

FAQ: WebHints & TreeShare for Ancestry

Sharing data between an Ancestry Member Tree and RootsMagic is like trying to put identical furnishings into two apartments with different floorplans and store capacity. Some things fit very well in each apartment. Other things fit but they have to go into different rooms while a few items only work in one or the other apartment.

The RootsMagic developers use Ancestry's API (Application Program Interface) to "move" the "furnishings" so that they end up in the right place in each apartment. This Magic Guide covers the most frequently asked questions about the data after using TreeShare and WebHints for Ancestry.

NOTE: The WebSearch view in RootsMagic has not changed and it is not part of TreeShare or WebHints from Ancestry.

This Magic Guide answers the following questions:

A. Getting Started and General Questions

1. What is not supported (uploaded or downloaded) by the Ancestry API?
2. What else isn't uploaded to Ancestry from RootsMagic and why?
3. What is the difference between TreeShare and WebHints?
4. How do I get to TreeShare so that I can upload or download a tree?
5. How do I upload/download another tree?
6. Can I upload the same RootsMagic database more than once?
7. How can I disconnect my RootsMagic database from the tree on Ancestry?

B. The Ancestry Tree Uploaded from RootsMagic or Updated in TreeShare

1. Why are there multiple copies of the same citation in the "Other Sources" list on Ancestry? Most but not all are linked to facts.
2. What are the "Notes" that I see in the "Other Sources" list on Ancestry?
3. Where can I find the RootsMagic "Alternate name" facts on my Ancestry Member Tree?
4. Are the RootsMagic "Shared" facts and their sources included for each person when the database is uploaded to Ancestry?
5. How do I move a name off of the "Only show changed people list"?

C. The RootsMagic Tree Download from Ancestry or Updated in TreeShare

1. Where is the media from Ancestry stored on my computer?

2. Why don't I see the fact media after downloading my Ancestry Tree or after updating facts in TreeShare?
3. How do I update just the sources and/or media?
4. Is there a way to easily search the index for a specific person in TreeShare?
5. Why can't I update a "Census" fact in RootsMagic with an Ancestry "Residence" fact?
6. Why can't I update a RootsMagic "Residence (fam)" fact with an Ancestry "Residence" fact?
7. I can see and edit a fact "Description" on Ancestry but how can I edit it in RootsMagic?

D. WebHints from Ancestry

1. Where do I go to enable the Ancestry WebHints?
2. I live outside of the United States. How can I set WebHints for my Ancestry domain?
3. Why don't I see any WebHints from Ancestry?
4. What do the "Accept", "Reject", and "Undecided" buttons in WebHints do?
5. How do I update both my RootsMagic file and my tree on Ancestry with WebHints?

A. Getting Started and General Questions

1. What is not supported (uploaded or downloaded) by the Ancestry API?

General or RootsMagic Specific Items Not Supported

- | | |
|---|--|
| • Address List | • Parent/Child relationships set to "Sealed" in RootsMagic (Ancestry sets it as a "birth" relationship.) |
| • Color coding | • Place notes |
| • Correspondence List | • Proof setting for facts |
| • Description field for facts (when used) limited to 205 characters | • Research Logs |
| • DNA Markers | • To-Do List |
| • Formatting for dates (returned to RootsMagic with the correct formatting) | • "Member Tree" owner's name (Not shown in the WebHints source information window.) |
| • Geocoding | • User Defined sentence templates |
| • LifeStory elements such as the narrative, maps, and historical events | • WebTags for individuals |

Source and Citation Items Not Supported

- RootsMagic "Master text" WebTags (The "Details text" WebTags are uploaded. See screenshot on the next page.)

- RootsMagic “Master Text” “Source Comments” (The Master “Source text” is uploaded to the Ancestry source note.)
- RootsMagic source Details Text Reference numbers

Media Items Not Supported

- Media items that are larger than 20 MB
- HTML files as media
- Media linked to the Master source, a family, places, place details, or names (Media linked to a person, an event, or citation is uploaded.)

Ancestry Tree Items Not Supported When Downloaded or Updated by TreeShare

- Ancestry does not send “Primary” settings for events
- “Comments” fields made in “Notes” (The note is downloaded)
- URLs in the citation of an “Ancestry source” (URLs for citations under “Other sources” are downloaded as WebTags.)
- Shared trees with “guest” or “contributor” access (Trees with “owner” or “editor” access can be downloaded.)
- Anything attached to the Primary Name on Ancestry – No place to display it in RootsMagic

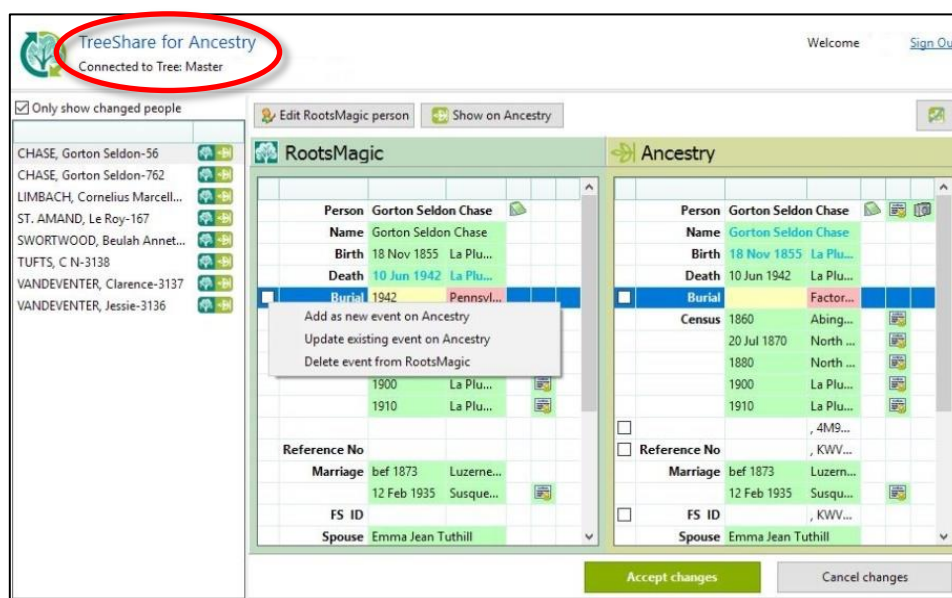
2. What else isn't uploaded to Ancestry from RootsMagic and why?

