

Ancestry at the Library

THE QUICK VERSION

- 1 Bring your library card to the branch (or check whether yours offers it from home).
- 2 Sit at a library computer, or join the library's wifi on your own device.
- 3 Open the library's website and find Ancestry Library Edition in its list of databases.
- 4 Search a name, a place, and a rough year — then follow the records it finds.
- 5 Look at the original scanned image, not just the typed-out version.
- 6 Print or save every record before your session ends — it keeps no file for you.

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Ancestry Library Edition: Free Genealogy at the Library

AncestryLibraryEdition--thefamousfamily-historyrecords, freewithyourlibrarycard

———— An Extended Guide · No. 1892 · NO. LE-02 ————

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What's Inside

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WELCOME

1. Read this first — the library has the paid Ancestry, free

Ancestry Library Edition is the famous family-history site, provided by your library at no charge — most often used right there in the building.

Here is the one idea to hold onto: you do not have to pay for an Ancestry subscription to search its records. Your public library subscribes to a version called Ancestry Library Edition, and you can use it for free. The one catch worth knowing up front is that, at most libraries, you use it inside the building — on the library's computers or while connected to the library's wifi — rather than from your sofa at home.

That is not a hoop to jump through so much as the way it is designed. The library pays for everyone in the community to share, and the arrangement with Ancestry generally keeps that access on the library's own network. A handful of libraries do offer it from home with your card; yours may or may not.

I am Bill, from Bill's Home Tech here in Portage County, Ohio. Family history is one of the most rewarding things people take up later in life, and it can get expensive fast. This guide shows you how to do a great deal of it for nothing, using what the library already provides.

GOOD TO KNOW

Before you buy an Ancestry subscription, spend an afternoon at the library with Ancestry Library Edition. Many people find it does everything they need, free.

THE SHORT VERSION

2. The short version

A library card, a trip to the branch, and you are searching the same records.

If you want the whole idea in a nutshell before we slow down, here it is.

- 1 Bring your library card to the branch (or check whether yours offers Ancestry Library Edition from home).
- 2 Sit at a library computer, or join the library's wifi on your own laptop or tablet.
- 3 Open the library's website and find Ancestry Library Edition on its list of databases.
- 4 Search a name, a place, and a rough year — then follow the records it finds.
- 5 Save or print what you find before you leave, since your session ends when you go.

That really is the routine. Everything after this is detail — what records are in there, how it differs from the paid site and from the free one, and how to search without getting lost.

GOOD TO KNOW

Not sure whether your library carries it? Look for 'Ancestry Library Edition' on your library's research or databases page, or simply ask at the desk. Availability varies from library to library.

WHAT IT IS

3. What Ancestry Library Edition actually is

The institutional version of Ancestry, bought by the library for everyone.

Ancestry Library Edition is a version of Ancestry made for libraries and provided through a company called ProQuest. It holds the great bulk of the same historical records as the familiar paid site — census pages, birth, marriage and death records, immigration and military records, old newspapers, and more — drawn from around the world.

The library buys a community-wide subscription so that anyone with a card can search these records without paying. Think of it the way you think of the reference shelf: expensive resources the library owns so the whole town can share them, rather than each household buying its own.

It is a genuine, full-strength research tool, not a watered-down sampler. For most family-history questions, it is more than enough to make real progress.

HOW IT DIFFERS

4. How it differs from the Ancestry you pay for

Mostly the same records — a few features left out, and used at the library.

The paid Ancestry you see advertised and the library's edition share most of the same historical records, so your searching turns up much the same documents. The differences are around the edges. The library edition is built for looking things up in the building rather than keeping a personal account you log into from home.

Because of that, a few of the paid site's personal features are not part of the library edition — things like saving a big online family tree tied to your own account, or the DNA-matching service, which is a separate paid product. What you can do, and do well, is search the records and save or print your findings.

WATCH OUT

Ancestry Library Edition does not include Ancestry's DNA testing or DNA matches — that is a separate consumer product. The library edition is for searching historical records.

VS FAMILYSEARCH

5. Ancestry Library Edition versus free FamilySearch

Two free paths — and they work beautifully together.

You may have heard of FamilySearch, a genuinely free family-history site run by a nonprofit that anyone can use from home with a free account. It is wonderful, and it is not the same as Ancestry Library Edition. They draw on overlapping but different collections, so a record missing from one is often sitting in the other.

