

Fri, Jan 07, 2011 - 10 AM

# Taking the Frustration Obstacles Out of Genealogy

In The Beginning

Ask the following questions

1. Where do I start?
2. What does it require to do Family History?
3. Why am I doing Family History
4. When should I start?
5. How do I go about getting started?

Let's try to follow each of these questions and then discuss some of the frustrations you have encountered.

## Where do I Start

As in all life cycles "Start at the Beginning" and follow the path of

## **Gathering information** **Recording the information** **Performing Temple ordinances**

Do not set a time limit on how soon you will complete the work.

The gathering of information could take years to *validate* every bit of information you receive.

Now let's start.

Go to the internet (at home or at the Family History Centers) and open your LDS account on [new.familysearch.org](http://new.familysearch.org).

1. You must have your membership number (if you are not sure what the number is look on your temple recommend or go to your ward clerk and ask for the number)
2. You must know your recorded birth date on your membership record
3. You must have an email account

**That's it!** Now you can register.

After registering and submitting your **User Name** and **Password** (suggest that you use a name and password that is easy to remember) then you must go to your email and activate your user name and password.

One of the frustrations many you may have is that **you do not activate your account.**

Another frustration is that you forget your **User Name** or **Password**.

Normally it is very easy to access your registered account by clicking on the tab “Having Trouble Signing In”.

### **Retrieving a Forgotten User Name for an LDS FamilySearch Account**

If you forget the user name from your LDS FamilySearch Account, you can use the *new FamilySearch Web site* to find it.

Tip: If you have forgotten both your user name and password, retrieve your user name first.

1. Go to <https://new.familysearch.org/>.
2. Click the Forgot? link that is next to the User name 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 off your pop-up blocking software.
3. Click the user name link that is located in the first paragraph.
4. When the system asks which type of account you have,  
click LDS FamilySearch Account.
5. Click Continue.
6. Enter your e-mail address.  
Note: If you forgot your e-mail address or no longer have the address that is associated with your account, click I don't have/remember my e-mail.  
Then enter your membership record number and birth date.
7. Type the letters displayed in the picture.  
Type them as lowercase letters with no spaces.
8. Click Recover My User Name.  
A message indicates that your user name has been e-mailed to you.
9. Open your e-mail program, and locate the e-mail that helps you recover your user name.  
Your user name is listed in the e-mail.
10. Click the button to return to the program that you were trying to sign in to.

**After you have completed your account registration go to [new.familysearch.org](https://new.familysearch.org) and sign in.**

1. Click on the “See Me and My Ancestors”.
2. Your personal recorder information will show you and your direct ancestors as well as your spouse if you are married.
3. If you want to also introduce your spouse's ancestors you will need to add their father and mother to your spouse's link.

**One of the most frustrating questions I have heard is why is my father or mother listed with duplicate spouses? I know that my father and/or mother were not married to someone else and why has he/she been sealed to another person?**

1. We have to understand that the information entered into the Church Records has been entered by many individuals that have been doing research and in the past may not have validated the information.
2. The goal of the New Family Search is to avoid duplication and try to avoid **incorrect linking** of individuals. Remember everything entered into the Church Records has been submitted by individual members (past and present) trying to make sure their family Temple Work is completed.

Before you start you should make a log of where you are going and where you have been. Many times we duplicate our efforts by not making sure where we stopped the last time we worked on Family History.

Maybe you should have a working hard copy of the Family Group Sheet or Pedigree Chart to help us keep track of what has been completed and what needs to be researched.

Now I want to have you repeat the following statement.

**You cannot delete information in New Family Search  
You cannot delete information in New Family Search  
You cannot delete information in New Family Search**

**The only exception to this rule is if you have entered the information into New Family Search and the Temple Ordinances have not been completed.**

There used to be a “**dispute**” icon on the New Family Search that would block temple work from being done on that ancestor link. The intent as far as I can see was *to allow Family Search Patrons discussion* to resolve the dispute.

The “**dispute**” icon has been removed and now we have a link to a “**discussion**” icon to allow the Family Search Patron discussion without blocking the link.

Many of these problems will be addressed in the future updates to New Family Search but I recommend the following procedures.

