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Questions and Answers

When we face the unknown, we generally have questions and concerns. As we progress into unfamiliar territory, we want information we can trust. When we attended the BYU Genealogy Conference, we spoke to many of you and answered hundreds of questions about FamilyInsight, **FamilySearch** family tree, PAF, etc. We enjoyed meeting you and providing answers to your questions. We even asked employees for the Family History Department questions of our own.

For the benefit of those who could not attend the conference and talk to us in person, this newsletter will share what we heard and learned. Hopefully, your questions will be answered.

FamilyInsight Questions

~ The foremost question was, of course, "When will you release FamilyInsight?" ~

Our standard reply the first day was, "Soon". The next day we replied, "Sooner"…as in sooner than it was yesterday. By the last day we told every it would be released "Soonest we're ready!" I stand by that reply.

~ The next most frequently asked question was, "Do I have to buy FamilyInsight if I have PAF Insight?"

The answer is, "No" but with some qualifications.

The license agreement for PAF Insight allows you to install the program onto all your household computers (one license works for all) AND install all the updates that we release within a year of purchase. Therefore, **if you purchased the program or an update license within a year of our**

releasing FamilyInsight, the update is free.

~ What is the update license? ~

An update license allows you an additional year of updates to Insight. After the end of that year, you can either use the program "as is" or purchase another update license for another year of updates. Like the original license, you can use it on all your household computers to receive all the updates we release within that year.

If you purchased PAF Insight more than a year ago, you can purchase an update license for $15.00 (plus tax if you live in Utah or Hawaii) when we release FamilyInsight.

Three questions with one answer:

~ How do I know if I need the update license? ~
~ How do I know when FamilyInsight is available? ~
~ How do I get the update for FamilyInsight? ~

PAF Insight will notify you. The first time you open PAF Insight each day, it looks to see if updates are available. When we release FamilyInsight, you will get a message that an update is available and you will be asked if you want to download and install it now or later.

Part of the installation process checks for a current license key. If you have a current license (either the original one or an update license), FamilyInsight will be installed immediately. If you need an update license, you will get a message with four options:

- **Get New License** – Takes you to your secured customer area on our website where you can pay for the update license.
  NOTE: Before you pay for the update license, please check the email address we have on record **and update it if needed** so that you will receive your confirmation email and the email with your new license key and license username.
- **Enter New License** – If you already purchased an update license, click this and enter the new license key and license username.
  REMEMBER: The license key and license username are case and space sensitive and must be entered exactly as you see them in your email.
- **Cancel** – Exit the update screen without installing the program or purchasing an update license. You will receive another reminder on another day.
- **Don't Ask Again** – Stops the installation and closes the update window and you will not get any more reminders of new versions or updates. You may continue using PAF Insight "as is". If you choose to update later, you can go to our website, purchase the update license and download the current version of FamilyInsight.

The bottom line is, if your license is current, you get FamilyInsight without cost. If your license is not current, you can either purchase the update license and install FamilyInsight or continue using PAF Insight "as is" and not purchase the update license. PAF Insight, of course, will not synchronize your records with **FamilySearch** family tree.

~ I understand there is a free 60–day trial offer. Please tell me more about this. ~

If you have not purchased PAF Insight in the past, you may try FamilyInsight for free. It is the full version of the program and all the features work. If you like the program, you may purchase it. If you do not want the program, you do not have to pay a penny. At the end of 60 days, it will no longer work without a license key.

***Get My Ancestors* Questions**

~ Since Get My Ancestors is free, why to I have to register? ~

If you have PAF Insight, you do not need to register again; simply download and install *Get My Ancestors*. The installation process includes a scan for your PAF Insight license key (it does ***not*** even have to be a current key) and installs *Get My Ancestors* without any other requirements. **You only need to register if you do not have a key for PAF Insight.** Once your register, you will receive a key for installing *Get My Ancestors.*

~ Do I need anything else to use Get My Ancestors?

Yes, you need a username and password for **FamilySearch** family tree (aka new **FamilySearch**) which is different from your login to search the IGI on www.**FamilySearch**.org. Currently, **FamilySearch** family tree is only available to members of the Church of Jesus Christ of Latter-day Saints in certain temple districts. Members may register to use this system when their temple district "goes live". After registering, you will be able to use *Get My Ancestors*. **FamilySearch** family tree will be released to the public after all the temple districts are converted to the system.