The happy truth is you do not have to choose. Use FamilySearch at home to build your tree and do everyday digging, and use Ancestry Library Edition at the library to reach records FamilySearch does not have. Between the two, you cover an enormous amount of ground without paying a cent. We have a separate guide on FamilySearch if you would like it.

GOOD TO KNOW

Use both: FamilySearch from home for building your tree, Ancestry Library Edition at the branch for the records it alone carries. Together they are a formidable free pair.

WHAT RECORDS

6. What you can find in there

Censuses, vital records, immigration, military and more.

The collection is vast and spans centuries. Among the most useful for most families are the federal census pages, which let you watch a household grow from decade to decade, and vital records — births, marriages, and deaths — that anchor the dates on your tree. There are also immigration and passenger lists, naturalization papers, and military records.

Beyond those, you will find old newspapers, city directories that work like antique phone books, and a wealth of regional and international collections. The exact holdings shift as collections are added, but the heart of it — the records most people need to trace a family back several generations — is reliably there.

For a family with roots in Ohio and the surrounding states, there is a great deal to find close to home, as well as the records that trace the journey your people took to get here.

GETTING STARTED

7. Getting started: your card and the branch

A card, a computer or your own device on library wifi.

To use Ancestry Library Edition the usual way, you need your library card and a trip to the branch. You can sit at one of the library's public computers, which have it ready to go, or bring your own laptop or tablet and join the library's wifi so your device counts as being 'in the library.'

Once you are on the library's network, go to the library's website, find the list of databases or research tools, and click Ancestry Library Edition. It usually opens straight away without a separate login, because being on the library's network is what unlocks it.

GOOD TO KNOW

Bringing your own laptop? Join the library's wifi first, then open Ancestry Library Edition through the library's website — that network connection is what makes it free and open.

REMOTE ACCESS

8. Can I use it from home?

Sometimes — it depends entirely on your library.

This is the question everyone asks, and the honest answer is: it depends on your library. The standard arrangement keeps Ancestry Library Edition on the library's own network, so you use it in the building. During a stretch a few years back, many libraries were allowed to offer it from home temporarily, but that broad arrangement has since ended.

Some libraries do still offer a from-home option with your card, and others do not. The only way to know is to check your own library's database page or ask a librarian. If yours does not offer it from home, the in-building version is the same powerful tool — it is simply used at the branch.

WATCH OUT

Do not assume home access works just because a friend in another town has it. Check your own library — the arrangement differs from place to place.

YOUR FIRST SEARCH

9. Your very first search

Start with one person you know, and work backward.

The best way to begin is not with a distant ancestor but with someone you know well — yourself, a parent, or a grandparent. Type in a name, a place they lived, and a rough year. The idea is to find them in a record you can confirm, which gives you a firm foothold to work backward from.

From one solid record, follow the threads. A census page names the rest of the household; a marriage record points to parents; an immigration record names a hometown overseas. Each find opens the next question. This 'start with the known, reach for the unknown' habit is the whole craft of genealogy in miniature.

WATCH OUT

Begin with a person and a date you are sure of. Confirming a record you already know is true teaches you to recognize the real thing when you reach ancestors you have never met.

SEARCHING WELL

10. Searching well — a few gentle tricks

Spelling was loose back then; search loosely too.

Old records are gloriously inconsistent. Names were spelled by ear, ages were guessed, and places were written however the clerk felt that day. So search loosely: try fewer details at first, then add them to narrow down. If a name will not turn up, try a variant spelling, or leave the first name off and search by surname and place.

Dates are best given as a range rather than an exact day, and places are best given broadly — a county rather than a tiny village. The site is good at handling 'about 1890' or 'Ohio, give or take.' You are fishing, not aiming a rifle, and a wide net catches more.

GOOD TO KNOW

If a search comes up empty, remove a detail rather than adding one. Too-exact searches miss the misspelled and mis-aged records that make up so much of the past.

READING A RECORD

11. Reading an old record

Zoom in, read slowly, and trust but verify.

When you open an actual document — a scanned census page or a handwritten certificate — take your time. Zoom in so the handwriting is large, and read it slowly; old script takes a minute to get your eye in. The site usually types out what it thinks the record says, but that transcription can be wrong, so always glance at the original image to check.

Look at everything on the page, not just your person's line. Neighbors were often relatives, occupations tell a story, and the little columns about where someone's parents were born can leap you back a generation. A single page often holds more than one clue.

TIP

Always look at the original scanned image, not only the typed-out version. Transcriptions contain mistakes, and the real document often holds details the summary leaves out.