1. Validate all the information linking your family
2. Ignore incorrect information
3. Enter a discussion listing your validated material as well as requesting information from others.
4. Contact person entering their opinion (if the person is still living) and resolve any dispute.

5. If information is validated and both parties agree to **add** or **remove** information follow through to make sure the information has been corrected.

**The answer to most questions is to understand the reason we have the New Family Search program.**

My understanding of the program is

- **To make sure we validate the work being done**
- **Link our families together to complete the Temple Work**
- **Eliminate duplication of incorrect Temple Ordinances.**

*Remember this program is not our personal recorded program, but a Temple Submission program accessed by many members who may have a different opinion than ours.*

**Validate your information.**

**Share your information.**

This course will give you my recommended answers to questions and if you have any additional questions we will try to address them during this class.

- For this exercise you will have to log on to New Family Search – remember [new.familysearch.org](http://new.familysearch.org) is the location to sign in.

Welcome to FamilySearch

https://new.familysearch.org/en/action/unsec/welcome

Welcome to FamilyS... Google Welcome to Zions B... The Church of Jesus... MSN.com Juno - MyJ

English



**FAMILYSEARCH™**  
Welcome to the new FamilySearch



I testify that when we do all we can to accomplish the work that is before us, the Lord will make available to us the sacred key needed to unlock the treasure which we so much seek.  
-President Thomas S. Monson

User name

[Forgot?](#)

Password

[Forgot?](#)

**Sign In**

[Having trouble signing in?](#)

**Register for the new FamilySearch**

[Do I need to register?](#)

[Click here if nothing happens when you attempt to register.](#)

**News and Updates**



[Click here to view a list of recent updates to the new FamilySearch.](#)

**FamilySearch Web Site**



[Click here to go to the FamilySearch Web site.](#)

**More Great**

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➤ After logging in select the “Help” icon.

FamilySearch: Home Page x +

← → ↻ <https://new.familysearch.org/en/action/homepageview?justredirected=1>

Welcome to FamilyS... Google Welcome to Zions B... The Church of Jesus... MSN.com Juno -

**FAMILYSEARCH.** Home Me and My Ancestors Search Add Information

## Welcome Rodrick Paul Richards

- Learn How to Use FamilySearch
- See Temple Information (Schedules, Driving Directions, etc.)

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

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- Sign in to Help Someone Else
- Update My Profile and Preferences

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- Help Center**



 Families and indi  
temple ordinance

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javascript:helpCenter();



- Notice on this help page there is a section under

# Ask a Question”

- Where you can type in your question.

Help Center: New FamilySearch - Google Chrome  
https://new.familysearch.org/HelpCenter/browse.do?WidgetName=BROWSE\_PRODUCT&IsRootNode=true&TaxoName=S

**FAMILYSEARCH.**  
Help Center

Find Answers   Feedback   Personal Assistance   Training &

» [Product Home](#) » [New FamilySearch](#)

## New FamilySearch

### Ask a Question

  
Advanced Search   New FamilySearch   Search



**Contact your local family history consultant**

### Additional Resources

- [New FamilySearch Tutorials and Guides](#)
- [A Quick Reference to using the new FamilySearch Site](#)
- [What's new in new FamilySearch?](#)

### Solutions to Top Problems

- [Born in the Covenant \(BIC\) Information \(110516\)](#)
- [Combined Records \(109479\)](#)
- [Gender Information \(109817\)](#)
- [LDS Church Records \(109586\)](#)
- [Ordinance Information \(109499\)](#)
- [Parent and Children Records \(109468\)](#)
- [Wrong or Missing Spouse \(109608\)](#)
- [LDS Account and FamilySearch Account \(109601\)](#)
- [Family Ordinance Requests \(109573\)](#)
- [Search Methods for Finding a Missing Individual \(109572\)](#)

### Frequently Asked Questions

- [What is the purpose of the new FamilySearch?](#)
- [Why don't I see ordinance information about individuals in my family? \(9023m\\_en\)](#)
- [What is the policy for claiming a link legacy in FamilySearch? \(102884\)](#)
- [Do you have additional contact information for \(101676\)](#)
- [What Information Is Required for Ordinances Performed? \(1008854\)](#)
- [How do I add a new individual or find an existing individual? \(106923\)](#)
- [How do I create a "Do Not Combine With" note \(107805\)](#)
- [How do I change or update an e-mail address?](#)

Windows taskbar icons: Start, Chrome, Firefox, Skype, OneDrive, McAfee, Word, Excel, PowerPoint, Paint, PDF Reader, Photos, Internet Explorer.

