



Get the most out of FamilySearch Online Help

Danielle Batson, AG® (BatsonDL@familysearch.org)
and Susan Milliner (MillinerSC@familysearch.org)

FAMILYSEARCH PRODUCT HELP

Susan Milliner, Product Manager – *FamilySearch Help*

Help on FamilySearch products is available for the FamilySearch features of Family Tree, Memories, Search, Partners, Temple, and Indexing. Use FamilySearch.org/ask to find how-to documents, answers to questions about FamilySearch products, and other help information. Step-by-step instructions are also available in the slide-out panel on the right of the screen. Access the slide out panel by clicking the square icon with the question mark as shown below.

How to Access:

- FamilySearch.org

The screenshot shows the FamilySearch website interface. The main content area displays the profile of Ida Ardella Jensen, including her photo, name, birth date (31 May 1904), and death date (5 February 1944). The profile is divided into sections: Life Sketch, Vital Information, and Other Information. On the right side of the profile, there is a 'RESEARCH HELP' section with links to 'Record Hints' and 'Research Suggestions'. Below this is a 'SEARCH RECORDS' section with logos for FamilySearch, ancestry, findmypast, and MyHeritage. A green arrow points to a small square icon with a question mark in the bottom right corner of the page, which is the 'Tree Tips' panel. The panel is titled 'Tree Tips' and contains a list of links: 'Contact Another Person', 'Edit Information', 'Create a Source', 'Print Family Information', 'Add a Child', and 'Edit a Relationship'. At the bottom of the panel, it says 'Need more help? Visit the Help Center'.

Tips:

- Use the panel help to see step-by-step instructions for the page you are on and a short video that walks through the steps.

- Use the link at the bottom of the Help panel for additional training on the page as well as policies and links to other resources.
- To go to the Help Center page for a particular FamilySearch.org page or feature, such as Memories, Family Tree, Search, and so on, click Get Help in the upper right corner when you are on that page.
- Call the **FamilySearch Help Desk 1-866-406-1830** for live help

VIDEOS AND TUTORIALS

The FamilySearch Learning Center has hundreds of family history classes for beginning and experienced genealogists on how to do genealogical research. There are classes from professional genealogists and community enthusiasts on all aspects of doing family history work, including videos on the FamilySearch products. Find classes and how-to presentations in PowerPoint slides, training materials, and videos, which often include handouts that can be downloaded

How to Access:

- [FamilySearch.org/learningcenter](https://familysearch.org/learningcenter)

Learning Center

Browse hundreds of online genealogy courses to help you discover your family history.

What course are you looking for?

Search Learning Center

Place

- [America, Europe \(4\)](#)
- [Argentina \(1\)](#)
- [Australia \(4\)](#)
- [Bosnia and Herzegovina \(1\)](#)
- [Brazil \(3\)](#)
- [China \(1\)](#)
- [Colombia \(6\)](#)
- [Croatia \(3\)](#)
- [Czech Republic \(11\)](#)
- [Denmark \(2\)](#)
- [England \(23\)](#)
- [Europe \(2\)](#)
- [France \(9\)](#)
- [Germany \(16\)](#)
- [Guatemala \(1\)](#)
- [Ireland \(8\)](#)
- [Italy \(7\)](#)
- [Latinoamérica \(17\)](#)
- [Mexico \(1\)](#)
- [Netherlands \(4\)](#)
- [New Zealand \(1\)](#)
- [Norway \(3\)](#)
- [Pennsylvania \(3\)](#)
- [Poland \(8\)](#)
- [Portugal \(3\)](#)

Most Popular Courses

- [Finding Our Cousins: Using New Tools on FamilySearch.org](#) 5 minutes
- [Descendancy Research](#) 40 Minutes

New Courses

- [Beginning South Africa Research](#) 48 minutes
- [Create a Life Sketch in Family Tree](#) 1 page
- [Finding Our Cousins: Introduction to Puzzilla.org](#) 2 Minutes
- [South Africa National Archives](#) 41 minutes
- [Duplicates in Family Tree](#)

Tips:

- Use the categories on the left to filter your search, and then enter keywords to find a specific class.
- Classes are categorized by place, skill level, subject, format, and subject language.

- Most Learning Center classes are contributions from volunteers. If you have class or training materials you would like to share with others, send an email to pysnaks@familysearch.org, with a subject line of “Community Contribution”. You will be given information on how to contribute content to the Learning Center.

GENEALOGY RESEARCH HELP

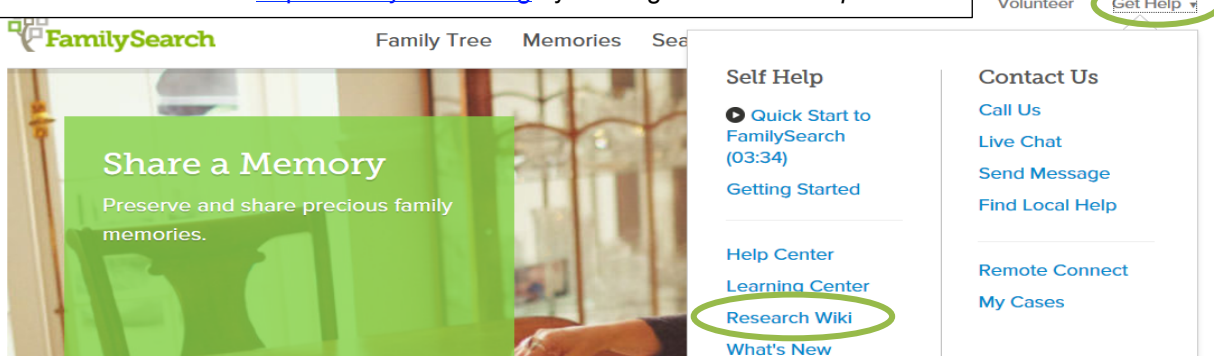
Danielle Batson, Wiki Project Supervisor – *FamilySearch Research Wiki*

The Research Wiki is a free, online genealogical guide that lists websites, explains records, gives research strategies, and suggests other resources to help you find your ancestors from countries around the world. The Research Wiki is a community project, and anyone can contribute to it.

How to Access:

- Wiki.FamilySearch.org *or* enter through FamilySearch.org

Access the wiki thru <http://FamilySearch.org> by clicking on the *Get Help* Menu



Family History Research Wiki

Get genealogical research advice, or learn where to find record collections in our 82,877



On the Wiki main page, type in a location or a genealogy subject in the search field. Examples: New York or England Census. You can also click on the map.

Tips:

- Search the Research Wiki by location, such as a country, state, county, or parish.
- The Research Wiki links to free and subscription databases and includes large databases as well as small local databases.
- You won't find information about individuals in the wiki, but you will find links to databases that may contain information about your ancestor.
- Anyone can contribute or help maintain the Research Wiki. If you find a broken URL link, you can edit the page and fix the link. Or if you find a red link, which indicates a blank page, you can add information about that topic right on the page.
- The wiki is a work in progress! Keep coming back to the Research Wiki to see what information is added. If it's not there today, a link to the database with your missing ancestor may be in there tomorrow!