Appendix G

Policies for Preparing Names of Deceased Ancestors for Temple Work

Policies can help focus your family history efforts. As you prepare names for temple work, it can be helpful to understand what ordinances you are responsible for, what ordinances you can perform, what ordinances you should not perform, and what to do in unusual circumstances.

How Do I Prepare Ordinances for the Living?

No living ordinances are cleared in the new FamilySearch Web site. For living ordinances, see your bishop.

How Do I Seal Living People to Deceased Spouses, Parents, or Children?

Living people can be sealed to deceased spouses, parents, and children.

For sealings to the dead (who have been deceased at least one year), living persons should make sure that all of the ordinances needed for the deceased (baptism, confirmation, initiatory, and endowment) have been performed before the sealing.

Sealing a Deceased Spouse to a Living Spouse

To be sealed to a deceased spouse, see your bishop. Then take the following items to the temple:

• Your temple recommend and the Recommend for Living Ordinances.
• A Family Ordinance Request for the deceased spouse if any ordinances need to be performed before the sealing. (See your family history consultant.)
• A family group record that shows the living and the deceased family members to be sealed. (This is not required but is helpful to temple staff.)

Note: A living woman may not be sealed to more than one man.

Sealing a Deceased Child to You and Your Spouse

To seal a deceased child to living parents, see your bishop. Then take the following items to the temple:

• Your temple recommend.
A Family Ordinance Request for the deceased child with all of the ordinances that are still needed for the deceased child before the sealing can be done. (See your family history consultant.)

A family group record that shows the living and the deceased family members to be sealed. (This is not required but is helpful to temple staff.)

**Sealing Yourself to Deceased Parents**

To be sealed to deceased parents, you must be baptized and endowed if you are 21 years or older. Then take the following items to the temple:

- Your temple recommend.
- A Family Ordinance Request with all ordinances still needed for the deceased parents before the sealing can be performed. (See your family history consultant.)
- A family group record that shows the living and the deceased family members to be sealed. (This is not required but is helpful to temple staff.)

**For Whom Should I Do Temple Ordinances?**

Church members are responsible to provide temple ordinances for immediate family members and direct-line ancestors (parents, grandparents, great-grandparents, etc., and their families).

- Ordinances can be provided without regard to worthiness, mental ability, or cause of death.
- To perform ordinances for a deceased person born in the last 95 years, please obtain permission and honor the wishes of the closest living relative. The closest living relatives are, in this order:
  - An undivorced spouse. (The spouse to whom the individual was married when he or she died.)
  - An adult child.
  - A parent.
  - A brother or sister.

**What Ordinances Should I Not Perform?**

Church members should not submit individuals that they are not related to (with the exception of close friends).

This includes:

- Famous people.
- Those gathered from unapproved extraction projects.
- Jewish Holocaust victims. Members cannot perform the ordinances for these people except under the following conditions:
  - They are an immediate family member of the deceased (defined as parents, spouse, or children), or
  - They have permission of all living immediate family members, or
  - They have the permission of the closest living relative if no immediate family members are living.
Pre-1500 Names

Because there is already much duplication, members can only submit names of persons who lived before A.D. 1500 by contacting FamilySearch Support. For contact information, please go to https://contact.familysearch.org.

Note: Please do not perform ordinances for people from the Bible, historical personalities, or those of royal or noble European lineages who were born before A.D. 1500, regardless of your relationship to them. These ordinances are either done or not needed.

In your message, provide the following information:

- Your full name and birth date.
- Your helper access number. To find your helper access number, click Update my profile and preferences on the home page. (By default, this is the last five digits of your membership record number. If you have changed the number, send the number that you changed it to).
- The name and Person Identifier of the individual or individuals in question.
- Your relationship to the individuals.
- An explanation of why you believe the ordinances have never been done.
- Documentation about the individual.

Note: You no longer have to contact support to do ordinances for people born before A.D. 1500 in China, Korea, Japan, Taiwan, Singapore, or Malaysia.

Can I Perform Ordinances for People Who Are Not in My Immediate Family or Direct Family Line?

Church members may provide temple ordinances for the following family members who have been deceased at least one year. You need to get permission to perform ordinances for anyone born less than 95 years ago.