- After entering your question click on the search icon and there will be several possible solutions to your question.
  - Click on the solution that matches your request the best.
- 
- Where does the data entered into New Family Search come from?



Find Answers

Feedback

Personal Assistance

Training & Re

## Help Center

» [Product Home](#) » [New FamilySearch](#)

### New FamilySearch

Add t

#### Ask a Question

Where does the data entered into New Family Search come from?

New FamilySearch

Search

[Advanced Search](#)



Contact your local family history consultant

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➤ If you do not find an answer to your specific question try to reword your search.

Also if you look to the top of the icon bar you will find an icon “Training & Resources” that will give you several courses that will also answer many of your questions.



Find Answers

Feedback

Personal Assistance

Training & Resources

## Help Center

### Training & Resources

#### Training & Other Helpful Resources

- [E-Learning Courses](#)
- [Common Questions about new FamilySearch](#)
- [FamilySearch Indexing Home](#)
- [Family Record Extraction Administrative Handbook \(179k PDF\)](#)
- [Find a Family History Center](#)

[More >>](#)

#### Resources for Consultants and Leaders

- [Family History Consultants Guide to Temple and Family History Work](#)
- [New FamilySearch Rollout Packets](#)
- [New FamilySearch Rollout Exercises](#)
- [New FamilySearch Rollout Supplemental Materials](#)
- [New FamilySearch and Temple Name Submission Process Video](#)

[More >>](#)

#### Resources for Family History Centers

- [Family History Center Operations Guide](#)
- [Family History Online Guide for FHC Directors](#)
- [Family History Center Internet Use Policy](#)



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- **I recommend that you review all the items under the “Training and other helpful resources.**
- **Under the E-learning section there are several courses that would be helpful.**

# INTERNET LEARNING

[Internet Learning Home](#) [Current Learning Modules](#) [Records/Transcript](#) [Find a Learning Item](#)

## Enrolled Learning Modules

Legend:  Not Started  In Process  Completed  Enrolled within the last 30 days



### Consultant - Core Instruction

- [Understanding Your Calling for Consultants](#)
- [Providing Individual Help](#)
- [Problem Solving for Consultants](#)
- [Family History Consultants Guide to Temple and Family History Work](#)



### Consultant - New FamilySearch Instruction

- [How Consultants Support the New FamilySearch](#)
- [New FamilySearch](#)
- [Answering Common Questions](#)



### Consultant - Product Specific Instruction

- [FamilySearch Interactive Guide](#)
- [Internet Learning System Check](#)
- [FamilySearch Indexing](#)
- [Personal Ancestral File 5.2](#)

### Consultant - Supplemental Courses & Materials



#### Message E

Welcome to

*So what's n*

The biggest  
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courses eas  
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Keep an eye  
announcem  
better, and o

[Let us](#)

**TIP! Person**

Update your  
Personalize

Over the past 4 years working at the Logan Regional Family History Center I have been asked the following questions about

- “Research”,
- “Personal History Recording Programs”, and
- “The New Family Search Program”.

1. Where does the data entered into New Family Search come from?

**Answer:** The collection of information is compiled from the “Temple Records”, “Family Search Records”, “Membership Records”, “Temple Submission Records”, “Extraction Records”, “GED.COM’s submitted”, and “Indexing Records”. These are only the records I am familiar with.

2. Why is the information entered into New Family Search different from my family files?

**Answer:** The information entered is not only entered by you, but by your family members and sometimes by others that were prompted to link to your family because of records found on microfilm or online area and country records.

3. How do I remove unwanted information?

**Answer:** If you have entered the information and find before the Temple Work is completed; you can then delete the information but only if you are the contributor. In the later versions of the New Family Search they may allow the removal of incorrect information if you can validate the information. As of now since the New Family Search was released to help you make sure the correct Temple Work is completed you will have to ignore the incorrect information and enter the correct information to perform the correct Temple Ordinances.

