Policy and Guidelines
For Computers in Family History Centers

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

STAKE PRESIDENCY

The stake presidency should call and assign an assistant stake clerk to be the stake technology specialist. Among other responsibilities, the stake technology specialist is responsible for managing the computers in family history centers. The stake presidency may call additional stake technology specialists to assist with this task. In some cases ward clerks and family history center staff may also be asked to help manage the family history center computers.

STAKE TECHNOLOGY SPECIALIST

1. Takes direction from the stake presidency regarding the management of Church computers in family history centers.
2. Maintains relationship with family history center director to understand needs of family history center.
3. Serves as the principal contact with the FamilySearch Support Office concerning computer hardware, software, policy, and guidelines.
4. Coordinates with other individuals assigned to help manage Church computers in the family history center.
5. Has a key to access the family history center and closets housing family history center computers and Internet hardware.
6. Maintains a current list of user names and passwords required to manage computer hardware and software.
7. Maintains a current inventory of all hardware, with serial numbers, models, and capacities.
8. Installs and troubleshoots family history center computer hardware and software.
9. Arranges for repairs to family history center computers.
10. Protects family history center computers against viruses. (See "Virus Protection.")
11. Ensures that the Internet connection is properly filtered and protected.
12. Ensures that all computer software complies in every way with licensing agreements.
13. Ensures data is completely destroyed ("scrubbed") on computers that are retired from use in the family history center. Software for this task is available from the FamilySearch Support Office.

FAMILYSEARCH SUPPORT OFFICE

FamilySearch Support Offices have been established by the Family History Department to support stakes with temple and family history work.

For a current listing of FamilySearch Support Offices, including contact information, please see the Family History Computer Hardware and Software Order Form.

FAMILY HISTORY CENTER COMPUTERS

Newly approved family history centers are provided at least one computer and one printer. The computer and printer will be ordered by the FamilySearch Support Office and shipped to the facilities management office or the priesthood leader responsible for the new center.

Computers provided by the FamilySearch Support Office are replaced after three years in the family history center. The FamilySearch Support Office will ship the replacement computer to the facilities management office.

Family history center computers should not be removed from the family history center unless they are being disposed of or unless directed by the FamilySearch Support Office.

Laptops

Laptop computers are not provided to family history centers by the FamilySearch Support Office.

Patrons may use personal laptop computers in the family history centers. For more information on connecting patron-owned hardware to a family history center Internet connection, please refer to *Family History Center Internet Use Policies,* available from the FamilySearch Support Office.

Networks

A computer network may be established in the family history center.

Support for existing peer to peer networks is available from the FamilySearch Support Office.

INTERNET

The Internet may be used in family history centers for family history purposes. It may also be used for other Church or educational purposes where approved by priesthood leaders. These other activities should not interfere with family history activities in the center.

Work with the stake technology specialist and your local facilities manager to install an Internet connection in the family history center. They will help you find an Internet service provider for your location and order the hardware needed for the connection.

The payment of ongoing monthly costs for Internet access in family history centers is managed by the local facilities manager.

Support for Internet hardware is provided by the Information and Communications Systems (ICS) Department. Please contact the local FamilySearch Support Office for specific information on what Internet hardware is supported and how to obtain support from the ICS Department.

For additional policies and guidelines for Internet use in the family history center, please refer to *Family History Center Internet Use Policies,* available from the local FamilySearch Support Office.

SURGE PROTECTORS, UNIVERSAL POWER SUPPLIES, CABLES

Family history center computers and printers should be protected with surge protectors. However, costs associated with surge protectors, universal or uninterruptible power supplies, and connecting cables are the responsibility of the stake.

DONATIONS

Voluntary donations of computer hardware or funds to buy new computers can be accepted, but donations should not be solicited.

Approval to accept donated computer hardware does not imply that the FamilySearch Support Office will replace it when it wears out. Computer hardware that requires upgrading or repair should not be accepted.

Donations of used computers are limited to the following minimum standards:

- Pentium 4
- 1 GB of memory
- 40 GB of hard disk capacity
- DVD/CDRW drive
- 3.5" high-density disk drive
- Windows XP
- 101 enhanced keyboard
- 17" VGA monitor

Please contact the FamilySearch Support Office for the most current minimum standards.

