

Lesson 9

newFamilySearch

The Helper Function



Lesson 9: The Helper Function

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The New FamilySearch

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Lesson 9: The Helper Function

In this lesson, you will learn how to use the helper function. You can sign in and help others by proxy by using the helper function. To begin, click **start**.

Estimated Time: 15 minutes

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JESUS CHRIST
OF LATTER-DAY SAINTS



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Spiritual Reflection: Service

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Elder Derek A. Cuthbert

"Service changes people. It refines, purifies, gives a finer perspective, and brings out the best in each one of us. It gets us looking outward instead of inward. It prompts us to consider others' needs ahead of our own. Righteous service is the expression of true charity, such as the Savior showed."

(Derek A. Cuthbert, "The Spirituality of Service," *Ensign*, May 1990, 12)



How does helping others with their family history work affect them, their ancestors, and yourself?

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What Is a Helper?

Some people live in areas where access to computers is limited. Some people do not have a computer or do not want to use a computer. They need help using the new FamilySearch in order to provide ordinances for their ancestors.

FamilySearch provides a way for you to enter information for someone else and prepare the names for them to take to the temple. In a way, you are working on their family history by proxy.

- A helper can sign in to the new FamilySearch and work on behalf of someone else.
- FamilySearch Support can sign in as a helper to see the data of the person being helped.





What Can a Helper Do?

Helpers are able to perform any task in the new FamilySearch except make changes to a person's profile information.

When you sign in as a helper and add family information for someone else, FamilySearch identifies the person you are helping as the "contributor" of the information. You are the "submitter" of the information (the person who entered the information in FamilySearch).

Helpers are able to do the following for the person being helped:

- Add family information.
- Edit and delete family information.
- Print family information.
- Prepare and print a Family Ordinance Request for the person to take to the temple.

Helpers are unable to:

- Make changes to the person's profile information.
- Make changes to information from Church membership records.
- Make changes to information from temple records.



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Helping Others in the New FamilySearch

As you serve others who may not have access to the Internet, you will want to follow these guidelines for collecting and returning information:

- Prepare to help the person with the new FamilySearch.
- Use the new FamilySearch to help the person gather his or her family history.
- Deliver the information to the person and instruct him or her on what to do with the information you gathered from the new FamilySearch.
- Use the new FamilySearch again to add to or update the person's information and prepare names for temple work.



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Prepare to Help Someone Else

As you prepare to help others enter information in the new FamilySearch, you need to keep the following items in mind.

Click each item below to learn more.

- [Obtain a Notebook](#)
- [Tell What You Can Do](#)
- [Get Helper Information](#)
- [Get GEDCOM Files](#)
- [Write Down Ordinance Reservation Preferences](#)
- [Print a Family Ordinance Request](#)

Obtain a notebook for keeping notes on each person you assist.

You will be taking notes on many of the person's preferences and personal information. You will find that you need to refer to this information many times while using the system. Therefore, we recommend that you obtain a notebook to keep all your notes in the same place for those you assist.

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Tell those you serve of the services you can provide.

Inform those who you are helping of the services you can provide:

- Printing all the information the new FamilySearch has about the member's family and ancestry.
- Reserving the ordinances of the ancestors of the person so he or she can perform those ordinances in the temple.
- Printing Family Ordinance Requests for those reserved ordinances.
- Adding and correcting genealogical information in the new FamilySearch on behalf of the person.
- Also remind the person that you cannot correct official LDS Church records, such as membership or ordinance information. To change information on Church records, the person must talk to his or her ward clerk.



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Obtain the person's helper identifying information.

In order for you to sign in to the new FamilySearch as a helper for the person, you must first obtain some identifying information that allows you to sign in as a helper. Write down in your notebook the person's full name, birth date and "Helper access number" (the last five digits of his or her membership number). You should get this information directly from the person. It is not appropriate to ask the membership clerk or bishopric for information about another person.

If the person has sent you a request in the mail, you'll need to contact him or her and get this information before you can proceed with helping the person.



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Find out if the person has any GEDCOM files to add to the new FamilySearch.