4. How do I correct information?

**Answer:** You can always enter another opinion by selecting the “Details” icon and selecting the “Edit” icon that will then show you a list of the contributors – if you move to the bottom of the page you will see an icon “Add another opinion” – this will allow you to add more information.

Add More Information	
Enter the information below.	Where did you get the information?
<b>William George Hall</b>	
<b>Name</b> <input type="text" value="William George Hall"/>	<input type="text" value="[Select a source]"/>
James Hugh Beresford ( <a href="#">more examples</a> )	<a href="#">Source details</a>
<input type="checkbox"/> I don't know the name.	
<a href="#">Add more information</a>	Template: <input type="text" value="Standard"/>

## Cancel **Done**

5. What do you mean I cannot make changes that have been entered by others?

**Answer:** Unless you are the contributor, you cannot make a change that someone else has entered. It would not be fair to the other parties that entered information if we could all just make changes without consultation with others. In most cases the information entered was submitted by family members that are now deceased and the Temple Ordinances have been completed as listed in the New Family Search, therefore even if you were to remove the names from your line the Temple Ordinances will already have been completed.

**Remember this program was designed**

- ❖ to assist in doing Temple Ordinances
- ❖ to eliminate duplication and
- ❖ correct future errors

**by allowing discussion between entry participants.**

**Now repeat after me!!!**

**I Cannot Delete in New Family Search**

**I Cannot Delete in New Family Search**

**I Cannot Delete in New Family Search**

**I CAN CORRECT THE INFORMATION AND COMPLETE THE CORRECT “TEMPLE ORDINANCES”.**

**I CAN ENTER INTO A DISCUSSION WITH OTHER PARTICIPANTS**

6. Why did someone else reserve my linked family’s temple work?

**Answer:** Snooze and you loose! Others linked to your family have the same option as you do to do the “Temple Ordinances”. We should be courteous and not infringe on others, but sometimes other participants are so eager to do work for their family line that they reserve the Temple Ordinances to be done by their family. Maybe we should be glad that the work is getting done and that we have done our part to make sure the correct validated information has been given as well as finding others linked to our family.

7. How do I block someone from reserving my linked family’s temple work?

**Answer:** When you see that “Temple Ordinance Work” is required, make sure you reserve it to your list. If you are busy entering information about your family link take a minute to reserve each entry.

8. Why do I have to merge information through “Possible Duplicates” and/or “Duplicate Spouses”?

Answer: One of the largest problems I have encountered is that children are listed and sealed to both spouses but should be linked only to one spouse. Also I find that because the name of the spouse is listed as “Mrs”, or with/without a middle name or initial, and is listed as duplicate spouse; unless you merge the two “Temple Ordinances” may show as being required when the work has already been done. I realize that when you reserve the ordinance you are given a chance to “compare in more detail” before the ordinance is reserved. I find that I can shorten the process if I compare the spouse and combine before trying to reserve for Temple Ordinances.

9. The New Family Search is not user friendly – it requires too much knowledge and work – if I can’t make the changes, then why use it?

Answer: One of the reasons there are continual updates is because you and I submit feedback to help the programmer’s correct problems and make the program easier to navigate. If you follow the above “HELP” section the Family History Department have taken steps to help us learn and use the program. I have not found a question that I have that could not be answered by following the “HELP” section or E-learning section.

10. Every week it seems that New Family Search changes and adds new procedures or removes old procedures – how can I keep up?

Answer: Try to use the New Family Search at least once a week and you will have no problem keeping up with the changes.

11. Don’t they have a program that I can use that will do the synchronization for me?

Answer: The four programs that I am familiar with are “Paf/Family Insight”, “Roots Magic”, “Ancestral Quest”, and “Legacy (7.5 to be released on the 19<sup>th</sup> of January, 2011)” that will allow synchronization.

<i>Program</i>	<i>Family History Center</i>	<i>Selling Price</i>
PAF	Free	Free
Family Insight	Free	\$25.00
Roots Magic	Free	\$29.95
Ancestral Quest	Free	\$29.95
Legacy	Free	\$29.95

Most of the above programs allow a 30 day trial. It would be my recommendation that you try the program before purchasing and see which program suits you.

