

Family Tree Maker Support

WHATS HAPPENING TO FTM AT THE END OF THE YEAR?

As it gets closer to the end of 2016, we're understandably hearing this question a lot. In large part that's because it was initially announced that FTM would only be supported through the end of December 2016. But that was a million years ago back in December 2015 when it was also announced that brand wouldn't continue at all. All that changed 7 weeks later on February 2nd of this year — the day Ancestry announced that they'd decided after all to sell this wonderful old brand to us. And that together we would be building on what Ancestry had started, including creating a new sync technology together.

So relax. TreeSync[®] will not stop working at the stroke of midnight this December 31st. And though it will be retired at some point in the not too distant future, before that happens, there will be new syncing technology available to replace it. It's already well into development and we will be starting outside beta testing before the end of the year. And that means syncing as we know it for FTM is going to live on into 2017 and beyond. So if you've been worried about what happens at the end of the year, well you can just stop worrying. Syncing, Search, and Shaky Leaf hints are all here to stay.

WHEN THE BEST CHARTS IN THE WORLD ARE NOT ENOUGH

Family Tree Maker users know that FTM already has the most extensive collection of charts of any leading family history software. But if even that leaves you wanting more, a new plug-in, *Charting Companion*, provides six unique chart types not found in FTM, including the Descendant Fan (a combination of descendant and family tree fan charts), plus a great collection of embellishments and lots of special print options.

Charting Companion is only the second “plug-in” ever written for Family Tree Maker (the other being Stephan Harms' excellent Family Book Creator). That means you can access Charting Companion from Family Tree Maker menus and it will work directly with your tree files as though it were part of the program. And for a limited time you can get Charting Companion from our new FTM Gift Collection for just \$29.95 (regularly \$34.95) by going to:
<http://www.mackiev.com/store/ftm/offers/gifts/index.html>.

WHAT ABOUT THOSE FREE UPDATES?

When we happily adopted FTM earlier this year, we set out to create free updates that we could wholeheartedly recommend to all current users of FTM 2014 and Mac 3. That work is still in progress, but if you'd like to get your hands on a copy and you're OK with a near-final build, then you can have one any time. Even right now. Just head on over to our Replacement Center (see Getting a Replacement Copy, below).

So, should you get the latest build right now then? Well, it depends. The improvements are mostly in stability and performance. So if FTM is crashing or has slowed to a crawl with large trees, then have at it. Same if waiting is driving you crazy, or you usually download interim updates anyway. But if, like most users, your copy is working just fine, we still suggest waiting for the final build. Since you're on the FTM mailing list, we'll be notifying you the minute it's ready. For more info on the updates see "Free Updates Coming Soon" below.

HOW TO GET A COPY OF FTM

As you probably know, we have published updated versions of Ancestry's latest editions which we call FTM 2014.1 and Mac 3.1. You can find out how to get a copy below. Where you go depends on what Family Tree Maker edition you currently have:

- **Users of FTM 2014 and Mac 3** - Free updates are coming soon. If your copy is working well, just hang in there, and we'll notify you as soon as the updates are available. If, however, you are experiencing crashes or the application has slowed to a crawl with really large trees, see "What About That Free Update" below to find out how to get an interim update sooner.
- **Users of older FTM editions** - No matter how old your copy of FTM is, or whether it's running on Windows or Mac, you can download an upgrade for \$29.95 (vs. \$69.95 regular price). Go to:

http://www.mackiev.com/offers/ftm/upgrade_promo_us.html?s=

You'll also be presented with an option to purchase a hard copy on CD (\$10) or our new natural wood USB drive pictured above (\$14).

- **New users** - If you have never owned a copy of Family Tree Maker before, you can download a full edition from our online store for \$69.95 by going to www.familytreemaker.com and clicking the Store button. You can purchase a download with or without a hard copy on CD or on a USB drive. And on startup,

you'll get an offer for a 14-Day free trial you can use to search all US records on Ancestry.com.

GETTING TECHNICAL SUPPORT

Software MacKiev is now supporting all versions of Family Tree Maker for both Mac and Windows, though Ancestry will continue to assist us through the end of 2016 and beyond.

Where to Get Technical Support

Companion Guide. The first stop for learning how to use features of Family Tree Maker is the Companion Guide which contains step by step instructions for everything you might want to do. You can open the guide from the Help menu while running Family Tree Maker.

Knowledge Base. We have hundreds of helpful articles posted on our support site on a variety of topics that will be of interest to all users, and can help solve problems. To get to the knowledge base, just go to support.familytreemaker.com.

Support Requests. If you don't find what you need in the Knowledge Base articles (at support.familytreemaker.com) just click the link for “additional support” at the bottom of the page and you will see the Technical Support request form. Typically we'll be getting back to you by email in 2 days or less.

Live Chat. When you file a Support Request (see above) between the hours of 9am and 6pm EST (7 days a week), you will have an option to have a live chat with an experienced support agent. This can be very helpful for urgent issues or those that require a discussion rather than a single email.

Facebook Group. There is an excellent unofficial but very active Facebook group called “[Family Tree Maker® Users](#)” which you might want to consider joining. They have many very experienced users who are generous in sharing their time and wisdom to help other users solve problems and learn new tricks.

GETTING A REPLACEMENT COPY

Getting a Replacement Download

1. Go to support.familytreemaker.com.
2. Click "for additional assistance" at the bottom of the page.
3. Click the Replacement Center tile.

The Replacement Center checks that you have a copy of FTM 2014 or Mac 3 registered with Ancestry and then provides you with a free fresh link by email. You will also be given an option to purchase a backup disc for \$10 or our new natural wood USB backup drive for \$14. Note that what you get will be a full free-standing installer, so it won't be looking for your old copy, a disc, or anything else.

You will also notice that the replacement copy installer doesn't ask you for an activation code. That's because we don't use them. Why? Well, we don't like them ourselves, so we decided a long time ago we weren't going to torment our customers with them. Instead, we use this old-fashioned thing called the honor system. It's been working pretty well for us for more than two decades now, so don't expect us to be changing that any time soon. (Apparently you can download to multiple computers)

FREE UPDATES COMING SOON

If you'd like to try out the latest build of FTM 2014.1 or Mac 3.1 right now, here's how:

GETTING THE LATEST FTM UPDATE BUILD

1. Go to support.familytreemaker.com.
2. Click "for further assistance" at the bottom of the page.
3. Select the Replacement Center tile.

If, however, you'd prefer to wait, we'll notify you as soon as the final build is ready. Promise.

FAMILY TREE MAKER - HOME PAGE LINKS

Almost everything you will need to know can be found on our Family Tree Maker home page.

Home Page: www.familytreemaker.com.

Links on the home page include:

1. **FAQ** - Find answers to the most frequently asked questions.
2. **Feedback** - Let us know what we're doing right and what to improve.
3. **Report a Bug** - Tell us what you think needs to be fixed.
4. **Suggest a Feature** - What you would like to see in our next edition?
5. **Beta Tester Signup** - To help us test upcoming editions, sign up [here](#).

Any Questions?

If you have questions for us, please first read our FAQ as we've tried to answer the most common ones there. If you don't find the answer you are looking for, please send your question through our Feedback Form which you'll find on our FTM Home Page (see above). Thanks!