



Frequently Asked Questions

Q: How do I find who I am looking for?

A: The search box on the top left of the Home page provides a simple “Last Name” and “First Name” search. The **Advanced Search** option allows you to enter various information about the individual you're looking for, but if the information you enter differs from what is in the database, you will get no results. In that case, try entering less information. Clicking “Show death/burial information” and “Show spouse” is a good way to filter individuals with the same names. A list of possible matches will be generated. Hover your mouse over the name of an individual to see more information, and click the link to go to that person’s page.

Q: Why can't I see all the information on a certain person?

A: We take great pains to protect the privacy of living members. All names, dates and other information of living individuals are hidden, and may be accessed only by site administrators and genealogists. Registered users may receive information about their own families by contacting the TFA genealogist at genealogist@townefolk.com

Q: How do I find an individual's ancestors or descendants?

A: Once you locate an individual and have displayed the person's Individual page, click the Ancestors or Descendants tab near the top of the page. Once you have the ancestor or descendant chart displayed, you can click on the arrows located at the far right to see additional generations and click the down arrows for more information about any of the people displayed. You can select from a number of different formats to display your ancestors or descendants, Try clicking on the various options and see which one works best for you. Although you can adjust the number of generations which will be shown, the more you select, the longer it will take to load.

Q: Is there a way to tell if two individuals are related?

A: Yes, the Relationship tab will show a graphic display of all the people between two relatives. To use this function, locate the first individual and then press the Relationship tab. Then use the find button to locate the second person to be displayed. Once you have the two people selected click the calculate button to display their relationship.

Q: What is the Timeline?

A: Click the Timeline tab to display important events in history that occurred during the life of an individual or a group of individuals. Placing your ancestors in history helps you to gain perspective about their lives.

Q: If I see a mistake in the information presented can I correct it? What if I know more about an individual or family?

A: The Suggestion tab allows you to send corrections, updates, comments or any other information to the database administrator. Information on which individual you are referencing is automatically attached to the message. Be sure to include the source(s) you have for the suggested change(s) The genealogist will review your suggestion and add it to the database when confirmed.

Q: Forgot your username or password?

Go to the log in page and fill in the information below. Please note that to reset your password, you need to fill in **both** your email address and your username.

Enter your e-mail address below to have your username sent to you.

Enter your e-mail above and your username below to have your password reset (a temporary password will be sent to you).

Need more help? Contact us at admin@townefolk.com