12. I do not want to spend time validating information and entering information – how can I just submit for cards for the Temple?  
Answer: Unless you enter some information into the New Family Search Program you cannot just reserve names to your [Temple Submission List](#) and print the [Temple Request Form](#). You may want to conduct a search in New Family Search to see if someone else has submitted information on your ancestors and if the Temple Ordinance requires completion you can reserve the names and print the [Temple Submission Request](#).
13. What programs do I need to use to validate the information for my Family History?  
Answer: Several programs and web sites are available to do research as well as trained Genealogists. Remember some of the programs and web sites as well as trained Genealogists charge for their services. The programs I have used are Google, Ancestry.com, Heritage Quest, Get My Ancestors, Find a Grave, find my cousins, and then the FamilySearch web sites (Record Search, Wiki, Familysearch.org) that are available from the extraction/indexing programs and member submission. On the new.familysearch.org web page there is an icon “more great products” that gives you a list of several recommended sites for research.
14. Ancestry.com – what is this and where do I go to get it – does it cost to use it – can I access it at the Logan Regional Family History Library – can I access it at home?  
Answer: Ancestry.com can be accessed at the Logan Regional Family History Center at no cost but if you want to use it at home it will cost you \$12.95/month annual subscription for US information, and \$24.95/month annual subscription for World information.
15. Hertiage Quest - what is this and where do I go to get it – does it cost to use it – can I access it at the Logan Regional Family History Library – can I access it at home?  
Answer: Heritage Quest can be accessed at the Logan Regional Family History Center at no cost but if you want to use it at home it will cost you a subscription (not sure what the cost will be).
16. Get my ancestors - what is this and where do I go to get it – does it cost to use it – can I access it at the Logan Regional Family History Library – can I access it at home?  
Answer: Get my ancestors can be accessed at the Logan Regional Family History Center at no cost and through OHANA Software you can download the program for use at home at no cost.
17. WIKI – what is it and why do I need to learn how to use it does it cost to use it – can I access it at the Logan Regional Family History Library – can I access it at home?

Answer: This program can be accessed at the Logan Regional Family History Center as well as at home at no cost to you. You can access this program through the updated familysearch.org website.

Research Programs	Logan Regional Family History Center	Selling Price
Ancestry.com	Free	14 day free trial Annual \$12.95/month US 3 month \$16.95/month US Monthly \$19.95/month US Annual \$24.95/month World 3 month \$27.95/month World Monthly \$29.95/month World
Heritage Quest	Free	
Get My Ancestors	Free	Free
Roots Web	Free	Part of Ancestry.com
Find a Grave	Free	Free
Wiki	Free	Free
Familysearch Record Search	Free	Free

18. Familysearch.org – why did they change to website?

Answer: The original familysearch.org website was designed to assist in genealogy work for church members as well as the general public. During the past several years programmers have been working on beta programs to allow us the access to additional information for research as well as access to materials and the library to assist in our Family History research. Through the feedback of familysearch.org beta users the programmers have updated the program to make it more “user friendly” and allow access to more information. This is only a start to the updates that will additional information as it becomes available.

19. Where do I locate the information entered from the Extraction/Indexing program?

Answer: Familysearch.org “Record Search” lab includes the extraction/indexing information as it is completed.

20. My brother, sister, father, mother, grandfather, grandmother are already doing the work on my Family History line so I do not have to do it.

Answer: It is amazing that just before Christmas I received a Family History published text on my ancestors published by my cousin. I then realized that the book did not mention any of my grandparents or parents and siblings or any of my immediate family members. Unless you are actively engaged in the work you may be left out of the research completed by others in your family.

21. Family History is for “Old Folks”, I will get to it when I retire.

Answer: Oh! How I wish I had talked to my ancestors when they were living. Trying to get the information now requires searching, begging, borrowing, stealing and spending monies to try to piece together the puzzle of my family line.

Many times we spend our efforts on the living and forget the challenge that was made to go to the Temple and do the work for our deceased ancestors.

22. Where to I go after all the work for my Family History has been completed back to “Father Adam”?

Answer: Brother Merrill taught me one great lesson. “All My Cousins” is the program where we start at the end and work our way toward ourselves including links until we can unite everyone in the United States together.

***As I have found The Work Is Never Done***