- Prefix – No corresponding field on the Ancestry Member Tree
- Nickname – No corresponding field on the Ancestry Member Tree
- LDS Ordinances – Confidential information
- Family and Shared facts beyond the primary person it was attached to – Ancestry only has individual facts, no family facts. (The RootsMagic Marriage fact is added to both the husband and the wife.)

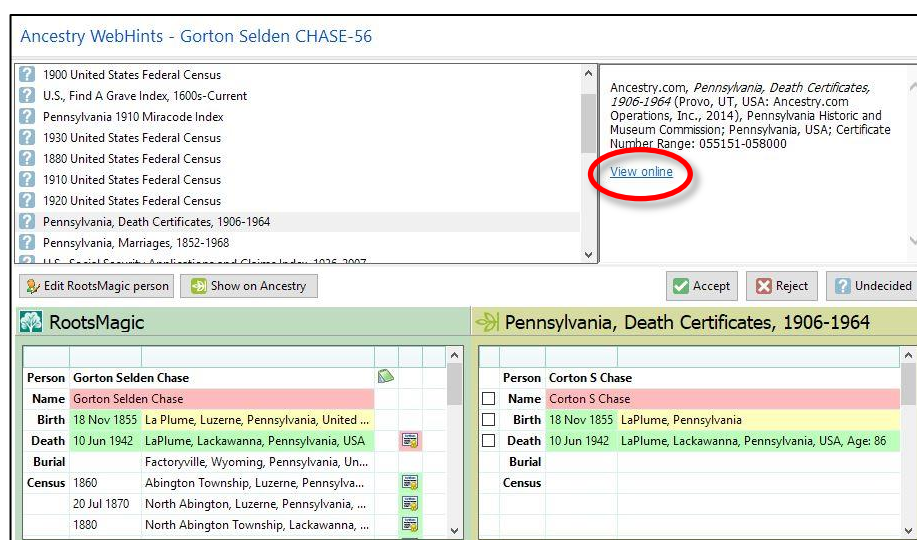
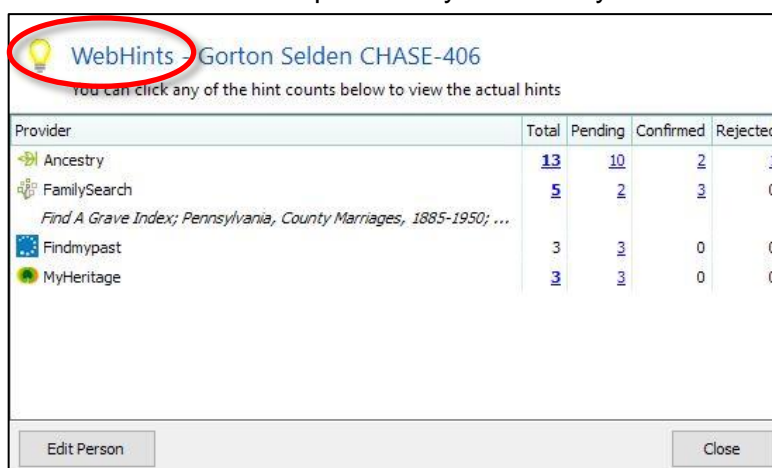
3. What is the difference between TreeShare and WebHints?

TreeShare is the process used to upload a RootsMagic file to Ancestry or download an Ancestry tree into RootsMagic. It also allows you to compare the changes that you make

to either one and update them as desired.



WebHints are the small lightbulb icons that indicate that a person in your file may have one or more records that pertain to them on Ancestry, FamilySearch, Findmypast, or MyHeritage. Clicking the lightbulb icon opens a dialog window with links to the WebHints from the various providers. When you review the Ancestry hints, you can also move the fact, source, and image (when available) directly

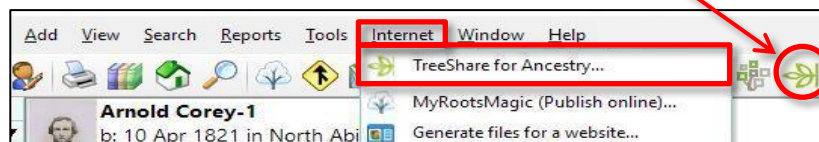


into your RootsMagic database.

To add the new information to your Ancestry tree, click "View online" and add it directly on Ancestry or switch to TreeShare and update the record.

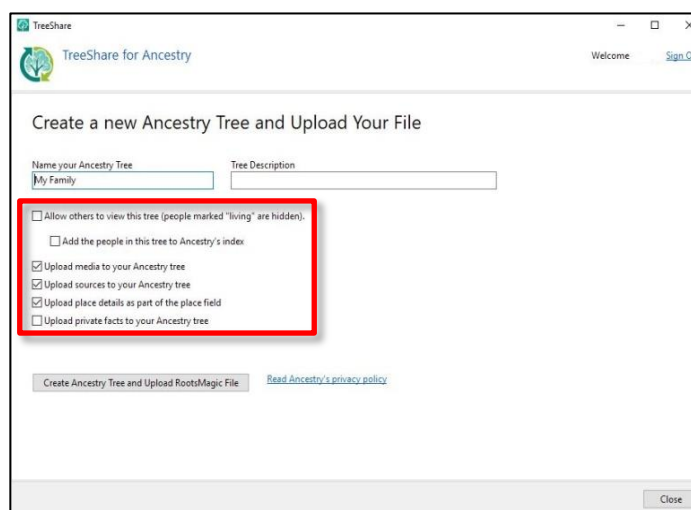
4. How do I get to TreeShare so that I can upload or download a tree?

