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Please Help!

This issue of Ohana Insights contains vital information concerning the release of our new update of FamilyInsight. Significant changes have been made to the **FamilySearch** family tree website. Those changes require you to update your FamilyInsight and other programs that work with new **FamilySearch** new versions that are being release. They also affect your login to the new **FamilySearch** website.

Please help us by carefully reading the newsletter so you know what to do to get your program updated, etc.

We have tried to anticipate your questions and concerns and have addressed them in this newsletter. Before calling or writing, please review the newsletter to see if you can find the answer to your needs. If you cannot find what you need, please be patient as it may take us a bit longer to reply to your emails or answer your calls during this time of transition.

We hope we have identified key issues you may face and that the newsletter will be a good resource for you.

Links to download updates

[FamilyInsight](#) latest version. Free if you are within your year of free updates or update extension license period.

[Get My Ancestors](#) latest version. FREE

[Ordinance Tracker](#) latest version. Update free for those who have purchased previously

[Charting Companion for FamilySearch](#) latest version. Update free for those who have purchased previously.

~Cina Johnson~

Insights into Insight: Major Update Coincides with FamilySearch Update

The time has come, Cina said, to speak of many things...

~Login Changed ~

The top of the list is **FamilySearch** has released a new version of their website. Whether you login on the new.familysearch.org website directly or through FamilyInsight, **you will be required to use your LDS.ORG login instead of your new.familysearch.org login.** I quote from a FamilySearch email to beta testers for the **FamilySearch** family tree website. "**FamilySearch** is now integrated with LDS Account and **FamilySearch** account. This means that users will eventually have only one user name and password for all FamilySearch accounts (including Record Search, Research wiki, etc.) or for all LDS Accounts" (this is for LDS Church members and includes **FamilySearch** sites and ward and stake Web sites). There is also a combined **FamilySearch** type account for non LDS users.

When you use FamilyInsight and need to login, you will need to use your LDS.ORG login. If you do not know your LDS.ORG login or have other questions please go to the [LDS Account support page](#)

Go to the first section on the list, Sign-in Issues, and click on

- How do I recover my user name or password?
 - I forgot my user name
 - I forgot my password

When you click on the links, answer the questions and follow the instructions. Once you retrieve your user name and password, use that to login through FamilyInsight. There are some changes to FamilyInsight. Please read carefully, as this will save writing an email and waiting for a reply.

~ Get My Ancestors ~

The Tools menu of FamilyInsight now has an option to open Get My Ancestors. If you use Get My Ancestors through the Tools menu of FamilyInsight, you will have the option to save the file either as a .paf file or as a GEDCOM file. This is especially convenient for our Mac users and those who use other genealogy programs besides PAF5. You asked for it and we made it happen. I can see you all jumping for joy.



~Stop Search ~

To conserve the room on the Tool bar you will only see one icon for stopping a search. The Stop all Searches and Stop This Search options have not disappeared, they are just accessed by clicking on the Stop icon. You will then see the two options, Stop all Searches and Stop This Search.

~ More Information Displayed ~

We display more of the data from the new FamilySearch records. Instead of showing a sampling of the names or event dates and places you will see the complete list. This allows you to see more of the variations in the person's record and better detect when a person has been combine incorrectly so you can use the separate feature. You will also recognize the IOUS records (Individuals of Unusual Size) that will not, at least for now, allow you to combine their records with other records.

As you scroll down the details window, you will notice that there are some visual cues to separate one set of information (birth data) from the next set of information (christening). Although you will have more scrolling, the information should line up quite nicely so that you can compare the data easily.

~ Confirm Dialog ~

We have had requests to show a summary of the information you are moving into your file or onto new FamilySearch. We have added a window to view the changes before they are actually made. You can then continue to synchronize the record or back out to the view to change your choices.

There are other subtle changes to the program that do not affect the searching or updating process so they are not mentioned here. We wish you continued success as you hunt for your family.

~Thank you for using FamilyInsight, too!~

Updating FamilyInsight

If you have not already gotten the message that FamilyInsight has a new version, this is what you should do.

First, look at your desktop icons and DELETE any icons that say, Setup_FamilyInsight.exe . If you do not see any icons with this heading, do not worry. If you do see an icon with this heading, drag it to the recycle bin to get it off your desktop.

Next, open FamilyInsight. If it has been more than 24 hours since you last opened the program, you will get a message that an update is available. **Do not use the Auto Updates for this set of updates.** Instead go directly to our download page and install from there. Depending on the Internet program you are using you will get the choice to either Run, Open or Save. If you choose Run or Open, it will start the download and run the installer when it is ready. If you choose Save, it will save the installer to your computer wherever you choose or if no choice is given, it will most likely be your downloads folder. I like to choose the desktop and then it is easy to find and can be easily deleted after I am finished. If you save the installer, you will then need to go to where it was saved and double click on the Setup_FamilyInsight,2010.3.27.exe file. This will start the install process.

If you have a current key, the program will install without asking for your license. If your current key has expired, you will get a message telling you that your period of updates has ended and you need an update license. Click on the option to get a new license. The Internet will open and you will be logged into your account on our website where you can purchase the update license. The update

license is \$15.00. If you live in Utah or Hawaii, you will have to pay tax. As you process your order, watch for the screen that asks you to verify your email address. This request is at the bottom of the screen. **MAKE SURE WE HAVE YOUR CURRENT EMAIL ADDRESS** so you can get the license key and license user name that is emailed to you. Now you will have a new update license key and license user name.

