

Assisting guests with escalation cases

To assist guests with escalation issues, please help the guest create a case.

How does a guest create a case?

1. At the top right of any FamilySearch.org page, click **Help**.
2. In the drop-down, click **Contact Us**.
3. Scroll to the **Send a Message** section.
4. Complete the required fields. In the Message box, explain the error, and provide the needed information:
 - Full name, birth date, and relationship to the person whose record is in question.
 - Verify contact information such as email.
 - The name and ID number of the individual in question.
 - A detailed description of the problem.

An attachment can be added if needed. For example, you can send scanned copies of completed family name cards; birth, marriage, or death certificates; census records; church records; and so forth.

What kinds of cases need to be escalated?

- Temple ordinance dates are missing in Family Tree (Including Born in the Covenant)
- Temple ordinance dates displaying in Family Tree are incorrect
- Temple ordinances show as “Not Available”
- *Sealing to parents ordinance shows a date but no parents are listed
- *Individuals in Family Tree no longer show valid family relationships
- Duplicate records cannot be merged in Family Tree
- Questions about a record for an individual in Family Tree indicates “Read Only”
- A person’s record in Family Tree shows the incorrect gender and cannot be corrected
- *The temple ordinance reservations for an individual in Family Tree have been shared with the temple and the guest would like to do the temple ordinances
- Guest shared a temple ordinance with the temple some years ago and they feel that the work should have now been completed
- Questions regarding the 110 year policy
- Questions regarding temple ordinances for Jewish Holocaust victims

*Most common issues

Other Escalations:

If a guest has concerns about an **individual who is living showing as deceased in Family Tree**, help the guest edit the death date- mark the individual as living and a case will automatically be created. Let the guest know they will receive a reply regarding this person's record.

Bring up the record in Family Tree-go to the Person Page

Next to the Death event, click "Edit"

Change the bullet from deceased to living

Give a "Reason This Information Is Correct" in the box

(e.g. this is my aunt, this is my cousin and I saw her yesterday, etc.)

Click Save

A Support case will automatically be created; guest can see it in their open cases

Urgent Escalation Cases

If a guest comes in the library from out of town and has an issue and needs assistance to be able to take an ancestor to the temple that day or the next day, help the guest create the case (it may be a 110 year request case). Then call the help desk number 1-866-406-1830. When a missionary comes on the phone, indicate to them that you have a patron at the library that would like to go to the temple today or tomorrow and then give them the case #. (See instructions on how to see all their cases.)

******Do not promise anything to the patron******

Guests can view all their cases on the FamilySearch website.

FamilySearch provides a quick way to view your open and previous cases.

1. Sign in to <http://familysearch.org>.
2. Click **Help** in the upper right hand corner.
3. Click **My Cases**.

Note: Current (open and unresolved) cases appear first, followed by archived (previously resolved) cases. Previous cases are normally retained in our system and do not age off.

You can add a comment to a current case.

1. Click the case number.
2. Click **Add Comment** in the Case Comments section. .
3. Enter your comment.
4. Click **Submit**.

Note: This is the quickest way to submit information regarding a case, which goes directly to the agent or team that handled your original case.

You can reopen an Archived Case after it is closed and submit new comments.

1. Click the case number.
2. Click **Reopen Case**.
3. Enter a reason statement.
4. Click **Reopen Case**.

Note: Click an article title to read and review an article with information to assist you.

How to assist a guest with the 110 year request form

Follow these steps after they have either obtained permission from a close living relative or have evidence that all close relatives are deceased. If you are signed in as a helper, you can follow these steps for the person you are helping.

1. In Family Tree, display the person on a pedigree view.
2. Click the person's **green temple icon**.
3. Click **Show Details**.
4. Click **Request Permission**.
5. Fill out the form.
 - a. Verify or add email address and phone number if available.
 - b. Guest's relationship to the deceased person.
 - c. Explanation of desire to do the ordinances.
 - d. Enter the name of the person who gave permission. If there are no close living relatives, enter **No close living relatives**.
 - e. Select how the person who gave permission is related to the deceased. If there are no close living relatives, click **Other**, and enter **No living relative**.
 - f. Provide the contact information of the person giving permission: phone number, email, and mailing or physical address. (The approval team makes contact as needed.) If there are no close living relatives, explain the situation.
 - g. Click **Submit**.
6. A message indicates that your request has been submitted and provides a case number. Encourage them to write down the case number or show them how to see their case.
7. If there are no close living relatives, proof may need to be provided. It can be done in two ways:
 - Include the information with sources on Family Tree. (For example, add sources that document the deaths of all close family members.)
 - Reply to the email received and give the sources.

Guest will receive an email regarding their request no matter what the decision is.

FamilySearch Support does all they can to reply in a timely manner. They may need to check their junk mail folder for this email.

- **Request is approved.** The family name is added automatically to the family name list. From there, the family name card can be printed. If the name does not appear on the family name list.
- **Request is declined.** The request process should not be repeated. Instead, reply to the email received or reopen the case.