TreeShare for Ancestry is found on the Main menu of RootsMagic under “Internet”. The first time you use it, the TreeShare for Ancestry icon will be added to your Toolbar.



5. How do I upload/download another tree?

To upload a different database from RootsMagic to Ancestry, open that database (File>Open). Click the TreeShare for Ancestry button on your Toolbar. The TreeShare window will open. Select the Upload button. A dialog window will open. Name the file and select the privacy and data upload options.

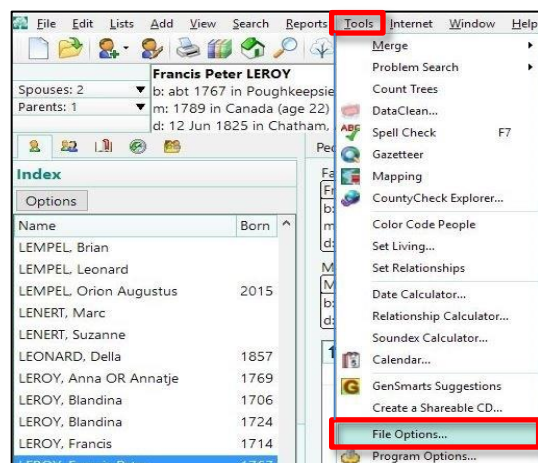


An Ancestry tree will only download into a new blank database. You can create it prior to opening TreeShare or follow the TreeShare prompts to create it.

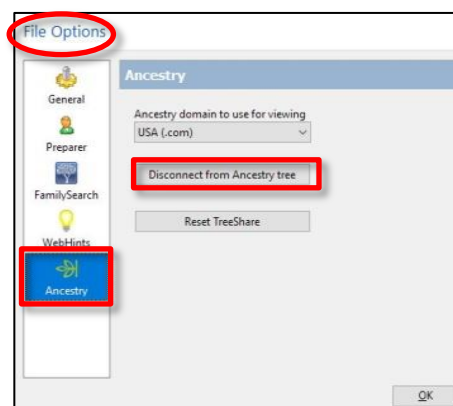
6. Can I upload the same RootsMagic Database more than once?

A RootsMagic database can only be linked to one Ancestry tree. To upload the database a second time, you must disconnect it from the current Ancestry Tree. **NOTE:** You can link an Ancestry tree to more than one RootsMagic database. This allows for collaboration between family members.

7. How can I disconnect my RootsMagic database from the tree on Ancestry?



Go to Tools on the Main menu in Roots Magic and select File Options then Ancestry. Click the “Disconnect



from Ancestry tree” button. Confirm that you want to disconnect the tree from Ancestry.

NOTE: If you make a full or partial copy of a connected database using Drag and Drop or GEDCOM the links to the Ancestry tree will be retained. Starting TreeShare will gather changes just as it would in the original database. Disconnect the copy if you want to upload it as a new tree on Ancestry or to simply remove the link. **A RootsMagic database can only be connected to one Ancestry Tree.**

B. The Ancestry Tree Uploaded from RootsMagic or Updated in TreeShare

1. Why are there multiple copies of the same citation in the “Other Sources” list on Ancestry? Most but not all are linked to facts.

“Other Sources” is a list of citations and the facts they belong to. Each citation is linked to a single fact. RootsMagic also allows you to add a citation to the person. Any unlinked citation on the Ancestry Tree is a citation for the person.

2. What are the “Notes” that I see in the “Other Sources” list on Ancestry?

This is a case where RootsMagic and Ancestry each have features that the other doesn’t have, yet they can work together to preserve data. RootsMagic allows you to add a note to each fact but Ancestry only allows a note for the person. Ancestry allows you to have a citation that isn’t linked to a source. Therefore, when a file is uploaded from RootsMagic to a new tree on Ancestry, the fact notes are placed into the “Other Sources” section as citations without sources. The citation heading will indicate it is a “note” for a specific fact. When downloaded from Ancestry to RootsMagic, they will be added into RootsMagic as fact notes.

The screenshot displays the Ancestry interface with two main columns: Facts and Sources. The Facts column on the left shows a timeline with entries for Birth (1861), Census (1870), Marriage (1882), and Census (1892). The Sources column on the right shows a search bar, a list of sources including 'Other Sources', and a 'Birth note' highlighted with a red box.

Facts	Sources
Birth 27 May 1861 • McClure, Broome, New York, United States 1 Source	Search on Ancestry
Census 27 August 1870 • Sanford, Broome, New York, United States age 8; at school 1 Source	Other Sources
Marriage April 1882 Carrie Elizabeth Wrigley (1864–1931)	, <i>Progressive men of the state of Montana</i> (Chicago, Illinois: A.W. Bowen & Co., [19--?], 1905); ; FHL microfilm 1000176, 1 v. in 2 (1886 p.), [188] leaves of plates : ports.
Census 16 February 1892 • Sanford, Broome, New York, United States State Census; Occupation: Laborer	Birth note
	Euphemia C. Dow of Plymouth, <i>Family History: The Pennsylvania Branch of</i>

3. Where can I find the RootsMagic “Alternate name” facts on my Ancestry Member Tree?

RootsMagic treats “Alternate name” facts like any other fact and it appears in the fact list in RootsMagic. Ancestry puts names in a separate area and from there the user can designate which name is to be treated as the primary name. To find the alternate name that was imported from RootsMagic, click on the “Name and gender” link at the top of the fact list.



