



# Ohana Insights

Tips for using PAF Insight and other tools

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Ohana Software

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## **Technology! Ya Gotta Love It!!**

We live during amazing times! I recently watched a program about the first trans-Atlantic cable and appreciated the jubilation over the first telegraph message that reached New York from England. The world grew smaller that day. Today's telecommunication and Internet technologies bring the world to our fingertips. Seemingly, no matter where we are, we can reach out beyond our borders to others around the world.

Ohana Software believes in customer support and we use technology to help us when needed. When you visit our website, you may see a picture of a woman framed in an orange box. If you need help and you see we are ONLINE, click on the box, fill in the required information, and start chatting with one of us. This feature is great for simple problems like retrieving your license key or finding out how to get PAF Insight downloaded. Best of all, we can help those of you who live overseas. We do not have set hours but watch for us online.

Our newest and most exciting support tool allows us to look at your computer and see what you see. If you consent to our using this technology, we will direct you to the support page of our website and give you a code number to enter. The first time we do this, you may need to download a small program that makes the link possible. In a matter of a few minutes, we can look at your computer and actually SEE what is going on. We do not use this all the time but it has been a wonderful educational and problem solving tool.

With your permission, we can also take control of your cursor and POINT to something, DEMONSTRATE how to use the program, or actually FIX your problem. The important thing for you to remember is, if you give us permission to control the computer, PLEASE do not type or use your mouse while we are working. We have to take turns or we go in circles.

For your peace of mind, the system is very secure and when we "hang up" the connection breaks and we can no longer see or control your computer.

The first time I used the viewer, the customer had accurately described his problem but it was so unusual that I could not visualize it. As soon as we synchronized our computers, I was able to see for myself. A picture really is worth a thousand words and often saves us LOTS of time. I have also used the viewer to help new customers learn the basics of PAF Insight and long time customers fix

firewall problems. While helping one customer learn to use the Edit Places mode I saw other problems and suggested solutions. Had we not been using the viewer I would not have known about these other issues.

I am always amazed that while I am sitting at my desk I can also look at your computer in Utah, Florida or California. I feel like we are in the same room working side by side. We can also use this technology to help our overseas customers. We can use the live support messaging to discuss the problem while we use the viewer software to see what is happening.

So, do you agree that we live during amazing times? Don't ya just LOVE technology?

Cina Johnson

## **Insights into Insight: Search IGI part 2**

I attended the 2007 BYU Family History and Genealogy Conference in August and enjoyed meeting many of you. As Diana and I prepared for our training session, we decided to provide instructions on some often overlooked or misunderstood functions in the Search IGI mode. Since most of you could not join us at the conference, I decided to share some of that information with you in the newsletter.

***Sometimes, I see birth, death, or other information in the IGI that differs from my information. I want this conflicting information but I do not want to lose what I already have. Is there a way to keep both?***

Yes, you can keep your information and add conflicting information from the IGI. In fact, the Merge and Compare & Sync modes have the same features. To do this, you must click the drop down arrow at the far right of the event fields (birth, death, etc.) and change the method of updating from **Merge** to **Add as New** or **Add as #1** (or #2, etc.).

***What is the difference between Merge, Add, and Add as #1 (or #2, etc.)? Where will this show up in the PAF?***

**Merge** replaces the information in your records (on the left) with the information from the IGI (on the right).

**Add as New** leaves your information and adds the information from the IGI. On the PAF Insight window, you will see your information listed first and the new information listed underneath. When you return to PAF and open the **Edit Individual** screen, your information remains in the **Events** section at the top of the window while the new information appears in the **Other Events** section. PAF adds the appropriate subheading (Birth, Death, etc.) to identify the event.

**Add as #1** replaces your information with the IGI data and moves your information to the secondary position. On the PAF Insight window, your information appears underneath the IGI information for that event. When you return to PAF, the IGI information appears in the **Events** section and your original information appears in the **Other Events** section with the appropriate subheading.

Conflicting marriage information appears in the **Edit Marriage** window under **Other Events**. New parents are attached to the child and display as usual or appear as an additional set of parents. You

may need to go to the Merge mode of PAF Insight and merge any duplicate people.

***I would prefer all the variant birth dates and places grouped together. Why must they appear in different sections?***

Computer programmers decide where and how data appears on a computer screen. The PAF programmers choose a format that utilizes **Other Events** fields for additional life events including conflicting data for birth, christening, death, burial and marriage. As long as we use PAF, differing data will appear in the **Other Events** section.

***Sometimes I want to see more information about a person and have to return to PAF. Why can't I just look at the records in PAF without closing PAF Insight?***

PAF and PAF Insight share the same PAF files. To protect your file, you can only access it from one program at a time. Therefore, when you are in PAF Insight and you want to look at your records in PAF, you must save your work (if appropriate) and close PAF Insight before you can return to PAF.

PAF Insight has built in features that reduce the need to return to PAF. For all modes (functions), you can see your person in a pedigree format by clicking on **View** and selecting **Primary Pedigree**. The pedigree appears at the bottom of the **Search Details** window, in the Search IGI mode. To increase the pedigree size, move your cursor to the border between the **Search Details** and the **Primary Pedigree** window so it becomes a double-headed arrow. Click the left mouse button and hold the click while you drag the window up. Release the click when the pedigree reaches the desired height.