- Biological, adoptive, step, and foster family lines connected to their family.
- Collateral family lines (uncles, aunts, cousins, and their families).
- Descendants.
- Descendants of direct-line ancestors and their families.
- Possible ancestors. These are individuals who have a probable family relationship that cannot be verified because the records are inadequate. These may include individuals who had the same last name and resided in the same small geographic areas as known ancestors.
- Close friends. This is an exception to the rule that members should submit only the names of individuals of their own family and ancestors. Before performing ordinances for a friend, a member should obtain permission from the individual’s closest living relative.

How Do I Perform Ordinances for My Deceased, Immediate Family Members?

To perform ordinances for your immediate family members (parents, siblings, spouse, or children) who have been deceased at least one year, you may take to the temple a Family Ordinance Request that lists the family members who need ordinances.
What Ordinances Are Needed for Stillborn Babies and Children Who Die Young?

Some ordinances are not needed for children who died before age 8, who were born in the covenant, or who were stillborn.

- Children who died before age eight need only a sealing to parents (if they were not born in the covenant). No baptism or endowment is needed.
- Children born in the covenant do not need to be sealed to parents. A child is born in the covenant if he or she is born after his or her mother has been sealed to a husband in a temple, regardless of who his or her father is or whether the sealing is canceled later.

  **Note:** If the mother or the man to whom she is sealed is excommunicated before the child’s birth, the child is not born in the covenant.

- Stillborn children (children who die before birth) do not need temple ordinances.

  **Important:** In some countries, children who died shortly after birth were listed in vital records as stillborn. Countries that have sometimes listed live births as stillborn include Austria, Belgium, Czechoslovakia, German states (Baden, Bavaria, Germany, Hesse-Darmstadt, Prussia, Saxony, Thuringia, Württemberg), Denmark, Finland, France, Hungary, Iceland, Italy, Liechtenstein, Luxembourg, the Netherlands, Norway, Poland, Sweden, and Switzerland. Children listed as stillborn on records from these countries may be sealed to their parents.

The new FamilySearch website uses information in a person’s record to determine whether ordinances are needed. Use these guidelines to help the Web site accurately make this determination:

<table>
<thead>
<tr>
<th>Situation</th>
<th>What You Should Do</th>
<th>What the New FamilySearch Website Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>A child died before age 8.</td>
<td>Enter the child’s birth and death information in the appropriate fields.</td>
<td>The website calculates the amount of time between the birth and death. It then indicates the ordinances are not needed. If you later find out that the child died after age 8, correct the birth or death date. The website then allows the ordinances to be performed.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> If you know that a child died before age 8 but do not know the exact death date, please enter an estimated date. Without a death date, the system assumes the child needs ordinances.</td>
<td></td>
</tr>
<tr>
<td>A child was born in the covenant.</td>
<td>Do nothing.</td>
<td>The website uses Church membership records to determine whether a child was born in the covenant.</td>
</tr>
<tr>
<td>An infant was stillborn.</td>
<td>Choose the <strong>Stillborn</strong> option in the Birth date field and Death date field.</td>
<td>The website evaluates the place information. If the child was born in a country where a child recorded as stillborn may have actually died shortly after birth, the website allows the sealing-</td>
</tr>
<tr>
<td>Situation</td>
<td>What You Should Do</td>
<td>What the New Family-Search Website Does</td>
</tr>
<tr>
<td>-----------</td>
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<td>----------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>to-parent ordinance in case the child was born alive.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the child was not born in one of these countries, the Web site lists the ordinances as “Not needed.”</td>
</tr>
</tbody>
</table>

**When Should I Obtain Permission before Performing Ordinances for the Deceased?**

Permission is sometimes required before performing temple ordinances for the deceased. Depending on the circumstances, you may need to obtain permission from the deceased’s closest living relative or the First Presidency.

**Do I Need a Relative’s Permission to Perform Ordinances? (95-Year Rule)**

Relatives may not want the ordinances performed or may want to perform the ordinances themselves. The closest living relatives are, in this order:

- An undivorced spouse. (The spouse to whom the individual was married when he or she died.)
- An adult child.
- A parent.
- A brother or sister.

Verbal approval is acceptable. Family members should work together to determine when the ordinances will be done and who will do them.

**Is First Presidency Approval Required before Ordinances Are Performed for Some People?**

First Presidency approval is required before temple ordinances may be performed for deceased persons in some circumstances.

- Members who at the time of death were excommunicated or who had their names removed from the records of the Church.
- Members who advocated or entered into plural marriage after the time of the Manifesto in 1890.
- Couples whose sealings were canceled.
- Sealings of children to parents other than their biological or adoptive parents if the child, mother, or father is still alive.