~ I downloaded a large file of ancestors but it did not have any ordinances. Why? ~

Get My Ancestors is a starting tool for those who do not have a file and want to download one from **FamilySearch** family tree. *Get My Ancestors* retrieves data from the person's summary page, which only has the basic events such as birth, christening, death, burial and marriage to one spouse. **No ordinance information is included in the summary page of FamilySearch family tree therefore you will not see ordinances in the file you download**. We are using this method of retrieval to speed the download process and avoid duplicate assertions that most people would want to delete from their file.

Others may want to download a file because it is faster and easier to look at the complete family in PAF than it is to look at it online. Looking at your records in PAF may help you identify what you need to synchronize using your file and FamilyInsight. You can also see if a branch of your family is missing then work to get them attached or added.

For these reasons, I think of the *Get My Ancestors* file as a research tool or the foundation for a beginner's personal file but not a final product.

~I would like some additional features added to Get My Ancestors. Will you be expanding its

capabilities? ~

In order to keep *Get My Ancestors* as a free utility, we do not have plans to expand its capabilities. We will continue to fix any bugs that we find and make minor changes to improve it's functionality.

FamilySearch Family Tree Reminders

The BYU Genealogy Conference offered many classes on **FamilySearch** family tree, which were taught by employees of the Family History Department. Diana and I took the opportunity to talk to some of these people and asked them a few questions including, ***"Will FamilySearch continue to offer PAF as a free download from their website?"***
We received an emphatic, "YES".

Then we asked, ***"Will you continue to offer support for PAF?"***
Again, an emphatic, "Yes, we will continue to support PAF." Paul went on to say that if people want to use PAF, they may continue to use it without worry.

Although we did not have the opportunity to attend many of the **FamilySearch** classes, we heard from the attendee's that two things were stressed. First, **FamilySearch** does NOT want a GEDCOM of your records. Instead, you need to see what is already in the system, combine the records that already exist then update those records by using a program that synchronizes your records with **FamilySearch** family tree [i.e., FamilyInsight]. FamilySearch help document ID 031faq0002b says,

> "Contributing GEDCOM files works best if you have information that is not already in the new FamilySearch. Consider these recommendations:
>
> - Only contribute information not already in FamilySearch. Carefully compare your information with information in the new FamilySearch before you create your GEDCOM files. If possible, contribute only your unique information.
> - Do not contribute information you received from your family genealogist if your family genealogist will be contributing it.

You need not worry about entering new people or other data into **FamilySearch** because FamilyInsight can do that for you. No hand entering, no copy and paste, simply use the new **Sync with FamilySearch** mode and add or update the records as needed.

The second thing they apparently stressed was, rather than dispute information that differs from yours, simply add your assertion and back it up with notes and sources. Personally, I would much rather see the notes and sources for your assertions than a dispute on someone else's assertion. If you read both of these help documents (ID: 103192 and 9229m_en) you will understand that disputing relationships is appropriate but disputing spelling and other minor variations is unnecessary. For minor differences of opinion, add your information and state why you feel it is correct and let those that look at the records evaluate the evidence for themselves.

FamilySearch also requests that we separate improperly combined records rather than dispute the

data. Separating the people will leave the right facts for each person and a dispute will not be necessary. Do not groan, the **Separate** function of FamilyInsight makes this process painless. You will LOVE this feature!

Closing Remarks

When I was a young girl watching my father and his flying buddies talk about airplanes, I felt their love of flying and enjoyed the camaraderie that comes when people share a common passion. Later, I saw the same enthusiasm at ski resorts, the theater and elsewhere. There are no strangers when you gather with others who share the same interests. You may not be able to attend a big conference like the ones held in Utah but you can avail yourselves of conferences held in your local area. The opportunity to learn is great and the chance to talk to people about family history without their eyes glazing over in boredom is a rare treat. I hope you enjoyed this glimpse into the BYU conference.

~ Cina Johnson ~

Odds and Ends
In honor of the Olympics, World Vital Records is discounting their World Collection to $88.08. This offer runs through Aug 26th. Ohana Software customers may use this link to take advantage of this special price.

CALENDAR

Mesa Arizona Family History Expo 2008
November 14-15, 2008
Mesa Convention Center - 263 N Center St, Mesa, Arizona
John Vilburn will be teaching FamilyInsight classes
Learn more: Click here

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