Ancestry Trees have an “Also Known As” (AKA) name fact. These are treated as a fact and will appear on the fact list in Ancestry. These facts come into RootsMagic as an “AKA” fact.

4. Are the RootsMagic “Shared” facts and their sources included for each person when the database is uploaded to Ancestry?

Shared facts and their sources only appear on the original person’s record when uploaded to Ancestry. When shared facts are added after the original upload, they will only be available to move to Ancestry from the original person’s record. Shared facts are not included in GEDCOM, either.

5. How do I move a name off of the “Only show changed people list”?



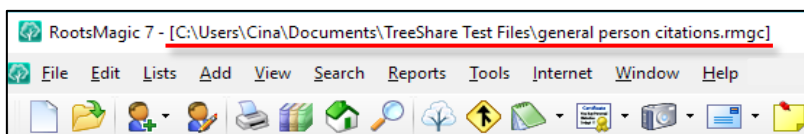
Changed records remain on the list until you click the “Mark as ‘not changed’” button. If

the record is changed again, it will return to this list. All names appear on the index when you uncheck “Only show changed people”.

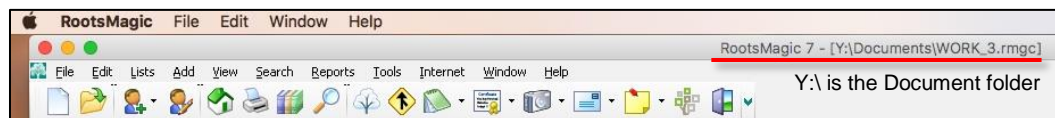
C. The RootsMagic Tree Downloaded from Ancestry or Updated in TreeShare

1. Where is the media from Ancestry stored on my computer?

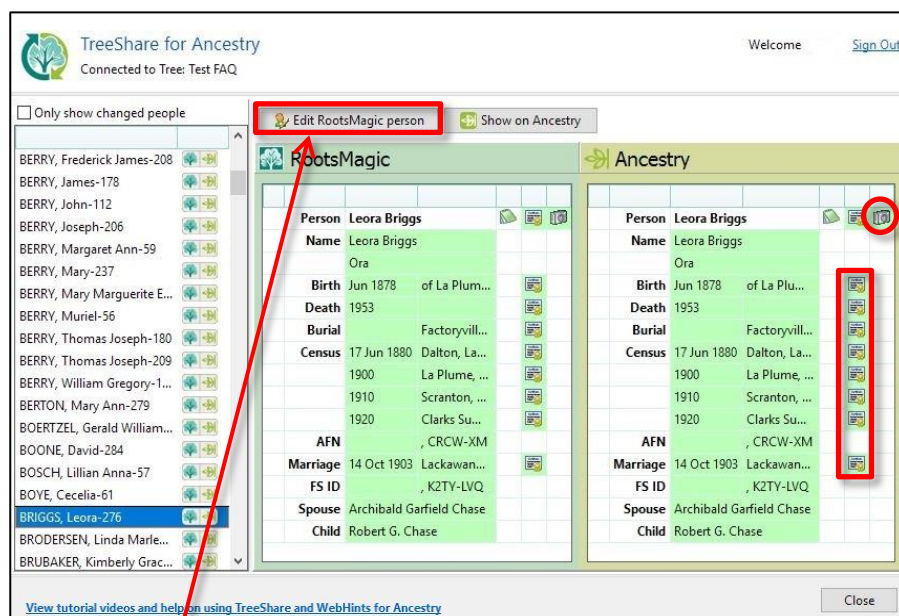
The media is stored in a folder in the same place and with the same name as the database you downloaded. If the new database was put into C:\Users\[name]\RootsMagic\ and was named My_Family_Tree.rmgc your media will be placed into C:\Users\[name]\RootsMagic\ within a folder called



My_Family_Tree_media. To see the directory or path to your file, look at the top of your RootsMagic Window. That is where the media folder will be.



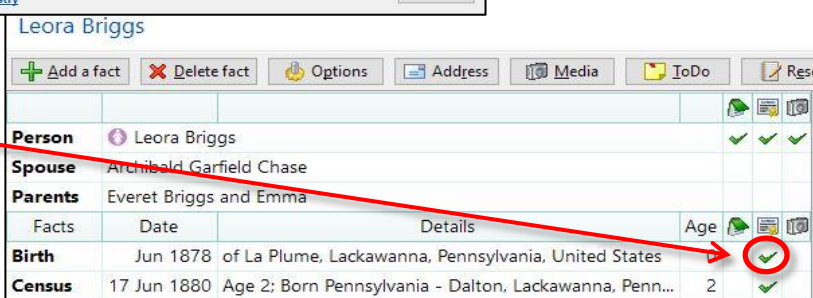
2. Why don't I see the fact media after downloading my Ancestry Tree or after updating facts in TreeShare?



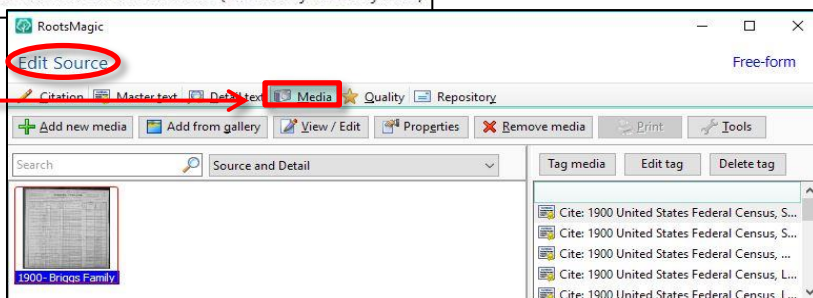
Most of the media in your Ancestry Tree is linked to a citation. When it is downloaded into RootsMagic, the media is still linked to the citation. Therefore, you will only see a citation icon in the TreeShare window or in the Edit Person window in RootsMagic.