In these situations, the descendant or close relative may request consideration for the ordinances to be performed by writing to the:

Office of the First Presidency  
47 East South Temple Street, Room 103
When Should I Talk to My Bishop before Performing Ordinances for the Deceased?

Please see your bishop for information before performing some ordinances.

- Sealing a living person to a deceased spouse.
- Ordinances for excommunicated members or members who had their names removed from Church records. You must be directly related to these individuals.

When Can I Perform Temple Ordinances for Someone Who Has Died?

Church members may perform ordinances for individuals who have been deceased for at least one year without regard to worthiness, mental ability, or cause of death.

When Can I Perform Ordinances for a Deceased, Worthy Church Member?

No waiting period is required for deceased, worthy members who would have gone to a temple but were prevented by reasons beyond their control. See your bishop for a letter confirming the person’s worthiness.

- Worthy members who died within one year after baptism and confirmation can receive ordinances one year after their confirmation date. See your bishop for a letter confirming the individual’s worthiness.
- Worthy members who died within one year after a civil marriage can be sealed one year after the civil marriage date. See your bishop.

When Can I Perform Ordinances for Someone Whose Death Date Is Unknown?

Persons born at least 110 years ago or married at least 95 years ago are assumed to be dead, and the ordinances can be performed.

When Can I Perform Ordinances for Missing Persons?

Temple ordinances may be performed for a person who is presumed dead after 10 years have passed since the time of the presumed or declared death.

This policy applies to: (1) persons who are missing in action, are lost at sea, or have been declared legally dead; and (2) persons who disappeared under circumstances where the death is apparent but no body has been recovered.

In all other cases of missing persons, temple ordinances may not be performed until 110 years have passed from the time of the person’s birth.
What Information Is Required for Ordinances to Be Performed?

A minimum amount of information about deceased persons is required before temple ordinances can be performed on their behalf.

As soon as the new FamilySearch website has enough information to uniquely identify the individual, it clears required ordinances.

For individual ordinances, you must have the following information:

<table>
<thead>
<tr>
<th>Name</th>
<th>Complete names are preferred. Partial names are acceptable if that is all you can find. Use the maiden name for females.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>The gender must be either male or female.</td>
</tr>
<tr>
<td>Death information</td>
<td>The system requires a place of death (at least the country), and any known death date information. Persons born at least 110 years ago or married at least 95 years ago are assumed to be dead. Persons whose children were born at least 110 years ago are assumed to be dead. Even persons assumed to be dead need at least the country where the person died.</td>
</tr>
<tr>
<td>A country for birth, christening, marriage, death, or burial</td>
<td>A standardized place for birth, christening, marriage, death, or burial is required. The standardized place must contain at least the name of the country.</td>
</tr>
<tr>
<td>Enough information for the new FamilySearch website to uniquely identify the person</td>
<td>This may include the following information:</td>
</tr>
<tr>
<td>• Dates and places of events, such as birth, christening, marriage, death, and burial.</td>
<td></td>
</tr>
<tr>
<td>• Names and relationships of family members, such as parents, siblings, spouse, children, and grandparents.</td>
<td></td>
</tr>
</tbody>
</table>

For a sealing to parents, you also need to know:

| The name of at least the father | You must provide at least his given name or surname. Also provide the mother’s name if you have it. |

While it is possible to perform ordinances with minimal information, careful research for accurate and complete information before ordinance work will help prevent duplications. In the end, this will help accomplish more work for ancestors.

Can Ordinances Be Performed for Someone Whose Gender Is Not Known?

If the gender is unknown, you cannot perform ordinances. Please do as much research as you can to identify the gender.

Do I Need Exact Dates to Perform a Person’s Ordinances?

Careful research for accurate dates helps prevent duplication.

The following may apply to recording event dates:
• It is best to enter only dates you know to be accurate and to leave the rest blank.
• To perform ordinances, you must provide death information (a death date or death place) for all persons born within the last 110 years or married within the last 95 years.
• If you cannot find an exact date, you can approximate or calculate the date based on the best information you can find. Use Before, After, or About dates as follows:
  - **Approximated dates.** If you know approximately when an ancestor died, use Before, After, or About and the year. For example, if the ancestor died during World War I, you may approximate the date as About 1916. Or if the most recent record you have shows the person was living in 1843, you may approximate the death date as After 1843.
  - **Calculated dates.** You may calculate birth dates from known information. For example if an 1860 census record indicates a child is two years old, you may calculate the child’s birth year as About 1858.
• If you have access to the new FamilySearch website, you can later add correct dates when you find them.
  - Even if ordinances have been performed, you can add or correct event dates in the individual’s genealogical record; the ordinances are still valid.
  - Accurate event dates help reduce duplication of ordinances and provide information essential to discovering more ancestors.