If the selected person, or his/her parents, has children listed in your file, you can see them by clicking the **Show Children** button in the **Marriage** or **Parents Section**. From the **Marriage** section, you can see the children of the selected individual and their spouse. From the **Parents** section, you see the selected person (indicated by an asterisk) and his or her siblings. When done, click the **Hide Children** button.

You can also edit each field in the left side of the **Details** window by clicking into the box where you want to make changes. This eliminates the need to return to PAF for editing.

If you still need to return to PAF, stop the search, save your changes, if applicable, and close PAF Insight. When you return to PAF Insight, select the names again and click **Search**. The **cache** feature loads the searches much faster and you can quickly pick up where you left off. **NOTE:** The cache feature is only available on 2007 versions of PAF Insight.

What is the cache feature you ask? PAF Insight creates a folder to cache (store) results from recent IGI searches. When you return to search the IGI for the same person, the program uses the cache to accelerate the search process. If you search for the same person within the cached time limit, you will not see new entries made to the IGI. The default time for holding search results in cache is two days for the home version and zero days for Family History Centers. Setting the cache to zero days effectively turns it off, as it no longer stores searches. You can change the length of time to hold the cache. (Edit > Preferences > Search IGI tab near the bottom of the window.)

If you recently looked for completed temple work and did not find it, emptying the cache and redoing the search may provide you with the information you need. If not, search again in a few more days. Empty the cache folder by clicking on the **Clear Cache** button on the IGI Search tab of

### Spotlight on: Parish Locator

In previous issues of *Ohana Insights*, I reviewed programs we sell for other vendors. This month I want to review a program found on the **Free Stuff** page of our website.

**Parish Locator** helps researchers find parishes in the United Kingdom, specifically, England, Scotland, Wales and Northern Ireland, as well as parishes in the Republic of Ireland. If you have not found records for your family where you think they lived, use Parish Locator to determine other parishes located within a specified distance from this "base" parish. You may specify the distance in either kilometers or miles. Parish Locator also shows both the earliest and latest date that records are available for each parish. Having dates helps you narrow down your search.

Parish Locator is free ware and as such, we do not support it. However, here are some very brief instructions for using the program.

#### IN BRIEF:

- Open Parish Locator
- Find your parish on the list by scrolling down the list or by typing the name into the large field by the **Execute** button.
- The arrow jumps to that parish or one with a similar name.
- Click on the name of the parish you want.
- In the box by **Show all parishes within**, type the distance from that parish you wish to search.

**NOTE:** There is a decimal point in this field but you cannot search for anything less than one kilometer or mile. To enter a distance, put your cursor into the far left portion of the field, in the "tens" place instead of in the "ones" place. If you type a number into the "ones" place you will get an error message saying "Invalid Input Value".

- Select the distance measurement using Miles or Kilometers (km)
- Click Execute (the button with a large green check)
- The place list shows those parishes within the specified distance from your parish.
- You may print the list and use it to help you expand the search for your family to nearby parishes.

You will not see the records for these parishes in this program but you can use the parish list to search for records online or find what is available from the Family History Library Catalog at [www.familysearch.org](http://www.familysearch.org)

For more information on using Parish Locator, open the program and click on the Help button of the Tool bar. It has a blue question mark (?) with Help next to it. This opens the help window to a page telling you about the program. Read this document then click on the topic **Using the Program** found in the left hand panel of the help window.

Many thanks to Terry Lawson, Gerald Lawson, Steve Archer, and Arlyn Liddell for this terrific tool. Everyone doing research in the United Kingdom should try this program. After all, the price is right!

## Odds and Ends

**Northern Utah Genealogy and Family Heritage Jamboree** Sponsored by the Ogden Regional Family History Center and My Ancestors Found Sept 15, 2007 Genealogy classes and PAF Insight Vendor display 7:15 am until 7:30 pm Ogden Marriott Hotel 247 24th Street Ogden, Utah To pre-register and learn more, [click here](#).

**French or Français / Spanish or Español, anyone?** You may now install PAF Insight in either French or Spanish. Watch for these options during the installation process. The translation is part of the regular program. You will need to have your language set to either French or Spanish to see this translation.

**Ayudas Para Historia Familiar.** In other words, we have Family History helps in Spanish. [Click here](#).

**Translation opportunities still available.** If you are interesting in helping, please read "PAF Insight in Other Languages" in Issue 2 of *Ohana Insights*.  
<http://www.ohanasoftware.com/?sec=Newsletter>.

**Did you miss earlier issues of *Ohana Insights*? Are you having problems printing *Ohana Insights*? Do you need *Ohana Insights* in larger print?** Back issues are available on our website on the Newsletter tab <http://www.ohanasoftware.com/?sec=Newsletter>. The PDF format works best for printing or enlarging the size for easier online reading.

**All programs reviewed** in *Ohana Insights* are available on our website.

**The latest version of PAF Insight** is 2007.9.1. You can auto update from the Help menu in PAF Insight or by going to the download page on our website.  
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