Practice Exercise: Answer Temple Policy Questions

Common Questions for Consultants

FAMILYSEARCH

For this practice exercise, go to new.familysearch.org and sign in. The answers for each exercise are listed by number at the bottom of this practice.

Practice Exercises

Do the following:

1. In the Help Center, find the document titled "What are Church policies about temple ordinances and the new FamilySearch?"
2. Find an answer in the temple policy document for the following:
   a. How do I seal myself and other living siblings to our deceased parents?
   b. I would like to do the work for all of the descendants of one of my ancestors. Is that okay?
   c. I don't know the birth or death dates and places of a person, but I do know the name and the parents' names. Can I do the temple work?
   d. I found new information about an ancestor that was not correct when the ordinances were done. Should I redo the ordinances?
   e. I did the temple ordinances for my ancestor, but different dates are listed under temple ordinances. Why?
3. The next time you help a member with family history, use the Ask, Find, Teach process.
4. Teach one member how to find a temple policy answer in the Help Center.

Answers

Answers coincide with the same number in the practice exercises.

1. The number of the document is 067faq0443. The same document appears as you process ancestral names for temple work.
2. In the document titled "What are Church policies about temple ordinances and the new FamilySearch?" the answers are found in the following sections:
   a. Sealing the Living to the Dead
   b. For Whom Can I Do Ordinances? Other Possibilities
   c. Information Required for Ordinances
   d. Valid Ordinances
   e. Records of Completed Ordinances
3. Did you ask questions until you understood the problem? Did you ask to see what the member was seeing? Did you find an answer in the Help Center? Did you teach the member how to resolve the problem and get help in the future? Did you get help from FamilySearch Support if needed?
4. How did the member react to the temple policy document in the Help Center?