**What If I Can’t Find an Individual’s Name or If a Child Was Never Named?**

Sometimes you may need to perform ordinances for someone whose name is not known or for a stillborn child who was never named.

In the new FamilySearch website, when you do not know an individual’s name, you should usually click the **I don’t know the name** box, which is located directly beneath the Name field. This allows you to enter other information about the individual without entering a name.

If you click this option, you will not be able to perform temple ordinances for the individual. If you cannot find an individual’s name but still want to perform temple ordinances, enter the following information into the Name field:

• If you do not know a mother’s name, enter Mrs. in the given name field and the husband’s last name or family name in the surname field. However, if the maiden name of the woman is known, enter the maiden name in the surname field. Do not enter a given name. Do not enter Miss. She will be uniquely identified by the relationship.
• For an individual with an unknown name or a child who died without receiving a name, enter only the father’s last name or family name into the surname field. Do not enter a given name. Do not enter Mr., Miss, son, or daughter. Be sure that the gender is correctly entered as male or female.

The temple will add the appropriate Mr., Miss, son, or daughter when the cards are processed.
In What Order Should Ordinances Be Performed?

Please perform temple ordinances in the correct sequence. Perform individual ordinances before sealings. The new FamilySearch website does not clear ordinances if prerequisite ordinances have not been cleared or performed.

The correct sequence of ordinances is as follows:

- Baptism.
- Confirmation.
- Initiatory ordinances.
- Endowment.
- Sealing of a husband and wife and sealing of children to parents (if possible). Whenever possible, parents should be sealed to each other before the children are sealed to the parents.

When Sealing Children to Parents, What Are the Policies?

A deceased person is usually sealed to his or her birth or adoptive parents. However, where justification exists, a deceased person may be sealed to other parents without First Presidency approval, even if already sealed to his or her birth parents or adoptive parents.

Justifiable cases may include sealings to the child’s birth father and a stepmother, to the child’s birth mother and a stepfather, to foster parents or grandparents who raised the child, or to a couple who intended to adopt the child but could not complete the adoption before the child’s death. Sealings to nonbiological or nonadoptive parents in circumstances other than these require First Presidency approval. Please consult with the Temple Department for specific questions.

To Whom Are Adopted Children Sealed?

A deceased, adopted child usually is sealed to his or her adoptive parents. First Presidency approval is required to seal children to parents other than their biological or adoptive parents if the child, mother, or father is still alive.

To Whom Are Foster Children Sealed?

A deceased foster child usually is sealed to his or her natural parents. First Presidency approval is required to seal children to parents other than their biological or adoptive parents if the child, mother, or father is still alive.

Is a Child Born in the Covenant If the Father Isn’t the Man to Whom the Mother Was Sealed?

A child is born in the covenant if he or she is born after his or her mother has been sealed to a husband in a temple, regardless of who his or her father is or whether the
sealing is canceled later. Children born in the covenant are sealed and do not need to be sealed to parents again.

If the mother or the man to whom she is sealed is excommunicated before the child’s birth, the child is not born in the covenant.

When Sealing Spouses, What Are the Policies?

Spouses can be sealed after both have been deceased for one year.

Can a Man Be Sealed to More Than One Wife?

A deceased man may have sealed to him all deceased women to whom he was legally married during his life.

Can a Woman Be Sealed to More Than One Husband?

A living woman may not be sealed to more than one man. A deceased woman may be sealed to all men to whom she was legally married during her life.

However, if she was sealed to a husband during her life, all her husbands must be deceased before she may be sealed to a husband to whom she was not sealed during life.

Can a Divorced Couple Be Sealed?

Deceased couples who were divorced may be sealed. This may provide the only way for their children to be sealed. However, if they were sealed in life and the sealing was canceled, First Presidency approval is required for them to be sealed again.

Can I Seal a Couple Who Never Married or Whose Marriage Date I Cannot Find?

