Stake Indexing Director FAQ

Question: I'm a new stake indexing director. How do I get started?
Answer: New, interactive Stake Indexing Director Training is available at indexing.familysearch.org under the **Help** tab. This training is also suitable for high councilors over family history work.

Question: The indexing system sometimes runs slowly on Sundays. What can we do to mitigate these issues and continue working?
Answer: Sunday is the busiest day for indexing, and the system can get bogged down. Encourage those who plan to index on Sundays to download batches (up to 10 at a time) on Friday or Saturday and work offline as much as possible on Sunday. When downloading batches, each batch must be opened at least briefly to ensure that each image is fully downloaded. As usual, each indexer has seven days to complete a downloaded batch. Information on working offline is available by clicking here.

Question: I'd like to give a report of our indexing progress to a priesthood leader. It looks like I can create a report only for the entire stake. Can I also generate a report for individual wards?
Answer: You can generate a PDF of the Ward Statistics report. When you print, select only the pages that correspond to that particular unit.

Alternatively, you can generate and download a report in Microsoft XLS format. You can then access the report, isolate the ward information, and e-mail that instead. For additional questions, please visit the Help Center. For more information, see the Stake Indexing Director Training (slides 13 and 14).

Question: Is there a way from within the indexing application that an indexer can get in touch with me?
Answer:
1. Click the FamilySearch indexing icon from your desktop.
2. Log in to the indexing program with your LDS Account.
3. From the **Help menu**, select **Contact Support**.
4. The stake indexing director's name and contact information will be listed. If there is no name listed, the indexer will need to update his or her profile to reflect his or her stake and ward.

Question: I am spending large amounts of time updating profile information for indexers and arbitrators in my stake. How can I teach and encourage indexers and arbitrators to update their profiles?
Answer: As an administrator, you have access to e-mail accounts for indexers and arbitrators and can send a message to those who need to update their profile information. Be sure to encourage everyone to identify their ward in their profile information. You can also send messages to your active indexers and arbitrators through the indexing system.

As you communicate, be sure to encourage everyone to use a consistent naming approach when entering their ward information. For example, the Spring Creek Fourth Ward should not be written as "Spring Creek 4 Ward" or "SP 4th"; otherwise, the system will identify these individuals as being in different wards.

Use the following step-by-step instructions when encouraging volunteers to update their user profile. Editing your profile information is simple:
1. Go to indexing.familysearch.org and click **Sign In**.
2. Log in with your LDS Account.
3. On the **My Info** tab, select **Edit**.
4. Fill in your profile information, and click **Save**.

For more in-depth, step-by-step instructions with screen shots, click here.

Question: I know the need for arbitration is growing. How do I help someone become an arbitrator?
Answer: First, be certain you are thoroughly familiar with arbitration. If you need to become an arbitrator or would like a refresher course, visit indexing.familysearch.org, click on the **Help** tab, and look for the training section specifically for arbitrators.

When selecting arbitrators, it is best to choose individuals who are accurate, detail-oriented indexers, who are proficient in the project language, and who are experienced volunteers who have indexed over 2,000 records. Some experienced genealogists who are new to indexing may be prepared for arbitration sooner than the average indexer. Please use good judgment when selecting arbitrators.

To learn how to give indexers arbitration privileges, review the Stake Indexing Director Training (slides 9 and 10), which is also found at indexing.familysearch.org under the **Help** tab.