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Ohana Insights Comes to Life

Ohana Software begins a new chapter with the publication its monthly newsletter, Ohana Insights. Our mission is to help you learn more about your programs so you can accomplish your genealogy goals. If you relate to the following scenario, you'll understand this goal.

I have been guilty of purchasing new software and using it without bothering to learn its full potential. I figure out enough to use it for my initial intentions but remain ignorant of its other capabilities. If I follow this pattern long enough, myopia sets in and blinds me to the unfamiliar features so that I don't even "see" them any more. Eventually, I begin to wish the software would help me in other ways and the real work of learning begins. I experiment with an icon, button, or tools menu, refer to Help documents, and begin reading them more closely.

If this sounds familiar, we hope Ohana Insights opens your eyes to some additional features and helps you make full use of the programs you own.

Please join us each month for new insights and new ideas!

Cina Johnson

Insights into Insight: Troubleshooting, Tips, and Tricks

Diana and I love our jobs and thoroughly enjoy helping you but we aren't available 24/7. When you run into trouble at night, on weekends or on a holiday, waiting for our reply impedes your work. Therefore, here are a few troubleshooting tips for some of the most frequently asked questions. Now, you won't have to wait for a reply before you can use PAF Insight.

1. *I need my license key and user name to install PAF Insight (or some other program) onto my computer.*

- Go to our website at www.ohanasoftware.com and click the link, **Register or Login Here**, found in the upper part of the left panel.
- Enter your Customer Area Login Name (username) or email address as we have it on file.
- Enter your password.
 - If you don't remember your password, click on the **Lost Password** button.

- Enter your email address and click **Get password**. Your password will be emailed to you.
- Check your junk mail folder and trash can in case your spam blocker sends it there!

After logging in, the screen will say **Welcome** and display your name.

- Under the welcome message, there are four options displayed in red/rust.
- The options are:
 - **Edit Contact Info** - you can update your email address, phone number, etc.
 - **License Keys and Downloads** - see the license key and username
 - **E-mail License Keys** - receive an email with your license key and username
 - **Logout**
- Click on either **License Keys and Downloads** or **E-mail License Keys**.
- **CAREFULLY** copy **both** the **License key** and **Username**. These are computer generated and work together to unlock the program. They are also case and space sensitive, so please, enter them exactly as you see them on the screen or in your email. There should be no spaces at the beginning or end of either the license key or username.

2. I can't see the details window at the bottom of the screen! How do I get it back?

Click on **View**, at the top of your window, and select **Arrange Windows**. Voila, you have the details window! This works in other modes when you cannot see windows you need.

3. I did the temple work for my grandfather but it's not showing up when I search the IGI? Why not?

If you have ordinance information in your grandfather's record, you need to check your preferences. Click on **Edit** and select **Preferences**. Remove the check by the statement, **Only show IGI matches that contain additional ordinance information**. The program can now display hits that match information in your file. If you still do not find the information, change the search parameters from **Search exact year** to **Search +/- 1, 6, or 11 years**.

4. Where can I find lessons for using PAF Insight and its various functions?

Click on **Help**, in the menu bar of PAF Insight, and click on **Help**. The right panel has the link to lessons. Click on the lesson you need. If you prefer lessons with screen shots to illustrate the directions, go to our website at www.ohanasoftware.com. Click the **Lessons** tab. Select the lesson you want by clicking on the **PDF** link to the right of the lesson title. The lesson is downloaded to your computer to read or print. Don't forget to look at the two PowerPoint presentations, too!

To help you locate what you need in the lesson, bring up the **Find** function by holding down the Control key (**Ctrl**) on your keyboard and clicking the letter **F** (for Find). Enter a key word into the **Find** field. Click, **Find Next**. A highlight appears on the word in the lesson. This helps you locate information you need without having to read everything. It works in all sorts of programs and many Internet sites. Click **Find Next** again to jump to the next occurrence.

Spotlight on: PAF Pal

PAF Pal is a handy utility created by the late Steve Cannon. We honor him by featuring PAF Pal as

the first program we spotlight.

PAF Pal makes it a snap to change postal code abbreviations into fully spelled-out names! The program can change the standard abbreviations for US states and territories, Canadian provinces and British counties. With the click of a button, you can also add USA to places with state names. PAF Pal does a great deal more. Even the **Clear/Change** tab, where you go to expand postal codes and add USA, contains many other options. Now, I want to move you from that tab and onto the **Options tab** where you can set PAF to work better for you.

The **Options** and **Preference** features in computer programs are the key to making programs work the way you want them to work. PAF Pal's **Options** tab provides choices affecting your Personal Ancestral File (PAF) program. The first option puts a link from PAF to Ancestry.com, Genealogy.com and RootsWeb.com. The link works like the link from PAF into PAF Pal or PAF Insight but appears in the **Search** menu. Effortlessly and accurately, you can find many search results by selecting a name in PAF, clicking **Search** and selecting the website or your choice. The website opens with search results for your person.

The second option makes it easy to see if a couple has children. From the family view in PAF, children without a spouse have the outline of an arrow to the left of their names. Children with a spouse have a black arrow to the left of their names whether they have children or not. PAF Pal offers the choice of putting a "bullet instead of an arrow for children who are married but have no children". A glance tells you if there are additional generations for any child in the family.

Option number three pleases PAF users with photos attached to their files by displaying the photo of the spouse and parents in the family view. Its fun to have these additional family members visible.

Last but not least, click on the drop-down arrow by **Color Scheme** and choose from six color themes for PAF. Easter to Patriotic or Desert to Valentine, the color schemes can brighten up your life.

NOTE: You must close PAF Pal and PAF before the changes take effect. Have fun customizing your program!

Calendar

The Ohana Software website provides a list of upcoming genealogy events featuring PAF Insight classes or booths. You view the events list by clicking on the **Calendar** tab on our website or [this link](#).

If you want your genealogy event included on our website and newsletter, please send an email to support@ohanasoftware.com with the Subject line, **Calendar Event**.

Please provide the following information:

- Event name
- Date(s) and time
- Place and address
- Registration information
- List of PAF Insight classes

If you have an event website with the class schedule and/or registration information, send us the link

and we will include it on our website.

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