To see the media, click

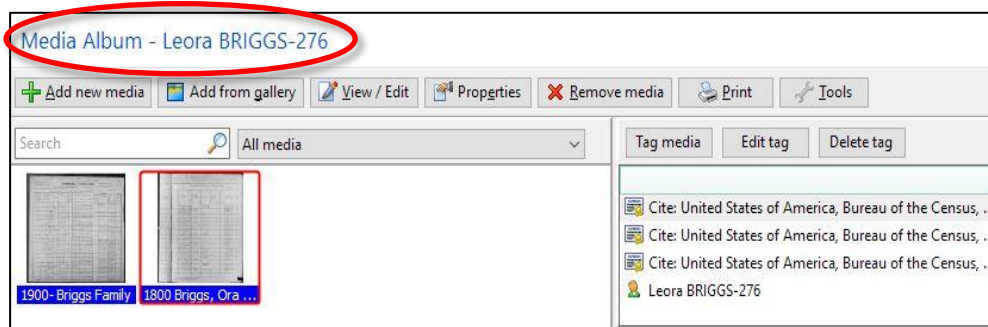
the "Edit RootsMagic person" button. On the Edit Person window, click the green check in the source column for the fact. The Citation Manager window will open. Highlight the



source and click Edit. Go to the Media tab in the Edit Source window to see the image of the source document.

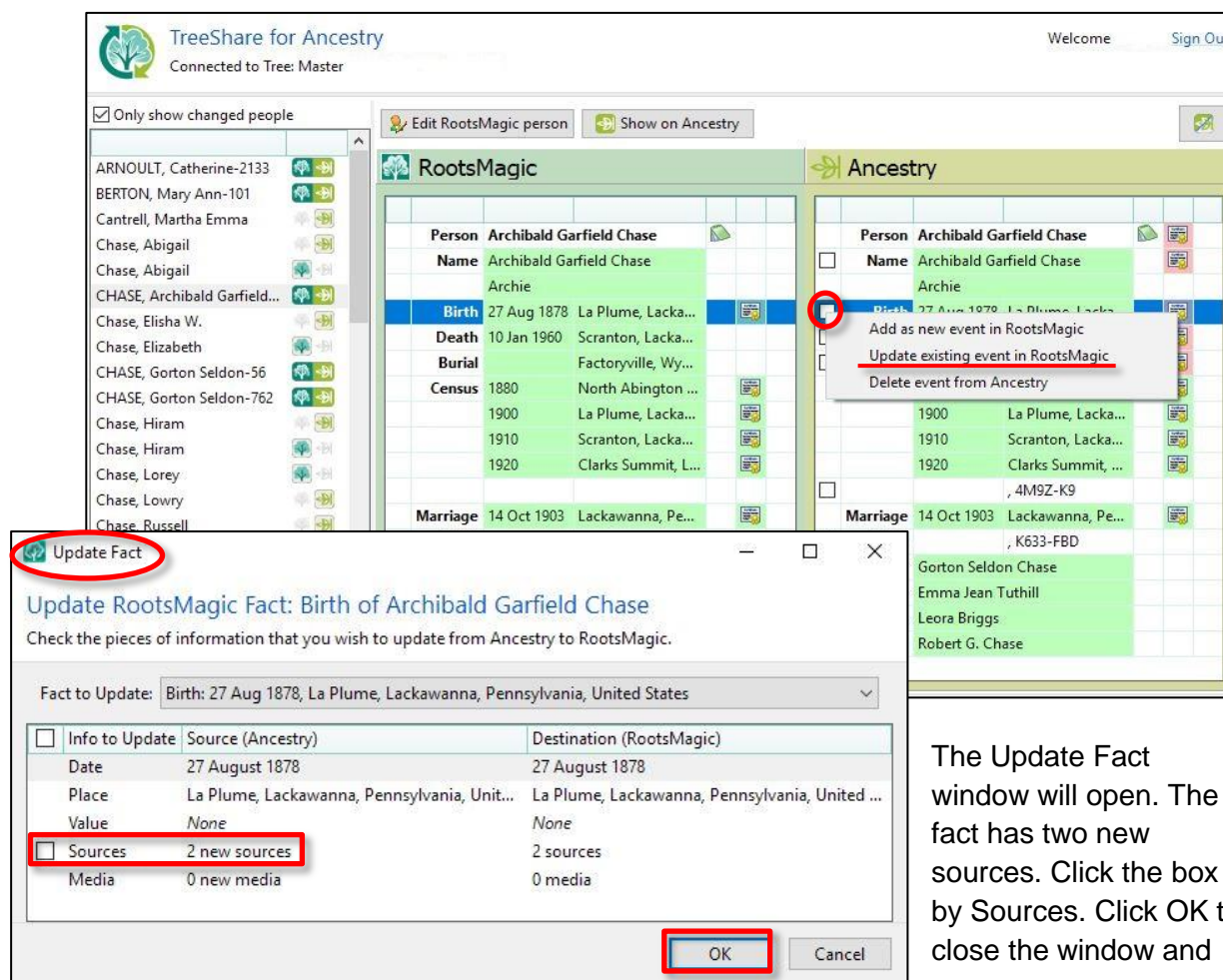


In RootsMagic, you can also highlight a person and click the camera icon to see the person's media album. A thumbnail of the images will be displayed. Click on any image to see how it is tagged. "Cite:" means it is linked to a citation. In this example, the source is linked to the person and birth, census, and residence citations.