If a printer is offered for donation, it should be less than three years old.

Donated hardware can be accepted as charitable contributions but not as tithing-in-kind. If a donor needs a receipt, it should be provided by the stake. Receipts will be issued only for equipment that meets minimum specifications.

Offers of donated software cannot be accepted unless accompanied by valid license documentation.

If funds are donated for the purpose of purchasing a computer or printer for the family history center, the hardware should be ordered through the FamilySearch Support Office using the Family History Computer Hardware and Software Order Form.

Send the completed form with a check to the FamilySearch Support Office. For current prices of computers or printers, please contact the FamilySearch Support Office.

For more information about donations, please see the *Family History Center Operations Guide* or contact the FamilySearch Support Office.

REPAIRING HARDWARE UNDER WARRANTY

Computers and printers purchased by the Church have a manufacturer's warranty. In the United States and Canada, family history center computers are covered under warranty for three years. Contact the FamilySearch Support Office for warranty information for your area.

In the event a computer or printer fails during the warranty period, the stake technology specialist should contact the manufacturer to arrange for the repair.

When calling the manufacturer, you will need to be at the location of the hardware and have the make, model, and serial number of the hardware ready to give to the agent.

REPAIRING HARDWARE NOT UNDER WARRANTY

Computers

If a computer malfunctions and is out of warranty but is not yet scheduled for replacement by the FamilySearch Support Office, the stake technology specialist should determine if the computer meets the minimum standards for a family history computer (see "Donations") and can be repaired for less than $200 (USD). If the computer meets these criteria, the stake technology specialist should follow the instructions under "Paying for Hardware Repairs."

Donated hardware can also be repaired using these guidelines and instructions.

Printers

If a printer malfunctions and is out of warranty, the stake technology specialist should determine if the printer could be repaired for less than $100 (USD). If the printer meets this criterion, the clerk should follow the instructions under "Paying for Hardware Repairs."

Paying for Hardware Repairs

The cost for repairs to hardware not covered under warranty may be reimbursable if the hardware meets minimum donation standards.

Prior to the repair or purchase of replacement parts, the stake technology specialist must contact the FamilySearch Support Office to obtain authorization.

The stake technology specialist is then authorized to make arrangements for the hardware repair and if necessary to purchase the replacement parts. The repair expenses are coded in the stake MLS to "Other: Authorized Computer Repairs."

Internet-Related Hardware

Repairs or replacement for Internet-related hardware can be authorized and provided only by the Information and Communications Systems Department. Please contact the FamilySearch Support Office for more information on how to obtain repair or replacement support from the Information and Communications Systems Department.

REPLACING STOLEN OR DAMAGED COMPUTERS

The definition of a damaged computer does not include hardware that is worn out or fails in routine use. Computers that have been stolen or accidentally damaged are covered for repair or replacement by the Church's self-insurance program. This is administered by the Risk Management Division at Church headquarters.

When a printer or computer has been stolen or damaged, it should be treated as an insurance loss, in which case a replacement computer will be provided to the family history center. The replacement computer should not be purchased by the local unit.

To obtain a replacement computer, the stake technology specialist should report a loss involving computers on a Church Property Insurance Program Loss Report form, available from the nearest Facilities Management office. Once the form has been submitted, the stake technology specialist should contact the FamilySearch Support Office to request a replacement computer.

INTERNET-BASED FAMILY HISTORY TOOLS AND SUPPORT

Church Internet-based family history tools such as FamilySearch and Indexing are available anywhere the Internet is accessible.

Support for these Church Internet-based family history tools is available from FamilySearch Support. You can contact FamilySearch Support by e-mail at support@familysearch.org, or for a current listing of the phone numbers for support in your area, go to https://contact.familysearch.org/en.htm.

FamilySearch Support does not provide support for Internet-based tools that have not been developed by the

Church. Support for these tools is generally provided by the company or organization that has developed the tool.

