

# How to Get Research Help at FamilySearch.org

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**FamilySearch.org** - <https://www.familysearch.org/en/>

FamilySearch.org is designed to help people worldwide discover their family's history through its website and mobile apps. Many researchers are aware that FamilySearch provides billions of online records and indexes but are not aware of their complementary research help. By registering for an account, users may access these free, non-obligatory resources. Follow the links below to use these resources that will enhance, guide, and break through the brick walls found in every family tree.

○ **FamilySearch Community** - <https://community.familysearch.org/en>

The FamilySearch Community site connects people who are researching in the same region. This is the place to get collaborative help for specific research questions or upload documents for translation. The Community also provides links to important websites for research in specific geographical areas and posts significant events such as upcoming seminars and conferences.

## **To join a group, ask questions, or post documents:**

1. On the FamilySearch Community home page, sign in by using your FamilySearch username and password.
2. Underneath the welcome banner at the top of the page are three tiles labeled *FamilySearch Help*, *Research Help*, and *Groups*. Select **Groups**. This is the fastest and most effective way to get help. Area specific queries posted in *Research Help* will be redirected to a group.
3. The Groups page has two search bars. Do not use the main search bar at the top of the page. To search for a group to join, use the **Search Groups** bar which is located in the white space below the page header. Enter the name of the region or country of interest (e.g. Germany). A group name with an icon, such as a flag or map, will appear. Select the group you would like to join, such as **German Genealogy Research**.
4. If a group does not match the region or country you searched for, you may wish to browse the available groups. Do this from the Groups page by selecting the **Research Groups** tab at the top of the white space below the header. Scroll down to see if your region or country of interest may be included in one of the available groups.
5. After clicking on a group to join, you will find the title of the group at the top of the page. Many groups will also give a brief description of what they cover and the names of the group administrators.
6. To join the group, scroll down the page until you see the white **Join** button located just above the announcements. The button turns blue when you hover over it. If you do not see the white/blue button, make sure you are logged in. You must be logged in to join a group, and you must join a group to be able to post a question.

7. To post a question or document, scroll down to the **Discussions** section and click on the **New Discussion** button on the left side of the page. To ask for a translation, post the URL to the document in the discussion box. The URL makes translation easier for the translator, but you may post a document if a URL is not available.

○ **Virtual Genealogy Consultations** - <https://go.oncehub.com/ResearchStrategySession>

Get individual guidance and next step help by scheduling a Virtual Genealogy Consultation with a research specialist. Each 20-minute session is held via Zoom and is a great opportunity for your family history questions to be answered by professional researchers at the Family History Library in Salt Lake City, Utah. Strategize with people who have extensive research experience with specific countries and regions.

**To sign up for a Virtual Genealogy Consultation:**

1. From the booking page, Select an Area of Research by scrolling to choose the type of consultation you are interested in. Options include how to use the FamilySearch website, understanding DNA research, or tracing your immigrant ancestors. If you wish to consult with a specialist for a specific country, select a global region and then choose the country from the list that generates. Click on the **green arrow** on the right of your desired category.
2. If you selected a global region, narrow your option by selecting immigration, Jewish, or specific country research help. Scroll down the page to see all options.
3. Select your **Time Zone** from the pop-up table. Click **Continue**.
4. Select a **Day** and **Time** you would like to meet with a specialist.
5. Enter the requested information in the form that appears. Providing detailed information about your research question and ancestor will help the research specialist prepare for your interview.

\*Navigation note: When scheduling your Virtual Genealogy Consultation, if you need to change your selection or go to a previous page, click on **Change Selection** located in the upper right-hand corner of the screen.

○ **Learning Center** - <https://www.familysearch.org/help/helpcenter/learning-center>

The Learning Center is an online vault of recorded classes and webinars designed to educate researchers. Here, experts share insights, research strategies, and tips as they pertain to various regions or topics.

- Search for courses of interest by entering a location, subject, or instructor name in the search bar located within the blue ribbon at the top of the page.

○ **FamilySearch Wiki** - [https://www.familysearch.org/wiki/en/Main\\_Page](https://www.familysearch.org/wiki/en/Main_Page)

The FamilySearch Wiki contains over 97,000 genealogical articles. Each country, state, and many sub-jurisdictions have their own portal page with links to educational articles, record collections at FamilySearch, as well as websites outside their domain. For example, to learn

about German research, type “Germany Genealogy” into the search box on the main wiki page. This will open the Germany portal page where links can be followed to learn about record types, German history, handwriting classes, and more! This is the place for guidance on any aspect of German research.

- From the Wiki home page, enter a location or topic in the search field, OR click on an area of the map to bring up a selection table to select from a list.
- **Family History Library Record Lookup Service** –  
<https://www.familysearch.org/family-history-library/family-history-library-records-look-up-service>

The Family History Library offers a free record lookup service in fifteen different languages for guests who are unable to visit in person. Online patrons may request images of pages of books, films, or digitized records that are not available online. This is not a research service. All requests must include a title or call number for books or a film, fiche, or image group number for digital images. An email with PDF copies of the materials requested should arrive within approximately two weeks of each successful submission.

**How to request a record lookup:**

1. From the Family History Library Record Lookup Service page, scroll down to the ribbon at the bottom of the page that says **Book/Film Remote Access Service Request** and click on the green button that says **Request Lookup**.
2. Fill out your contact information on the **Remote Access Services Request** form and click **Next** at the bottom of the page.
3. For film, fiche, or digital image requests, please be prepared to provide:
  - Film, fiche or DGS number
  - Image number
  - Name on document
  - Locality where the record is from (e.g. Germany)
  - The date of the record
  - A link to the image index
  - Any additional details that may help locate the record
4. For book requests, please be prepared to provide:
  - Title and author
  - Call number
  - Information needed
  - Any additional details that may help locate the record

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