3. How do I update just the sources and/or media?

Click the TreeShare for Ancestry button to collect the changes. Find the person in the index. Differences are highlighted in pink. To update a record, click the checkbox by the fact and choose "Update existing event in RootsMagic".



The Update Fact window will open. The fact has two new sources. Click the box by Sources. Click OK to close the window and

return to the TreeShare window. After reviewing and selecting any other update options that may be available, click the “Accept changes” button to save the changes to RootsMagic.

NOTE: The process works the same to update media and to update the Ancestry Tree with information that was added to RootsMagic.

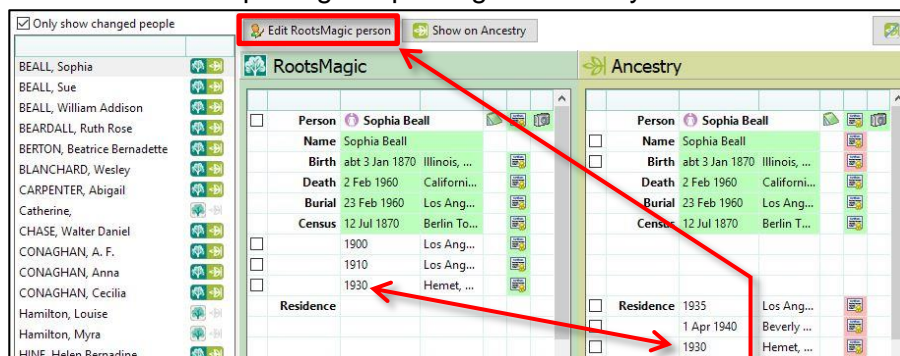
4. Is there a way to easily search the index for a specific person in TreeShare?

Yes. Click on a name in the index to bring focus to the list, and begin typing the surname of the person you want to find. The highlight will move incrementally as you type each character. After the surname, enter a comma, space and type the first letter of the person’s first name. For additional information and screenshots, read the blog article “Tip: Find Exactly What You Want with a Few Keystrokes” at <http://blog.rootsmagic.com/?p=2050>

As it says in the blog, “It will work on almost every list in RootsMagic! Try it on lists of places, sources, fact types, and more to quickly find the record you need.”

5. Why can’t I update a “Census” fact in RootsMagic with an Ancestry “Residence” fact?

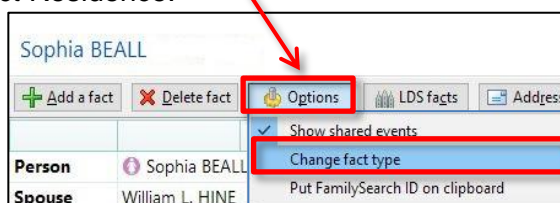
RootsMagic cannot mix and match different fact types. Neither can we automatically assume that Residence facts are census facts for importing or updating. There may be other sources such as city directories and year books that use Residence facts. As a result, we cannot make the Ancestry Residence fact a Census fact in RootsMagic, even if both sources are from the census.



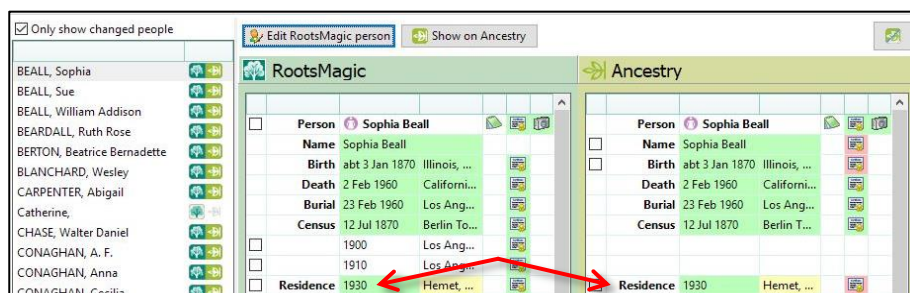
You can temporarily change the fact type (Census to Residence) in RootsMagic so it can be updated. Then change it back to a Census fact. To make this change, click on the “Edit RootsMagic person” button in TreeShare or in WebHints.

On the Edit Person window, highlight the census fact, click the “Options” button and select “Change fact type”. From the “Fact type list”, select Residence.

Click “Select” to close the window and make the change.



The newly changed Residence fact will be aligned with the Ancestry Residence fact. Make the update. If desired, repeat the process to change the Residence fact back to a Census fact in RootsMagic.



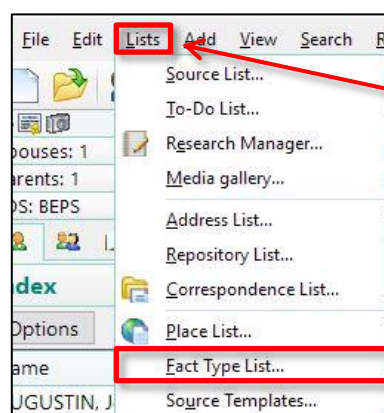
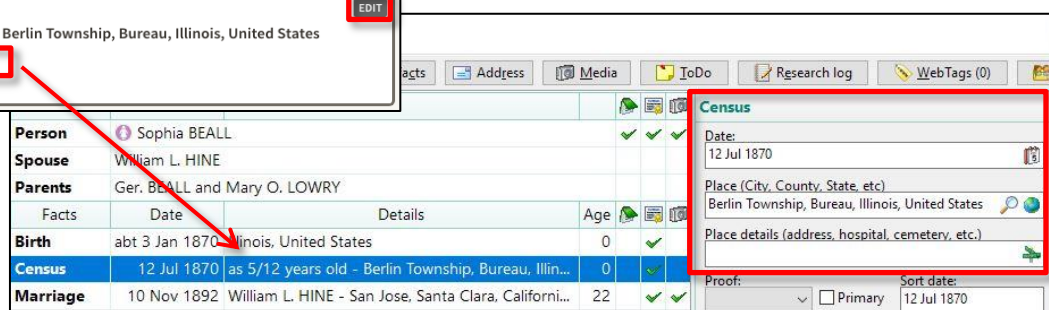
6. Why can't I update a RootsMagic "Residence (fam)" fact with an Ancestry "Residence" fact?

