



FamilySearch Mobile Applications– FHC: MESA, AZ Oct, 2015

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What kind of user should use these applications?

For new users and current users of FamilySearch. However, we are prioritizing youth, young adults and people that have not used FamilySearch very often.

What You Will Learn In The Class

At the end of this course, you will:

- Learn about the latest new features.
- Learn about future features.
- Learn tips and tricks for using the FamilySearch mobile apps.
- Understand the top 3 best ways to use the apps and engage youth.

What To Do At Home

Before you come to the class, you may want to download the Family Tree or Memories mobile apps. Use “FamilySearch” as the key word to search on your favorite app store.

- If you have a Kindle device, you can download from the Amazon Play Store

Where To Learn More

There are a couple of tutorials on the web for each app at the following locations:

<https://familysearch.org/blog/en/familysearch-tree-app/>

<https://familysearch.org/blog/en/familysearch-memories-app/>



Frequently Asked Questions for: FAMILY TREE App

Q: Will the mobile client have all the same features as the web client?

No. The mobile applications have some foundational features that are the same as the web client that are needed to navigate and perform basic tasks. However, it will have specific mobile features and uses that are only relevant such as GPS functions, instant photos, audio, video, notifications and other uses that one may find in common mobile apps.

Q: What future enhancements are planned for the next 3 months?

We have a list of many anticipated enhancements for the near future. Here are a few that we expect will be among the most desirable:

- Updating and adding new source.
- Photo tagging in the Android version and in the Family Tree app.

NOTE: Each new version has a “Whats New” message that opens automatically.

Q: Can I search for records?

Yes, that functionality has been added to the mobile applications at this time.

Q: Do I need to “Sign Out” of the application?

NO, it is not required. You will stay signed in by default for two weeks. NOTE: If you do sign out manually and sign in as another user, you will not keep any stored data on your device, such as your 6 generations or any photos you have viewed. All stored (cached) data is lost and it will start over when you sign in the next time. Note: Your data on Family Tree is not lost, just your disk copy on your mobile device.

Q: Why can I not see some information, like sources, temple ordinances, etc. of people close to me like my Spouse, Parents and Children?

Most information for LIVING individuals is restricted for privacy reasons. This is the same on the web client in FamilySearch.

Q: Can I edit the title of a source that I have added?

Not on the mobile devices yet but you can on the FamilySearch web client. That feature may be added at a future time.



Q: Why do I see spinners for a longer period of time when I am trying to view some information like photos, stories, and other?

Check your Internet or wireless connection. You may have thought you were connected or it may have been dropped. Try again after reconnecting. Also, at times like Sundays, the FamilySearch site is very busy and it takes a little longer to view information.

Q: When trying to open photos to view a larger image, why do I see the spinning circle for a long time with nothing else happening?

A: This is caused by not being connected to the Internet with wireless or cell data, so you do not have access to retrieve that data from FamilySearch.org. The larger images and stories are NOT downloaded by default or in the pedigree refresh because they are too large in size. You need to retrieve those while online and then you will have a local copy stored in the application.

Q: In Family Tree, how do I delete a photo that I have uploaded?

A: There is a delete option, but ONLY for the photos that YOU have uploaded yourself.

Q: How do I send feedback for the applications?

There is an option in SETTINGS/HELP to send feedback.

Q: Why can I not see some updates I made on the web?

The person data is stored locally on the disk of the device as a temporary "copy". This is done to increase speed and to use while not connected to the Internet. Anything you change on the web client may take a few hours to a couple of days to sync down to your device, unless you update the pedigree with a new download.