SAVING YOUR FINDS

12. Saving and printing what you find

Your session ends when you leave — so capture it before you go.

This is the single most important habit for the library edition: because you are usually working in the building for a session, you need to capture your findings before you leave, since you are not logged into a personal account that keeps them. The simplest way is to print the records you care about — libraries charge only a few cents a page — so you walk out with paper in hand.

You can also save records as files or e-mail them to yourself, depending on what the library's computers allow, or bring a USB stick. Whatever the method, make a point of saving each good find as you go rather than trusting you will remember where it was. Nothing is more frustrating than finding a record twice.

WATCH OUT

Capture every record before your session ends. Print it, save it to a USB stick, or e-mail it to yourself — the library edition does not keep a personal file for you between visits.

KEEPING A TREE

13. Keeping your family tree

Build the tree somewhere that is yours to keep.

Since the library edition is for searching rather than storing a personal tree, it helps to keep your growing family tree somewhere of your own. Free FamilySearch keeps an online tree, or you can keep a simple one on paper or in a free program on your home computer. Then your trips to the library are about gathering records, which you bring home and add to your tree.

A tidy system saves endless frustration: a folder of printed or saved records, named clearly, and one place where the tree itself lives. The library edition is your research library; your tree is your workshop at home.

AT THE BRANCH

14. Making the most of a library visit

The librarians are a resource as rich as the records.

A visit to use Ancestry Library Edition is a lovely thing in itself. Pick a quiet time, give yourself a couple of unhurried hours, and do not be shy about asking for help. Many libraries have staff or volunteers who are genuine genealogy enthusiasts and will happily sit with you to crack a stubborn search.

Some libraries also hold free genealogy classes or 'help' sessions, and most have local-history collections — old county records, photographs, maps — that pair beautifully with the online records. Ask what your branch offers; the building often holds treasures the website never mentions.

GOOD TO KNOW

Ask a librarian whether the branch holds genealogy help sessions or a local-history collection. The people and the paper records in the building are as valuable as the database.

THE CENSUS

15. A quick tour of the census — a family's best friend

Every ten years, a snapshot of the whole household under one roof.

If you do only one kind of searching, make it the census. Every ten years the government counted everyone, household by household, and those pages are gold. A single census line tells you who lived in the house, their ages, where each person was born, and often an occupation — and the next line down is usually a spouse, a child, or an aging parent.

String several censuses together and you watch a family move through life: children arriving, grown children leaving, a widow taking in a boarder. Because they come every decade, they give you fixed stepping stones to hop backward from, one ten-year leap at a time, each one naming new people to chase.

TIP

When you find a family in one census, note the ages, then look for them ten years earlier and ten years later. Those jumps are the fastest honest way to walk a family back through time.

VITAL RECORDS

16. Births, marriages and deaths

The documents that pin down the dates on your tree.

Vital records — births, marriages, and deaths — are the anchors of a family tree. A marriage record often names both sets of parents, leaping you back a generation in a single find. A death record can give a birth date, a cause, and a place of burial. A birth record ties a person firmly to a time and a place.

These records were kept differently from state to state and county to county, and older ones can be patchy, so do not be discouraged if one is missing. Where the official record is thin, a church register, a family Bible, or a newspaper notice often fills the gap — and the library edition carries a great many of those too.

GOOD TO KNOW

A marriage record is one of the most valuable finds there is: it frequently names the bride's and groom's parents, handing you a whole earlier generation at once.

IMMIGRATION

17. Immigration and the old country

Passenger lists and naturalization papers that name the hometown.

For families who came from somewhere else — and most American families did — immigration records are the bridge back across the ocean. Passenger ship lists record who arrived, when, and often the town they left and the relative they were joining. Naturalization papers, filed when someone became a citizen, can name a birthplace abroad with wonderful precision.

These records are what let you jump from 'they came from Germany, I think' to an actual village with a name. That single detail can open up records in the old country and turn a vague family story into a place you could point to on a map.

MILITARY RECORDS

18. Military and other records

Service files, pensions, and the stories they hold.

If an ancestor served, military records are a rich seam: enlistment and service files, draft registrations, and pension papers that sometimes run to dozens of pages of family detail, because a widow applying for a pension had to prove her marriage and her husband's service. Those files can be treasure troves of names and dates.

Beyond the military, the collection holds city directories — old yearly books that listed residents and their addresses and jobs, like a phone book before phones — plus tax lists, land records, and more. Each is a different window on the same life, and together they build a surprisingly full picture.

