

## Ancestry Library Edition

### Search Tips

- Start with a broad search. Begin by searching for an ancestor name without including any places or dates. If you get too many results you can refine your terms and search again.
- Try various name spellings. Most names can be spelt in a variety of ways. If you can't find the person you're looking for try some variant spellings. Using the Exact Search screen, you are offered the option to search by exact spelling or by Soundex. If you select Soundex you automatically search for variants of the name you have entered.
- Wildcard searching. If you are not sure how to spell a name you can try using wildcard characters - an asterisk at the end of a word will replace one or more characters, a question mark will replace a single character.  
Eg. Jon\* will find Jones, Jonston, Jonson etc.  
Eg. Johnst?n will find Johnsten or Johnston

### Online Help

- **Search Tutorial** – Click the blue Search button on the top tool bar on the Homepage. On the right hand side, above Browse Records, there is a Search Tutorial. **Please note! This is aimed at users of ancestry.com (the commercial site) and there are some differences.** However, with this awareness, the first tab/section on **Searching > Lesson navigation** is very useful.
- You can access **Help** from any part of the site. This takes you to an area called “Ask Ancestry”. There are lots of topics already available in this section, with answers, for example “Why can't I find myself in your database?”.
- From the Advanced Search screen, you can access **Sources**, giving you information about the sources in Ancestry Library Edition and including useful web links and suggested further reading. There is also a **How To** section – a getting started guide for Ancestry Library Edition.

### Search suggestions...

Grandparent

Grandaunt or Uncle

Florence Nightingale

Groucho Marx

Charlie Chaplin

Maps – Battle of Waterloo

Louisa M Alcott

## Where To Find Help

### In North America:

- **Technical Support**  
Phone: 800-889-3358  
Email: [tsupport@proquest.com](mailto:tsupport@proquest.com)  
Web: <http://www.proquest.com/en-US/support>
- **Search Assistance**  
Phone: 800-889-3358  
Email: [technicalsupport@proquest.com](mailto:technicalsupport@proquest.com)  
Web: <http://proquest.com/techsupport>
- **Product Help**  
Product help and downloadable guides:  
<http://www.proquest.com/en-US/support/training/materials.shtml>

### Outside of North America:

- **Technical Support**  
Email: [support@proquest.co.uk](mailto:support@proquest.co.uk)  
Freephone: 0880 220 710 (UK only)  
Telephone: +44 1223 271 496 (Outside of UK)  
Web: <http://www.proquest.co.uk/en-UK/support>
- **Product Help**  
Product help and downloadable guides:  
<http://www.proquest.co.uk/en-UK/support/training/materials.shtml>