A deceased couple may be sealed to each other if they lived together as husband and wife, or if they had children together, even if no marriage can be documented. Once the couple is sealed, their children can be sealed to them.

When you record the couple’s information, do not enter a marriage date or place. If you want to indicate that the couple never married, enter that information in a note.

Do I Have to Perform a Couple’s Individual Ordinances before Sealing Them?

Before performing a sealing to spouse, please perform the individual ordinances of baptism, confirmation, initiatory, and endowment.
When Do Ordinances Need to Be Performed Again?

Ordinance records are sacred records of completed temple work. Ordinances need to be redone and another record recorded only under a few circumstances.

- Individuals were sealed to the wrong spouse or parents.
- Proxy ordinances were performed for the wrong gender.
- Proxy ordinances were performed in error while the individual was still living.
- Proxy ordinances were performed before the one-year anniversary of the individual’s death.

Report these problems to FamilySearch Support at https://contact.familysearch.org. Please include the following information in your request:

- Your full name and birth date.
- Your helper access number. To find your helper access number, click Update my profile and preferences on the home page. (By default, this is the last five digits of your membership record number. If you have changed the number, send the number that you changed it to).
- The name and Person Identifier of the individual or individuals in question.
- A description of the problem.
- Documentation that proves your correction. For example, you might send scanned copies of birth, marriage, or death certificates; census records, church records, and so forth.

If you can provide scanned copies of your documentation, attach the files to the e-mail. You can also mail photocopies to the following address:

Family History Department  
Data Quality (JSMB 6 W)  
15 East South Temple Street  
Salt Lake City, UT 84150-0406

Note: If you mail the photocopies, please include your case number so that we know which request the documents belong to.

Do Minor Errors in Names or Event Information Make an Ordinance Invalid?

Minor errors of information do not affect the validity of ordinances.

Ordinances for the dead become effective when the deceased person is qualified and chooses to accept them (see D&C 138:19, 32–34). Ultimately, the validity of all ordinances is decided beyond the veil. We can only do our best to give our ancestors the opportunity to receive ordinances.

You can correct the information about the individuals in the new FamilySearch website, but you do not need to perform the ordinances again. For example, ordinances are still valid and sealings are still in effect, even if an individual’s birthday is wrong, or a name is misspelled, or a place of death is wrong. The individual’s genealogical record can be updated with the correct information.
When an Ordinance Was Performed More Than Once, Which Is Valid?

If you find duplicate ordinance records, the earliest record is valid.

Are Ordinances Performed Out of Order Valid?

Vicarious ordinances performed out of sequence are valid, but they become effective only after the prerequisite ordinances are completed.

What If I Find Proxy Ordinances That Were Performed While an Individual Was Alive?

Proxy ordinances that are performed while an individual is still alive are invalid. If you find the record of a proxy ordinance that was performed while an individual was still alive, please contact FamilySearch Support at https://contact.familysearch.org. In your request, please be prepared to provide the following information:

- Your full name and birth date.
- Your helper access number. To find your helper access number, click Update my profile and preferences on the home page. (By default, this is the last five digits of your membership record number. If you have changed the number, send the number that you changed it to).
- The name and Person Identifier of the individual or individuals in question.
- A description of the problem.
- Documentation that proves your correction. For example, you might send scanned copies of a death certificate.

If you can provide scanned copies of your documentation, attach the files to the e-mail. You can also mail photocopies to the following address:

Family History Department
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After a system administrator invalidates the ordinance, one of the following happens:

- If the proxy ordinances were also performed after the individual’s death, the valid ordinance information will replace the invalid ordinances currently shown on the individual’s record.
- If the proxy ordinances were not performed after the individual’s death, the ordinance status will change. If the record contains enough information, the ordinances can be performed.
Where Is the Most Complete Set of Ordinance Information?

The new FamilySearch website has the most complete and current record of temple ordinances. If ordinances were performed more than once, the earliest ordinance record will be shown, if duplicate records have been combined.

How Do I Solve Problems Related to Ordinance Records?

How you solve a problem with ordinance records depends on what the problem is.

If you have any questions, please go to https://contact.familysearch.org to contact FamilySearch Support. In your request, please provide the following information:

- Your full name, birth date, and helper access number. (By default, this is the last five characters of your membership record number. If you have changed the number, send the number that you changed it to).
- The names and Person Identifiers of each individual involved in the ordinance that is in question.
- A description of the problem.
- Documentation that proves your correction. For example, you might send scanned copies of birth, marriage, or death certificates; census records, church records, and so forth.

