



Practice Exercise: Claim Legacy Submissions

Common Questions for Consultants

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 “Claiming Information That You Contributed before FamilySearch Was Available.”
 2. If you made previous submissions to Ancestral File or the Pedigree Resource File or temple submissions before the new FamilySearch was available, claim the submissions.
 3. The next time you help a member with family history, use the Ask, Find, Teach process.
 4. Teach one member how to claim a legacy contribution.
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Answers

Answers coincide with the same number in the practice exercises.

1. The document is titled “Claiming Information That You Contributed before FamilySearch Was Available.”
2. You should receive an e-mail response that informs you of the request you made.
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?