Classes about how to use the new FamilySearch and other family history topics.

Using Help in the New FamilySearch

When you use the new 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 the new 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 the new 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 the New 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 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 the New FamilySearch

You can print instructions on how to use the new FamilySearch. To print them, you will need Adobe Reader. This program is available on most computers.

To print instructions on using the new 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 to family history questions, including how to use the new FamilySearch.

- Request help from the new FamilySearch support staff.

- Send feedback about the new FamilySearch.

- Find your nearest family history center, where you can get help using the new 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.

Signing In to Help Someone Else

You may be asked by others to help them with their family history work. They might not have a computer or access to the Internet. The new FamilySearch provides a way for you to help them. To help someone else, you need the following information about the individual you will be helping:

- Full name.

- Date of birth.

- Helper access number. The 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 the helper access number in his or her user profile (see page #). (Make sure that you use the helper access number of the individual that you are helping, not your own.)

When you sign in to help someone else, the new 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.

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.

   The new FamilySearch opens the Home page. At the top of the Home page, you will see the name of the individual that you are helping.

❶ The name of the individual that you are helping

❷ The Quit Helping button

4. Use the new 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 beneath the copyright statement at the bottom of the page.

   Or if you are on a popup 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 **Contact Us** tab.

   d. In the Provide Feedback box, click the **Begin** button.

      The Help Center opens. To help us better understand your feedback and send it to the people who can act on it, the Help Center will ask you to choose the type of feedback you are reporting:

      • A defect or something that does not work

      • A suggestion for improvement

- A request for help
- Other feedback

2. Enter your feedback in the text area provided. If you are describing a defect, please describe the defect in detail, including the exact steps necessary for us to duplicate the problem.

3. When you are finished, you can continue using the Help Center.

   Or to quit using the Help Center and return to the new FamilySearch, click the **X** button to close the Help Center page.