If you can provide scanned copies of your documentation, attach the files to the e-mail. You can also mail photocopies to the following address:

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Data Quality (JSMB 6 W)  
15 East South Temple Street  
Salt Lake City, UT 84150-0406

Note: If you mail the photocopies, please include your case number so that we know which request the documents belong to.

What Should I Do When a Person’s Ordinances Were Performed More Than Once?

When a person’s ordinances were performed more than once, they should not be performed again.

In the new FamilySearch website, combine duplicate records of the individual. The earliest ordinance record will show in a combined record.

What Should I Do If I Find That a Person’s Ordinances Were Performed for the Wrong Gender?

After reporting the gender error, create a new record of the individual with the appropriate gender, and do the ordinances.
To report the error, please go to https://contact.familysearch.org. Please provide the following information in your request:

- Your full name and birth date.
- Your helper access number. To find your helper access number, click **Update my profile and preferences** on the home page. (By default, this is the last five digits of your membership record number. If you have changed the number, send the number that you changed it to).
- The name and Person Identifier of the individual or individuals in question.
- A description of the problem.
- Proof of what the gender should be. This may be a document such as a birth certificate, a marriage license, a census record, your personal knowledge, or the knowledge of a close family member who knew the individual. It could also be proof that the system contains a duplicate person who is clearly the same individual but with the correct gender.

If you can provide scanned copies of your documentation, attach the files to the e-mail. You can also mail photocopies to the following address:

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15 East South Temple Street  
Salt Lake City, UT 84150-0406

**Note:** If you mail the photocopies, please include your case number so that we know which request the documents belong to.

**What If I Find That a Person Was Sealed to the Wrong Spouse or Parents?**

If an individual was sealed to the wrong spouse or parents, the solution depends on the type of sealing and when it was done.

**Sealings to Parents**

Child-to-parent sealings that were performed before 1 July 1969 with an incorrect mother’s name should be redone with the correct mother’s name.

Sealings of children to parents performed on or after 1 July 1969 are valid even if a wrong mother’s name is given. The word “mother” used in the temple ordinance takes precedence over any name that is given.

**Sealings to Spouse**

If an individual was sealed to the wrong spouse and has not been sealed to the correct spouse, have the correct sealing performed.

**Reporting Errors**

You do not need to do anything about an incorrect sealing unless you want the incorrect parent-child or marriage relationship removed. In that case, you need to report the error to FamilySearch Support. A system administrator will determine whether the relationship can be removed.
To report a sealing that causes incorrect relationships to display, please go to https://contact.familysearch.org. Please provide the following information in your message:

- Your full name and birth date.
- Your helper access number. To find your helper access number, click Update my profile and preferences on the home page. (By default, this is the last five digits of your membership record number. If you have changed the number, send the number that you changed it to).
- The name and Person Identifier of the individual or individuals in question.
- A description of the problem.
- Documentation that proves your correction. For example, you might send scanned copies of completed family ordinance cards; birth, marriage, or death certificates; census records, church records, and so forth.

If you can provide scanned copies of your documentation, attach the files to the e-mail. You can also mail photocopies to the following address:

Family History Department  
Data Quality (JSMB 6 W)  
15 East South Temple Street  
Salt Lake City, UT 84150-0406

**Note:** If you mail the photocopies, please include your case number so that we know which request the documents belong to.

**What If I Can’t Find an Ordinance in the New FamilySearch Website That I Know Has Been Performed?**

If you know that an individual's ordinances are done, try combining duplicate records. The system probably has another record about the individual, and the ordinance information is on the other record. If you still cannot find the completed ordinances, contact FamilySearch Support.

You can send an e-mail to FamilySearch Support at https://contact.familysearch.org. You can also click the Send Feedback link at the bottom of the screen. Please provide the following information in your message:

- Your full name and birth date.
- Your helper access number. To find your helper access number, click Update my profile and preferences on the home page. (By default, this is the last five digits of your membership record number. If you have changed the number, send the number that you changed it to).
- The name and Person Identifier of the individual or individuals in question.
- A description of the problem.
- The ordinances that you know are done, the dates when they were done, and the temple where they were done.
- Documentation that proves your correction. For example, you might send scanned copies of family ordinance cards or printed copies of an official ordinance record.

If you can provide scanned copies of your documentation, attach the files to the e-mail. You can also mail photocopies to the following address:

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