



# Ohana Insights

Tips for using PAF Insight and other tools

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Ohana Software

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## Help!

If you run into problems with your PAF Insight at 5:05 P.M. on a Friday evening, do not bemoan the loss of a productive weekend before you get started. You can rescue the weekend by using the various support tools on our website as well as the Help features in the program to solve most problems. The support tools consist of Support, FAQ and Lessons as well as the "Insights into Insight" articles found in our *Ohana Insights* newsletter. We also have a Yahoo user's group where you can post a question and receive answers from fellow users. If you are unfamiliar with these self-help tools or have a hard time following written instructions and therefore shy away from these tools, please do not give up before you start! Instead, remember the little engine that could and repeat, "I think I can. I think I can. I think I can." Some problems have surprisingly simple solutions and fixing the problem yourself beats waiting for the next business day.

I want to empower you to fix your own problems using the information on our website or in your PAF Insight program. For this reason, I am departing from the normal question and answer format of "Insights into Insight" and discussing each specific help option listed above. Each topic has a heading for easy reference. May your plea for help turn to joyful exclams of, "I figured it out!"

Cina Johnson

## WorldVitalRecords.com Special Offer

The World Vital Records special offer of two years for \$39.99 is still available for Ohana Software customers.

Link to **World Vital Records discount** for Ohana Software customers --  
[WorldVitalRecords Discount link](#)

You can learn more about this offer and WorldVitalRecords.com in last month's issue of [Ohana Insights](#)

### Insights into Insight: Self Help for PAF Insight Users

Each or the topics in this article correspond to a specific area on our website, the Yahoo User's Group, or within the program itself. You may access the sections of our website by clicking on file tab with the same heading. The tabs are underneath our logo on almost every webpage. The other sections are self-explanatory.

#### Frequently Asked Questions (FAQ tab)

Go to our website at [www.ohanasoftware.com](http://www.ohanasoftware.com) and click on the tab marked FAQ. The top part of the page has a list of "Frequently Asked Questions" (FAQ) with a wide range of topics. Click on the question that matches your needs.

Read the solution. Re-read it and print the instructions if desired. ([Printing instructions appear at the end of the article.](#)) Open PAF Insight and follow the instructions **one-step at a time**. If the instructions say, "Click on File, select Preferences and click on the General tab." break it down into three steps. First, find the word **File** on your screen and click on it. Next, find **Preferences** and click on that. Now, look for something that looks like a file tab labeled **General**; click on it. When you take the instructions one-step at a time, it is not hard!

If the answer has many possible solutions, read each explanation before you try anything as one of the remedies may clearly fit your needs. For instance, if you have not been able to see the ordinances in PAF Insight, read the various solutions to your problem. As you read that PAF settings affect PAF Insight, you may suddenly remember that you turned off "Use LDS Data" in PAF. Instantly you know that answer applies to your situation.

If you do not find your problem on the FAQ list, click on the **Support** tab.

#### Support

The support page contains several options but I want to direct your attention to the **KnowledgeBase**. If you have never used a KnowledgeBase, it is time to start. They are invaluable and available on many websites. A KnowledgeBase contains articles on specific topics that help you use the program, understand a concept, or fix a problem. You look for answers by entering a search term into the box under the heading, "Search KnowledgeBase". The trick is finding one or two key words that apply to your problem. The KnowledgeBase searches every document for the **exact word or phrase you entered**, so keep it short. You may have to try several different words, so do not give up after one or two tries. For a problem with installing PAF Insight or other program, you could enter any of the following terms: PAF Insight (or other program name), key, license, license key, password, username, install, etc. Why not experiment with our KnowledgeBase by entering

each of these words and reviewing the results; the number of documents that may answer your question range from 5-12 depending upon what you enter.

You may also enter part of a word. If you enter "compare", you get one article. If you enter "comparing" you get two, but if you enter "compar" (leave off the e) you get three articles because both compare and comparing have "compar" in the word. Tricky, isn't it?

Remember, you are looking for a word that appears in the article so limit your search criteria to one or two well-chosen words. Break down the problem into its essential parts and try finding an answer that way. Are you merging records? Enter merge or duplicate. Are you comparing information? Enter compare. What mode are you using? Enter IGI, Sync, or Edit. Is a window missing? Enter window, view, missing, lost, or disappear. Is the name list incomplete or the filter not showing what you expect? Enter list, filter, or incomplete.

If you still do not have an answer, or if you want more understanding of the program or the mode, click on the Lessons link located below the KnowledgeBase search box. You may also click on the Lesson tab at the top of most webpages.

## **Lessons**

The eight lessons found on the website are identical to the lessons in PAF Insight with the added advantage of screen shots to illustrate our explanations. Click the PDF link that corresponds to the lesson you need. You must have Adobe Reader to view the lessons. If you do not already have it on your computer, click the Adobe Reader logo to download the free program. You may read the lessons online, save them to your hard drive, or print them by clicking on the printer icon of the Adobe Reader window. (See the [Quick Tip](#) at the end of this article for another handy search tool.) I suggest you read a paragraph and follow along using your file in PAF Insight. Learn then do.

## **Newsletter**

Click the **Newsletter** tab and select an issue of the newsletter for articles about PAF Insight or the other programs we offer. You may choose either the .html format that works nicely for reading on the Internet or the PDF format for saving and printing.