Once again, we do not mix and match facts. All facts in Ancestry Trees are individual facts and there is no such thing as a family fact. RootsMagic has both individual and family facts and they are not interchangeable; a family fact cannot be changed to an individual fact and an individual fact cannot be changed to a family fact. The only option is to add the individual fact as a new fact.

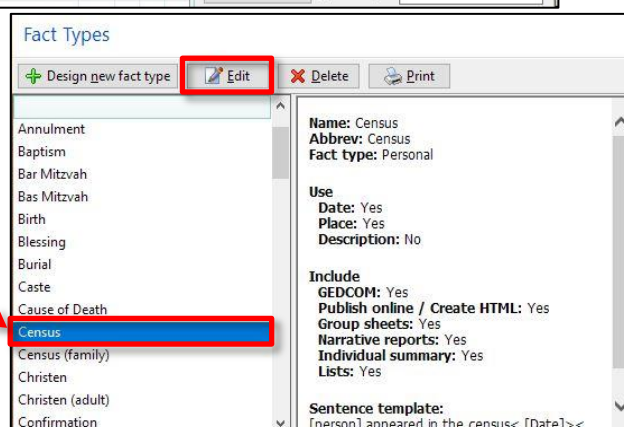
7. I can see and edit a fact "Description" on Ancestry but how can I edit it in RootsMagic?



When you share data from Ancestry to RootsMagic the description information will be displayed. To edit it, the description field must be enabled.



To enable this field, go to the Lists menu and select "Fact Type List". Highlight the fact type on the list, and click Edit.



Check the “Use description field” box. To include this information in reports, click “Edit Role” and add < [Desc]> to the sentence template.

Edit Fact Type

Edit the 'Principal' role to modify the main sentence template for this fact type. You can also add other roles (witness, etc) which can each have their own sentence templates.

Fact Type Setup

Name: Census

Abbreviation: Census

☒ Use date field

☒ Use place field

☒ Use description field

Role Type and Sentence Setup

+ Add Role **Edit Role** - Delete Role

Role: Principal

Sentence Template

Role: Principal

Sentence template: [person] appeared in the census< [Date]>< [PlaceDetails]>< [Place]>.

The description field will now be visible when the fact is highlighted in the Edit Person window of RootsMagic. You can edit the information as desired.

Edit Role Type

Role name: Principal

Sentence template for this role

[person] appeared in the census< [Date]>< [PlaceDetails]>< [Place]>< [Desc]>.

Sophia BEALL (K2TB-4D8)

+ Add a fact - Delete fact Options LDS facts Address Media ToDo Research log WebTags (0)

Person: Sophia BEALL

Spouse: William L. HINE

Parents: Ger. BEALL and Mary O. LOWRY

Facts	Date	Details	Age
Birth	abt 3 Jan 1870	Illinois, United States	0
Census	12 Jul 1870	as 5/12 years old - Berlin Township, Bureau, Illin...	0
Marriage	10 Nov 1892	William L. HINE - San Jose, Santa Clara, Californi...	22
Census	1900	age 30 widow, said born Indiana, Los Angeles	30

Census

Date: 12 Jul 1870

Place (City, County, State, etc): Berlin Township, Bureau, Illinois, United States

Place details (address, hospital, cemetery, etc.):

Description: as 5/12 years old

D. WebHints from Ancestry

1. Where do I go to enable the Ancestry WebHints?

File Options

General

Preparer

FamilySearch

WebHints

TreeShare

WebHints

☒ Enable WebHints

☒ Ancestry WebHints

☒ MyHeritage WebHints

☒ Record Matches (historical records) ☒ Smart Matches (trees)

[Learn about MyHeritage Matches & Privacy Policy](#)

10 Confidence (lower value means more matches)

Your MyHeritage email (to filter out your own MyHeritage tree hints)

☒ FamilySearch WebHints

FamilySearch login (required for FamilySearch hinting)

username goes here

☐ Match person to FamilySearch when hints found

☒ Findmypast WebHints

OK Cancel

To enable Ancestry WebHints, go to Tools on the Main menu and select File Options. On the left panel, click “WebHints”. Verify that “Enable WebHints” is checked. Check each website you want to receive WebHints from. Click OK to save the changes and close the window.

You must also be logged into Ancestry through TreeShare. Click the TreeShare icon on the Toolbar

Ancestry Sign In

Ancestry Sign-In

Username or Email

Password

☒ Remember my username and password

☒ Automatically log in (bypass this screen)

to open the TreeShare window. Enter your username or email and your password.

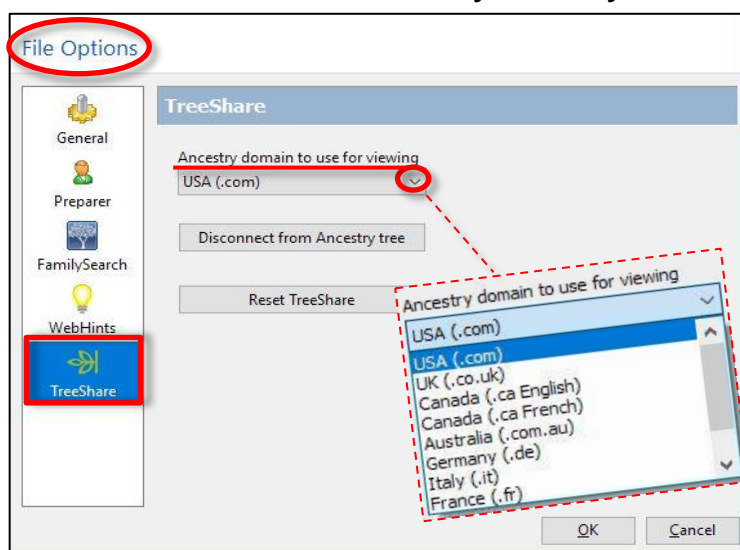
NOTE: Checking the options to remember the username and password and automatically login will allow Ancestry WebHints to be displayed when RootsMagic is opened.

