**Using ancestry.com Support Center**

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* Access Support Center from either the ancestry.com Home Page or type the Center’s url in your browser’s address bar:

1. Click on HELP in the black Menu bar at the top of your screen.
2. Use this web address: <https://support.ancestry.com/s/>

* Note the full Menu in the horizontal bar near the top of the home page.
* Different topics are clearly identified in the colored tiles in the middle of the page. These serve as links to content you would expect under the heading.
* Next on the left side of the screen you’ll find two topics which also link you to content:

1. Support Topics
2. Recent Discussions

* To access more resources, click the tile – “Search and Records.” At the top left of your screen, note the two headings: Discussions and Articles. These too function as links to substantial content that may assist you with your research.

-all articles are created and posted by ancestry.com, not members.

-discussions are with and by users and open to all the ancestry community to provide information and help.

* If ancestry.com is experiencing problems, or is temporarily closed down for maintenance, the Support Center is still available as it is a separate entity belonging to ancestry.com but not linked to their home page. Use this Support Center web address: <https://support.ancestry.com/s/>