

**To Fort Collins FHC Staff Members and Patrons  
Basic Film/Fiche Order Instructions 27 Sep 2011**

The following are the instructions to order film using your home, or any other, computer with Internet access. If you have questions ask the staff on duty to explain it further.

**Below is Step #1 and must be done before attempting to order –  
everyone has to do it**

1. Go to <https://www.familysearch.org/films/>
2. When this opens go to the upper right hand corner and click on “sign in”
3. If you already have an LDS Account, use that to sign in. If you do not have an account you need to register to get one and be able to order film/fiche
4. On the page that opens with “Where Generations Meet” either sign in with your LDS Account OR click on “Create an account”
5. “Create an account” leads you to Registration and asks if your account will be a FamilySearch Account (for the general public) or an LDS FamilySearch Account (if you don’t already have one). If you have an LDS user name and password use it to register.
6. The next page will ask for your first name, last name, display name, gender, user name, password, reenter password, email, reenter email, alternate email (optional), reenter alternate email – then type the funny word in the window below and click on register
7. Your confirmation of registration will be sent to your email address you entered above. Until you receive that, you cannot order. This is why you need to register from your home computer.

**Once you are registered you can order by following Step #2:**

1. Go to <https://www.familysearch.org/films/>
2. Select a loan type. The drop down menu tells you your choices
3. Type in the number you are ordering and click on "Search"
4. The search results will show what was found for that number
5. Read this to make sure it is what you thought would be on it
6. If this is what you want to order this item click "Add To Cart" and "sign in" and choose your Family History Center for delivery
7. If everything looks okay click on "Proceed to checkout"
8. On the billing information page enter the things it asks for
9. Check the "I accept" box and "Place Order"
10. Check the "Payment Information" page and if all is okay, click on "Place Order"
11. You should see a message that your order has been placed, the order #
12. Click on "Continue Shopping" to place another film order, repeating the steps above
13. If using a public computer or the FHC computer, sign out when finished
14. Watch your email on your computer for any messages from the Film Ordering system. This is how you are informed you of order status, delivery info and return dates, etc.
15. The film/fiche will be delivered to the Family History Center you selected and you will be notified when it comes in

These instructions give you the basics to get started. Patj