

Knowing Where to Find Online Help

Goal 4 - Knowing Where to Find Online Help

Overview: "Get Help" link upper right top of page

1. There is a very large library of help articles, webinars, and such located in the *Get Help* section.

Help Center:

1. Clicking on the Help Center will bring you to the following page.
2. The Search bar ("What do you want to learn about?") is where you can pose a question. Click "Search" and a list of articles and lessons will be listed.
3. There are 11 large icons in the middle of the page that you may click on, depending on your type of question. A list of articles will come up which may answer your question.

Getting Started:

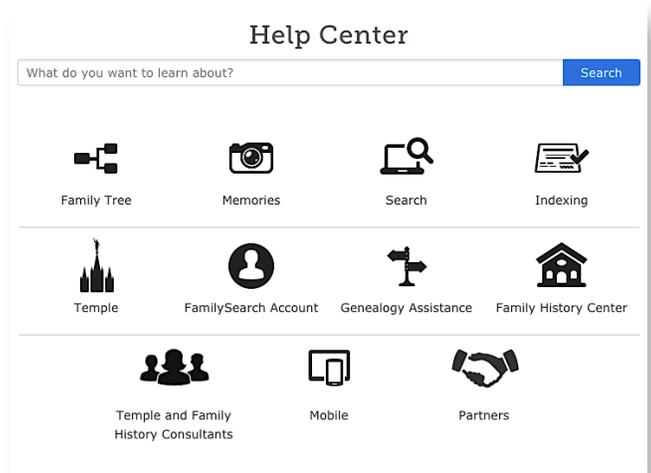
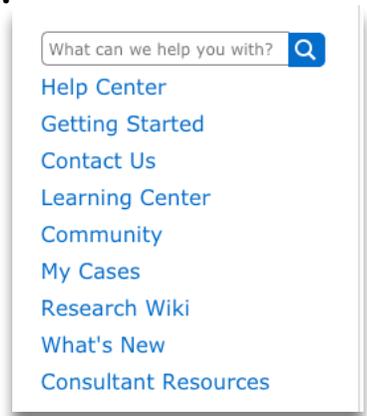
1. An overview of "What is Family Tree and how do I use it?"
2. Phone numbers to call for local help- "My Family History Consultants"
3. If LDS, information about the process of submitting names for temple ordinances.
4. Introduction of where to find more information about your ancestors.

Contact Us:

1. If you don't find the answers to your questions in the help section you have the option to seek help from individuals locally or at FamilySearch.
2. Local Help will show the names of Temple and Family History Consultants if you are LDS or the phone number of the local Family History Centers.
3. You have the option of calling, emailing, or chatting for support questions. Help is available 24 hours a day. If you can wait for your answer, an email is probably easiest.
4. There is an option to "Download Remote Connect Software" near the bottom of the page to have a support person connect directly to your computer.
5. When you request help a "Support Case" is created. You can always go back and review what the answers were by clicking on the "My Cases" link.

Learning Center:

1. You will see 4 tabs just under the search bar.
2. You can filter your content by Articles, Lessons, or Wiki.
3. Type into the search bar something that you are interested in exploring. The results will be shown below.
4. The Learning Center has a variety of webinars, free courses and such in different languages for many parts of the world.



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5. Clicking on Wiki will give you a list of articles about genealogy found in the Wiki. You can type into the search bar an area of interest and it will take you to related pages in the Wiki that will guide you in your research.

Community:

1. This is a forum for collaborating with others. You can ask browse to view questions and answers that have been asked. You can ask a question about FamilySearch products or services to receive answers from other community members. For example you can ask a research question.
2. You can join a group with similar interests where you can ask questions and help others with their questions.

My Cases:

A summary of the cases you have created and the answers or action that was taken.

Research Wiki:

The FamilySearch Research Wiki is a free, online genealogy and family history guide that lists websites, provides research strategies, and suggests records and resources to help you find ancestors from all over the world. We'll cover this under the Research tab of this website.

What's New:

The FamilySearch blog will help you keep up to date about all of the new improvements, additions, or other changes that are being made on FamilySearch. Keep up to date with the new records added.

Consultant Resources:

1. **Your Calling Tab:** Resources for those in the Church of Jesus Christ of Latter-Day Saints who have callings as Temple and Family History Consultants.
2. **Consultant Planner Tab:** Shows a view of your Family Tree with options to show by birth country, birth years, memories or sources. This allows you to know what is missing in your tree. Also see "Possible Opportunities" to do temple work or add information to your tree. On the left of the screen you can offer to help others by getting access to their tree. "Invite Person" will ask for an email address. An email will be sent to this individual asking permission to access their tree. "Help Others" will require a user name and helper number to get access to their tree. This option is best if that individual is with you or available by phone. You can then review their tree and guide them with their research or family history experience. Once you have added someone to your planner, their name will show on the left as accepted or added. When you click on their name you will have a view of their fan chart. You can use the planner to create a lesson plan which will make your meeting with them more meaningful and help you remember the steps you wanted to show them.
3. **Resources:** Links to several resources to help you with your callings in family history or any aspect of family history. Also find family history activities for children, youth and families.