How to Find an Answer

FamilySearch Support System



The knowledge base can be opened from the Create a Case view in Amdocs. **Note:** The steps below can also be used in the FamilySearch Support Training system.

Step 1: On the menu bar, click **Help**.



Step 2: On the drop-down menu, click Find an Answer.



Step 3: In the **Guided Search** box, type your search words.

Step 4: Click the **Topic** drop-down arrow.



Step 5:

Select a topic name from the dropdown list.

Tip: On your keyboard, press the first character of the topic name to quickly move to that topic. You may need to press the character more than once to locate the right topic. **Click the topic name.**

New FamilySearch	-	
Inventory Manager	*	
Korean Clan Genealogy Bo		
Knowledge Base		
LANDesk		
LDSMail		
Microfilm and microfiche		
Missionary Training		
Missionary Orientation		
Modem		
Mormon Immigration Index		
Networks		
New FamilySearch	\leq	- 5
Online Film Ordering		
OpenOffice		
Other		
PAF (Personal Ancestral Fi		
PAF Companion		
PGS		
Pedigree Resource File		
Printer		
Historical Records		
Regional FHC	-	
Research	=	
Resource File Viewer		
Skype		
SourceGuide		
Temple		
Vital Records		
WWS Processes		
	-	



Step 6: Click Search.

Step 7:

To view a document in the search results list, click the document title.

Notice that the search returned 51 documents.



Step 8:

To return to the search results list, click **Close Window**.



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Step 9:

To refine a search, do one of the following:

- a. Add to or change the search words, and click **Search**.
- b. Click an item under Focus Your Results.
- c. In the Search Within field, type another search word, and click
 Go.



Step 10:

Click the **Response Central** tab to refresh the screen and return to a blank search box.

Step 11:

Click Logout (upper right) to leave the knowledge base.

Step 12: Close the knowledge base login window.

Tip: If necessary, click the Support Agent icon on your Windows taskbar to reopen Amdocs.

Step 13: On the menu bar, click File.

Step 14: On the drop-down menu, click Exit to close Amdocs.





	🖆 Support Agent					
File View Create Search Workflow						
		Preferences	Ctrl+F3			
		Update Desktop	Ctrl+Shift+U			
		Page Setup				
		Print Preview				
		Print	Ctrl+P			
14		Exit	Ctrl+F4			