

I forgot my FamilySearch Username or Password



1. If you go to the *FamilySearch.org* website, but after you click on **Sign In**, you find you have **forgotten your Username**, click on the “Forgot username” as shown on the right.

2. You will be brought to a window entitled “**Find My Account**” shown below.

3. You will be asked to **Select a Recovery Method...**

...by **Mobile** phone, by **E-mail**, or by **Church Record Number** (if you're a member of The Church of Jesus Christ of Latter-day Saints you will have such a number on your recommend.)



4. If you select mobile and your phone can receive text messages and it has a USA phone number, **enter your complete phone number** in the window with the flag of the USA. If the phone number is in another country, enter the flag for that country. Click **OK** to recover your username.

5. You will receive a verification code by text to the phone number you entered. Enter that verification code into the provided screen at **FamilySearch**, and click **Continue**.

6. What happens next depends on whether you indicated that you forgot the **Username only** whereby the sign-in page reappears, with your username automatically filled in. You can now enter your password, and sign in.

7. Or if you find out that you also forgot your password, check the word password (if on the **Sign in** screen) or if you checked the box that said “I do not remember my password,” (as shown in the **Find My Account** image above) the option to reset your password appears.

TO RESET YOUR PASSWORD

8. Please have a **new** password in mind that is at least 8 digits long and includes a capital letter, lower-case letters, and numbers. Continue to reset your password:

- Enter the new password,
- Verify the new password,
- Click **Reset**.

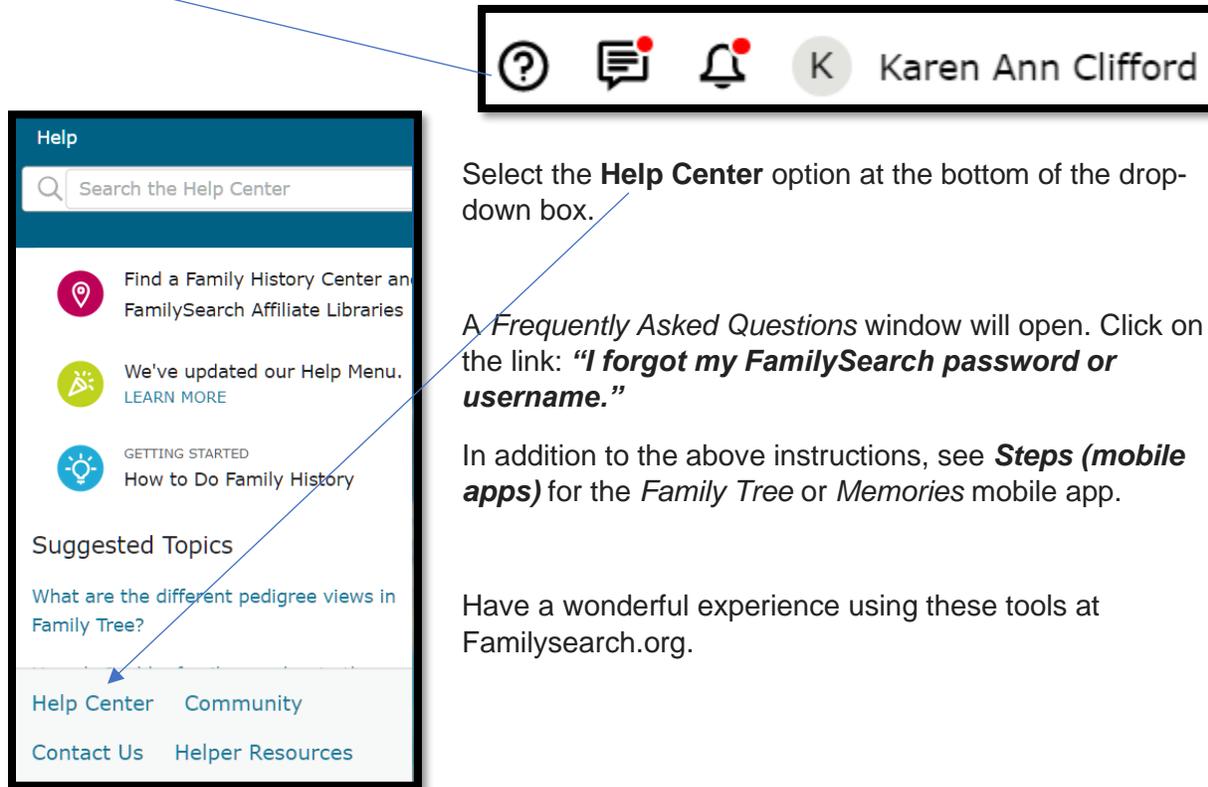
Your Don't Have an Account at FamilySearch.org

9. If you don't have an account, you will need your church member number and you will need to create a password (or see #10 below). If you don't know your member number it can be found on your temple recommend or from a member of your bishopric or a clerk.

10. You may not realize that if you are using the *Churchofjesuschrist.org* site to pay your tithing online, or to see the directory for stake and ward members, or to watch videos, or conference, both the **Member Tools** and the **FamilySearch** sites use the same username and password. If you have problems logging into one or the other click on your account settings and see if both details agree.

Working with Mobile Apps

11. The above information and more regarding mobile apps for *FamilySearch Family Tree* and *Memories*, are available at the *FamilySearch.org* site. Click on the circled question mark in the upper-right-hand corner of your computer screen across from your name once logged in.



The image shows two parts of the FamilySearch.org interface. On the right, a user profile bar is highlighted with a black box, containing icons for help, messages, and notifications, followed by a circular profile picture with the letter 'K' and the name 'Karen Ann Clifford'. A blue arrow points from the question mark icon in this bar to the 'Help Center' option in a dropdown menu on the left. The dropdown menu is titled 'Help' and includes a search bar, several help topics with icons, and a 'Suggested Topics' section. At the bottom of the dropdown, there are four navigation options: 'Help Center', 'Community', 'Contact Us', and 'Helper Resources'. A blue arrow also points from the 'I forgot my FamilySearch password or username' link in the text to the 'Help Center' option in the dropdown.

Select the **Help Center** option at the bottom of the drop-down box.

A *Frequently Asked Questions* window will open. Click on the link: ***"I forgot my FamilySearch password or username."***

In addition to the above instructions, see ***Steps (mobile apps)*** for the *Family Tree* or *Memories* mobile app.

Have a wonderful experience using these tools at Familysearch.org.