## **Yahoo User's Group**

You can join our Yahoo User's Group and receive help from PAF Insight users by posting questions to the group. Since members supply the answers, you may get a response even if it is late at night or a long holiday weekend. This link takes you directly to the user's group page where you can click on the **Join This Group** button. You can only post a question if you join the group.

You may search for answers in the archive whether you join or not. Generally, several people respond to the same question. When this happens you will see the same question listed several times but the accompanying reply comes from different users. If the question sounds like it pertains to your problem, read all the responses to learn everything you can. I have learned a great deal from this group and sometimes use the tips and tricks to help our customers!

John Vilburn moderates the questions and periodically responds himself. His knowledge and, dare I say insight, are appreciated.

## **Help within PAF Insight**

Lessons and other help documents come as part of the PAF Insight program and can be found by clicking **Help** and choosing **Help** from the menu. The link to the lessons appears on the right hand window.

The **Search** tab on the left hand window works something like the KnowledgeBase on our website. If you enter a word and click Search, articles with that word appear on a list. Double click on the title that fits your needs and read the article. Your search term appears in red in the document so you can easily find what you are looking for. You may use Ctrl F to activate the Find features located at the bottom of the lesson window. (To learn more about the Find tool, see the [Quick Tip](#) at the end of this article.)

The **Index** tab, also on the left hand window, lists specific topics that may describe your particular need. Double click on the topic to see the help page.

### **Printing Techniques**

If you do not mind printing everything on the FAQ screen, click on **File** and select **Print**. You can also highlight the answer and use the shortcut keys Ctrl C to electronically copy the highlighted section. You will not see anything happen until you open your word processor and click Ctrl V, which pastes the information onto your page. You can print this page

### **Quick Tip - Seek and Ye Shall Find**

One advantage of reading on a computer is the **Find** tool. The Adobe Reader window, used for reading our lessons and newsletter, has a built in Find box on the Tool bar. Click your mouse into the box and type in the word you are looking for. If you are reading the lesson on merging records and want to know what "Absorbed" means, type "Absorbed", click the small drop down arrow and choose "Find Next in Current PDF". If the word you entered is in the document, it will be highlighted. You may also select, "Open Full Reader Search". You may want to try both methods to see which one you prefer. These instructions work for Adobe Reader 8 and may not be exactly like your version of the program.

You may also use the shortcut keys Ctrl F to bring up a Find window. If you are online, the find box may either appear in the lower left corner of the window or as a popup window. Enter the word you want and click **Next** or **Find Next**. If the word is in the document, it will be highlighted. This works on many websites and windows programs and helps you quickly find exactly what you want without reading every word.

That covered a lot of territory and I hope you will try some of these techniques the next time you have a problem. Even if it takes you an hour to find what you need, it is better than sacrificing a productive night or weekend waiting for a reply to your call for help. You may also find other helpful hints in the process. Often the answer is at your fingertips.

### **Spotlight on: GenDB Cemetery Database Creator**

In 1946, someone indexed the headstones in a cemetery where my 2nd great grandparents and one of their son's were buried. A few years ago, I entered the name Martha Corey into the search box on a county website and watched as a page slowly appeared on my monitor. "Martha M Knight wife of Arnold Corey" caught my eye and I held my breath. I did not know Martha's maiden name but I knew she was married to Arnold Corey! His name appeared next as the husband of Martha Knight.

Finally, their son's name appeared and I knew it was my family. Because someone in 1946 took the time to record headstone information and about 50 years later someone else scanned the pages and put them on the Internet, I found the maiden name of Martha Corey. I will be forever grateful.

We can be the anonymous stranger that helps someone achieve a genealogical breakthrough by becoming involved in cemetery indexing projects. Such projects are ideal for youth groups, service organizations and churches, and Eagle Scout projects. Why not incorporate an indexing project into a vacation or genealogy trip. Armed with a laptop and **GenDB Cemetery Database Creator** by Joseph Irvine, you can easily create a helpful index for yourself and others.

**GenDB Cemetery Database Creator** provides a place for entering the transcriber's contact information, the cemetery address, and information found on the headstone. Additional remarks and explanatory notes go into the comments field. The user simply goes from marker to marker entering the information into the program. The program saves the data as both a sorted and unsorted .txt file. This feature allows several people to work independently on their own computers. When done, copy the information from one file and paste it into another to create one complete record.

With GedDB you can share your index and become someone's hero. With the click of a button can alphabetize your file and create an HTML file for posting it online. If you do not have your own website, consider these options:

- **www.USGenWeb.com** - Click the Projects link at the top of their page and select "The USGenWeb Tombstone Transcription Project" link.
- **http://www.findagrave.com/** - To contribute information you must register with the website. Registration is free.
- **County genealogy website where the cemetery is located** - See note above for USGenWeb.com.

I have three suggestions for getting started. First, look at indexing projects on both USGenWeb and FindAGrave to see if there are plans for indexing a cemetery in your area, then volunteer. Second, check with the cemetery for permission to index, see if an online index already exists, and get their rules and regulations regarding treatment of the headstones, etc. Third, if you did not volunteer for a project, decide on a website for your index and find out all their requirements. Some websites require a .txt format, others want it in .html or excel. **GenDB Cemetery Database Creator** creates the .txt and .html formats and you can easily convert the .txt file to excel if needed.

You may find the program on the Free Stuff tab of the Ohana Software website. Now, let's get out there and help one another find our families!

## **Odds and Ends**

### **Update on FamilyInsight**

We will soon be conducting a limited beta of Family Insight.

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