Ask if the person you are assisting has any GEDCOM files to add to the new FamilySearch.

Obtain the GEDCOM files from the person on whatever type of media he or she has (floppy disk, CD, etc.). If the person has no GEDCOM files to contribute, then move on to the next step.



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Write down the person's ordinance reservation preferences.

Ask the person what his or her preferences are for reserving ordinances.

- Would he or she like all available ordinances in the first three generations of ancestors reserved? If so, only that person or those he or she gives ordinance cards to will be able to perform the ordinances.
- Would he or she like all ordinances made available for any temple patron to perform?
- Would he or she like only some ordinances for specific ancestors reserved? If so, all other ordinances will be made available for any temple patron to perform.

Write the person's ordinance reservation preferences down in your notebook.



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Find out if the person wants Family Ordinance Requests printed for reserved ordinances.

If the person requested that ordinances be reserved for him or her, ask the person if he or she wants Family Ordinance Requests printed out for those ordinances. Then write his or her response in your notebook.





Task: Log In as a Helper

John Gulley wants to use his new knowledge of the new FamilySearch to help his friend Jarred Smith. John signs in to the new FamilySearch and signs in to help Jarred.

Sign in to help someone else, follow the steps below.

Steps:

1. Click **Sign In to Help Someone Else**.
2. Enter the name, birth date, and Helper access number for the person you are helping.
3. Click **Done**.
Note: You are now signed in to help someone else. The banner across the top of the page is now green. This indicates that you are helping someone else.
4. When you are finished helping someone else, click **Quit Helping** to return to your home page.



[Print Page](#)

The screenshot shows the FamilySearch website interface. At the top, there is a green banner with the FamilySearch logo on the left and navigation links on the right: "Home", "Me and My Ancestors", "Search", "Add Information", and "Temple Ordinances". Above these links, it says "John Gulley Helping Jarred Smith Sign Out Quit Helping". Below the navigation bar, there is a large banner that says "Helping Jarred Smith" in blue text. To the right of this banner is a link that says "Help with This Page" with a question mark icon.



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Return the Information to the Person

After entering all the information for the patron and printing out any pedigree charts, family group records, or Family Ordinance Requests the person asked for, return the items to the person for review and correction.

Encourage the person to take the Family Ordinance Requests to the temple and perform or have performed all of the ordinances that you reserved.

Where possible, sit down with the person and review the Family Group Records for accuracy, correcting any information that is inaccurate by writing the corrections directly on the form.



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Add or Update Information in the New FamilySearch

After receiving the corrected Family Group Records or other information, return to the new FamilySearch to enter the corrected information and reserve temple ordinances.



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Commonly Asked Questions

Below are some commonly asked questions concerning the helper function.

To see answers to these commonly asked questions, click each of the images below.



Question 1:

When I sign in to help someone else, am I listed as the contributor in the new FamilySearch?



Question 2:

If I let someone sign in as a helper for me, does that person have access to my account forever?

Question 1: When I sign in to help someone else, am I listed as the contributor in the new FamilySearch?

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.

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Question 2: If I let someone sign in as a helper for me, does that person have access to my account forever?

No. You can change your Helper Access number at any time by following the steps below.

1. Click the **Home** tab.
2. Click **Update My User Profile**.
3. Enter your password, and click **Done**.
4. Update your Helper Access number.
5. Click **Done**.





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Check Your Learning—1 of 2

*Click all correct answers, and then click the **Check Answer** button to check your answer.*

What are the three items you need to sign in as a helper? (Select all that apply.)

- The person's full name.
- The person's helper access number.
- The person's baptism date.
- The person's birth date.

Check Answer

Correct. The three items you need from a person to sign in as a helper for him or her are the full name, the helper access number, and the birth date.

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Check Your Learning—2 of 2

Click the correct answer, and then click the **Check Answer** button to check your answer.

What is the default Helper Access Number? (Select one.)

- The person identifier number.
- The last five digits of the membership number.
- The year of your confirmation date.

Check Answer

Correct. The default helper access number is the last five digits of the membership record number.



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