

How to Use FamilySearch.org Getting Started



Here are some commonly asked questions about using FamilySearch.org. If you need help with doing any of the items below or have more questions, contact your ward temple and family history consultant. If you're not sure who that is, or if you need to find a family history center in your area, go to [FamilySearch.org/ask/help](https://www.familysearch.org/ask/help).

HOW DO I SIGN IN TO **FAMILYSEARCH**?

Sign in with your FamilySearch username and password. If you don't have a FamilySearch Account, you can create one by clicking **Free Account** in the upper right corner. Fill out the form. You will be sent an email or text message, depending on which you choose, to verify your information. In the email, click the link to activate your account. You can also use your LDS Account username and password to sign in.

If you can't remember your username or password, on the sign-in page, click **Forgot your username or password?** and follow the instructions on the screen.



WHAT IS **FAMILY TREE**?

Family Tree is a section of FamilySearch.org that displays generations of your family and any information about family members that has been contributed by others. You can access this section at the top of the page by clicking **Family Tree**. On this page, you can see how the generations fit together, and you can also see specific information about an ancestor, such as his or her name, family members, vital events, photos, and stories.

When you are signed in, the Family Tree page displays a pedigree chart with your name in the main position.



WHY AM I NOT CONNECTED TO ANYONE IN THE TREE?

Your Family Tree may come up blank because FamilySearch doesn't have data to connect you to your ancestors. For privacy reasons, FamilySearch won't automatically display records of living people. You will likely need to build a bridge by adding the names of the living people in between you and your deceased ancestors. There are three reasons why your tree might be blank:

- You haven't connected living ancestors to deceased ancestors in FamilySearch.
- There was a system defect previously, so any deceased ancestors you previously connected need to be reconnected.
- A membership clerk did not enter information.

To learn more, watch the video titled "*FamilySearch: When Your Family Tree Is Empty!*"

<https://www.lds.org/media-library/video/2013-03-02-familysearch-when-your-family-tree-is-empty?lang=eng#d>