2. I live outside of the United States. How can I set WebHints for my Ancestry domain?

On the Main Menu, go to Tool>File Options>TreeShare. Select your domain from the dropdown menu under “Ancestry domain to use for viewing”.

3. Why don't I see any WebHints from Ancestry?

First and foremost, you must either upload your RootsMagic Database to Ancestry or download your Ancestry tree into RootsMagic before you can see WebHints from Ancestry. Second, you must be logged into Ancestry from within RootsMagic. Also, verify that WebHints for Ancestry have been enabled and that you are logged into Ancestry through RootsMagic as explained in question 1 of this section.



When you download a tree from Ancestry, you should see the WebHints very quickly because

Ancestry WebHints - Gorton Chase

Record Hints

- 1 Pennsylvania, Death Certificates, 1906-1964
- 1 U.S., Social Security Applications and Claims Index, 1936-2007
- 1 1940 United States Federal Census
- 1 1870 United States Federal Census
- 1 1920 United States Federal Census
- 1 1930 United States Federal Census
- 1 1910 United States Federal Census
- 1 1880 United States Federal Census

Ancestry.com, 1940 United States Federal Census (Provo, UT, USA: Ancestry.com Operations, Inc., 2012), Year: 1940; Census Place: La Plume, Lackawanna, Pennsylvania; Roll: T627_3525; Page: 3A; Enumeration District: 35-86

[View online](#)

☒ Accept ☒ Reject ☐ Undecided

RootsMagic		1940 United States Federal Census	
Person	Gorton Chase	Person	Gorton Chase
Name	Gorton Chase	Name	Gorton Chase
Birth	Apr 1850 Pennsylvania	Birth	abt 1854 Pennsylvania
Residence	1 Apr 1940 La Plume, Lackawanna, Pennsylvania...	Residence	1 Apr 1940 La Plume, Lackawanna, Pennsylvania, USA, Age: ...
	1880 North Abington, Lackawanna, Pennsylv...		1935 La Plume, Lackawanna, Pennsylvania
	1900 La Plume, Lackawanna, Pennsylvania, ...		
Marriage	1897		

Accept changes Cancel changes

[View tutorial videos and help on using TreeShare and WebHints for Ancestry](#)

Close

Ancestry has already identified them for that tree. For trees uploaded from RootsMagic, Ancestry hints may not automatically appear. This is to prevent excessive strain on Ancestry's servers. To trigger Ancestry hints, you must first view the tree on Ancestry or make an edit to someone on Ancestry through

RootsMagic's TreeShare. Once there are WebHints on the newly uploaded tree they will be available in RootsMagic.

4. What do the “Accept”, “Reject”, and “Undecided” buttons in WebHints do?

They tell Ancestry that the hint has been reviewed and was accepted, rejected, or marked as undecided. Now it can be moved to the appropriate category on the Ancestry website.

NOTE: Accepting a WebHint does NOT add any new facts to the person's record on Ancestry. To move data to RootsMagic, read the following question and answer.

5. “How do I update both my RootsMagic file and my tree on Ancestry with WebHints?”

Select a WebHint and review the data it contains. Check the box for the fact or facts that you want to add to RootsMagic. Also choose how you want the information to be added. Generally, you can add it as a new fact or update an existing fact. Adding and updating includes having a source and source media (when available) added to the RootsMagic record. The pending changes will appear in blue lettering. Click the “Accept changes” button to finalize the change.

To move the data to the record on Ancestry, go to TreeShare and move the data, or click “View Online” to save it directly to the Ancestry Tree.

Ancestry WebHints - Gorton Selden CHASE-56

1900 United States Federal Census
U.S., Find A Grave Index, 1600s-Current
Pennsylvania 1910 Miracode Index
1930 United States Federal Census
1880 United States Federal Census
1910 United States Federal Census
1920 United States Federal Census
Pennsylvania, Death Certificates, 1906-1964
Pennsylvania, Marriages, 1852-1968
U.S. Social Security Administration, Claims Index, 1936-2007

Ancestry.com, *Pennsylvania, Death Certificates, 1906-1964* (Provo, UT, USA: Ancestry.com Operations, Inc., 2014), Pennsylvania Historic and Museum Commission; Pennsylvania, USA; Certificate Number Range: 055151-058000
[View online](#)

☒ Accept ☐ Reject ☐ Undecided

RootsMagic

Person Gorton Selden Chase	
Name	Gorton Selden Chase
Birth	18 Nov 1855 La Plume, Luzerne, Pennsylvania, United ...
Death	10 Jun 1942 LaPlume, Lackawanna, Pennsylvania, USA

Pennsylvania, Death Certificates, 1906-1964

Person Corton S Chase	
<input type="checkbox"/> Name	Corton S Chase
<input type="checkbox"/> Birth	18 Nov 1855 LaPlume, Pennsylvania
<input type="checkbox"/> Death	10 Jun 1942 LaPlume, Lackawanna, Pennsylvania, USA, Age: 86

One Final Note About TreeShare

Having updates available does not mean that you must update.

Click the “Mark as ‘not changed’” button to remove the name from the changed list.