CHURCH FAMILY HISTORY SOFTWARE AND SOFTWARE SUPPORT

Computer systems provided to family history centers by the Church are preloaded with the necessary software.

Support for family history products developed by the Church is available from FamilySearch Support. You can contact FamilySearch Support by e-mail at support@familysearch.org, or for a current listing of the phone numbers for support in your area, go to https://contact.familysearch.org/en.htm.

You can access self-help by going to www.familysearch.org, clicking on **Help** and then **Product Support**. Type in your question, and click **Ask**. Click on the result that most closely matches your request.

ADDITIONAL SOFTWARE

Donated or purchased software may be loaded on computers in the family history center if it does not interfere with Church software and Church Internet-based tools. FamilySearch Support Offices do not provide support for software that has not been developed by the Church.

License documentation must be maintained for all software.

Operating Systems

Approved operating systems are available from the FamilySearch Support Office for family history center computers. Computers will need to be fully capable of running the operating systems without any hardware upgrade. Contact the FamilySearch Support Office to learn more about what operating systems are available or to place a request for the software.

Word Processing

Family history centers are encouraged to use OpenOffice. It includes word processing, presentation, and spreadsheet tools.

OpenOffice is available for download at www.openoffice.org.

Support for OpenOffice is available on the following Web site: www.openoffice.org

Virus Protection

Symantec Antivirus requires either Windows 2000 service pack 4 or Windows XP for installation. Symantec Antivirus installation is available at http://remote.familysearch.org. Installation of Symantec requires that LANDesk be installed first, as it uses LANDesk to download and install Symantec Antivirus.

How to Install Symantec Antivirus

1. Log in to an account with administrative privileges.
2. Using Internet Explorer, go to http://remote.familysearch.org.
3. Under Tools for Family History Centers, click **Enter**.
4. At the bottom of the screen, select the **Additional Support Files** link.
5. Select the **Symantec Antivirus Deployment Tool** link.
6. Save the **AVDeploy.exe** file to your desktop (or other location you will remember).
7. After the download is complete, double-click **AVDeploy.exe** to begin the installation.

LANDesk

LANDesk Management Suite should be installed on all family history center computers that are connected to the Internet. LANDesk will allow FamilySearch Support to keep center computers up-to-date with current software and will gather and retain information about all of the hardware in the family history center. This will ensure that any software sent will successfully run on the center's computers. Centers can receive immediate help in solving computer problems by using LANDesk Remote Control.

How to Install the LANDesk Client

1. Log in to an account with administrative privileges.
2. Using Internet Explorer, go to http://remote.familysearch.org.
3. Under Tools for Family History Centers, click **Enter**.
4. Click the **Install** link under the desired language, and download the program.
5. After clicking the link, you will be presented with the option to Run or Open and Save.
6. Choose the **Open and Save** option, and select a directory where you want to install the file to be saved. Then double-click on the install file to start the LANDesk installation.
7. Follow the install procedures as they are presented to you.

Disposal of Old or Broken Computers or Printers (United States and Canada Only)

To ensure the proper disposal of the old computer hardware, the Church is using an asset recovery program to dispose of unwanted computer hardware. You may use this asset recovery service to return any old computers, printers, and monitors that require disposal.

If you have less than 10 pieces of computer hardware, contact FamilySearch Support at support@familysearch.org, and ask for an Asset Recovery Label.

If you have 10 or more pieces of computer hardware, arrangements will be made to have them picked up from your center. Contact FamilySearch Support at support@familysearch.org for details.

You will need to provide the following information in your e-mail:

- Your name and phone number
- Family history center name
- Family history center unit number

FAMILY HISTORY COMPUTER HARDWARE AND SOFTWARE ORDER FORM

The Family History Computer Hardware and Software Order Form is used by the stake technology specialist to request hardware and software available for family history centers.

The completed form should be sent to the FamilySearch Support Office for fulfillment. See the form for a current listing of FamilySearch Support Offices, including contact information.

ADDITIONAL SUPPORT

For additional support regarding policies and procedures for computers in family history centers, please contact FamilySearch Support at support@familysearch.org, or for a current listing of the phone numbers for support in your area, go to https://contact.familysearch.org/en.htm.