Enter the new key and new user name when asked. The install will begin. You will be instructed to close FamilyInsight and PAF.

The installation wizard will open and you can walk through the installation. Once again, make sure you have closed FamilyInsight and PAF.

As you go through the installation wizard, you do not need to change any settings. Just click Next, Next, I Agree, Next, Next and Install. You will be on your way in no time.

One final note for the people who had to go to their desktop and look for the Setup_FamilyInsight.exe file. After you get the program installed, **DELETE** the Setup file.

~Cina Johnson~

Purchasing Insight after using the Trial Version? You may need to Uninstall!

After using the trial version and purchasing FamilyInsight you will receive a new license key that will allow you to continue using FamilyInsight and receive updates to the program for a year. In order for the new key to work properly, you may need to uninstall the trial version. If you get the message on opening FamilyInsight after entering your purchased license and installing that you need to enter a valid license or that your trial has ended, then you will need to uninstall FamilyInsight and start fresh.

For your convenience, here are the uninstall and download instructions. The uninstall process is different for Windows and Macintosh computers, so we are providing you with both sets of instructions.

UNINSTALL INSTRUCTIONS - WINDOWS

- * Close FamilyInsight (PAF Insight if you have it on your computer) and PAF
- * Click on the Start in the lower left corner of your window.
- * Click on Control Panel
- * Double click on the Add or Remove Programs icon. (NOTE: if you use Windows Vista or Windows 7, click on Programs and Features instead of Add or Remove Programs)
- * When the list of programs that you have on your computer appears, find FamilyInsight and click on it.
- * Click on the Remove or Uninstall button
- * You will be asked to confirm that you want to completely remove the program from your computer, say Yes/OK
- * If you still have PAF Insight on your computer, please find that program on your list and uninstall it, too.

- * After you get the message that it has been removed close all the windows and return to your computer desktop.
- * REBOOT your computer.

UNINSTALL INSTRUCTIONS - MAC

First, move the application folder to the recycle bin.

Next, open the FINDER window and do the following:

- * On the left side, look for main hard drive and click on it. It may be called Macintosh HD
 - * On the next level, click on Library
 - * On the next level, click on Preferences
 - * Look for the file named com.ohanasoftware.FamilyInsight.plist. It may look something like this: com.ohana...sight.plist because it's so long.
- Move this com.ohana file to the recycle bin.

You are now ready to do a clean install.

~Cina Johnson

Odds and Ends

Newest Version of FamilyInsight is **2010.3.27.0**. You can update by going to the [FamilyInsight download page](#) on our website and downloading the latest version.

Upcoming Webinars

If you would like to watch a video of a past webinar, please visit our [Webinar Archive](#). We keep a video in the archive for about a month after the webinar.

Using "Get My Ancestors" to Update Your File

We will be using this FREE downloadable program to quickly extend out family tree. We'll show you how to download a few generations of family records from the new.FamilySearch.org website and save them as a PAF File. It is a quick and easy way to add a branch to you existing tree, or create a starter tree.

- Thursday, April 8, 2010
- 6:00 PM - 7:00 PM MDT

To sign up for this webinar, [click here](#).

Basic Research Practices in the Age of New FamilySearch

Guest Presenter: Janet Hovorka- Popular Genealogical Speaker

Grounding yourself in the foundations of good research can help you be a more effective genealogist whether in the library or on the internet. We'll discuss primary and secondary sources, original and compiled records and how to track your research effectively. Now source centrality is more important than ever and so are your methods for citing sources. And now that you can work on New FamilySearch, do you need your own copy and how do you keep your own copy without a lot of work?

- Tuesday, April 20, 2010
- 5:00 PM - 6:00 PM MDT

To sign up for this webinar, [click here](#).

When you register for a Webinar there is a link just above the Last Name field that says "**Show time in my time zone**"

Watch our [Webinar page](#) for future additions to the April webinar schedule.

Join the [Ohana Software Facebook](#) fans page.

Calendar

It's a busy Spring for Family History There is bound to be something close by for you to join in the fun.

April 26-27, 2010

BYU Conference on Computerized Family History and Genealogy

Salt Palace Convention Center

100 South West Temple

Salt Lake City, Utah

FamilyInsight and other genealogy classes.

Ohana Software Representatives will be present.

[Click here](#) for more information.

Apr 28- May 1 2010

2010 NGS Family History Conference

Follow Your Ancestral Trail Salt Palace Convention Center

100 South West Temple

Salt Lake City, Utah

Ohana Software will be in booth 826

[Click here](#) for more information.

May 8, 2010

BYU Idaho (Rexburg) Family History Conference

BYU Idaho

Rexburg, Idaho

Ohana Software Representative will be teaching classes

[Click here](#) for more information.

**Friday, June 25, 2010 8:00 AM -
Saturday, June 26, 2010 6:00 PM (Mountain Time)**

8:30 AM to 6 PM

Colorado Family History Expo

Let Your Light Shine!

Embassy Suites Loveland Hotel & Conference Center

4705 Clydesdale Parkway

Loveland, Colorado

FamilyInsight and other Genealogy classes

Ohana Software Representatives will be present

[Click here](#) for more information.

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