NEWSPAPERS

19. Old newspapers and obituaries

Where the flesh goes on the bones of the dates.

Dates and places tell you when and where; newspapers tell you who your people actually were. An obituary can name surviving relatives, list where they scattered to, and sketch a life in a paragraph. But it is not only obituaries — old papers carried wedding announcements, local news, business notices, and the small doings of a town that bring an ancestor to life.

The library edition carries large newspaper collections, and many libraries also subscribe to other newspaper archives worth a look. Searching a surname in the local paper of the town your family lived in is one of the most rewarding afternoons in all of genealogy.

GOOD TO KNOW

An obituary is often the single richest document you will find — it can name a spouse, children, grandchildren, and the towns they moved to, all in one tidy paragraph.

BRICK WALLS

20. When you hit a brick wall

Everyone does — here is how to get around it.

Sooner or later a line simply stops: no record turns up, no matter how you search. This happens to everyone, and it is not the end. Try the person's siblings and neighbors instead — records of the people around your ancestor often name your ancestor too. Try every spelling you can imagine, and leave out the first name entirely to search by surname and place.

Step sideways as well as backward: a brother's detailed pension file might name the parents you could not find for your own line. And when you are truly stuck, that is exactly the moment to ask a librarian or a genealogy volunteer, who have seen a thousand brick walls and know the clever ways around them.

TIP

Stuck on one person? Research their brothers, sisters, and next-door neighbors. The record that finally names your ancestor's parents is very often filed under someone else.

ORGANIZING

21. Keeping your findings organized

A little order now saves hours of hunting later.

As the records pile up, a simple system is worth its weight in gold. Give each saved or printed record a clear name — the person, the type, and the year — and keep them in folders by family line. Jot the source of each on the page itself, so a year from now you remember where it came from and could find it again.

The goal is that every fact on your tree can be traced back to the document that proves it. That habit separates a family story you merely hope is true from a family history you actually know. It also makes the whole thing far easier to pass on to the next person who catches the bug.

A FIRST VISIT PLAN

22. Planning a good first visit

An unhurried hour or two, and a short list of names.

A little planning makes a first visit far more rewarding. Before you go, jot down a short list of the people you want to look for — a grandparent or two, with whatever you already know of their names, towns, and rough dates. Bring that list, your library card, and a USB stick or a few dollars for printing, and give yourself an unhurried hour or two rather than a rushed dash.

Pick a quieter time of day if you can, settle in at a computer, and start with the person you know the most about. Resist the urge to leap straight for the mysterious great-great-grandparent; build a firm chain from the known backward, and you will get further in an afternoon than a scattershot hunt ever manages.

TIP

Go in with a written list of two or three people and the little you know about each. A focused visit beats an aimless one every time, and you leave with real finds in hand.

PRINTING AND COSTS**23. Printing, saving and the small costs**

A few cents a page — and free ways to save, too.

Using Ancestry Library Edition itself costs nothing, but you may want to pay a little to print the records you find — most libraries charge only a few cents per page. For a handful of key documents, that is money well spent, and you walk out with them in hand to add to your family file.

If you would rather not print, saving is usually free: a USB stick you bring along, or e-mailing records to yourself, captures them at no cost. Whatever the method, the point is to leave with copies of what you found, since the library edition keeps nothing for you between visits. A dollar or two in coins and a USB stick in your pocket cover every eventuality.

OHIO ROOTS**24. For families with Ohio and nearby roots**

A great deal to find close to home.

For those of us in Portage County and the surrounding area, the collections hold a great deal close to home. Ohio censuses, county records, and regional newspapers can trace a family's time in the state in rich detail, and the migration records show how your people came to be here in the first place — often a journey from the East, or from across the ocean.

Local history and local records pair especially well with what the library edition holds online. Ask whether your branch keeps a local-history room, old county atlases, or cemetery and church records; laid alongside the online documents, they can turn a list of names into the real story of a family in this corner of Ohio.

LEARNING MORE

25. Learning more and getting help

Free classes, societies, and patient people.

Genealogy is a craft, and like any craft it is easier with a little teaching. Many libraries hold free genealogy classes or drop-in help sessions, and local genealogical and historical societies welcome newcomers warmly — these are people who delight in helping a beginner break through a stubborn wall. There is a whole friendly world around this hobby.

Do not feel you must know it all before you begin. Start with what this guide gives you, lean on the librarians, and pick up the finer tricks as you go. The research itself teaches you, one record at a time, and there is always someone glad to lend a hand with a puzzle.

GOOD TO KNOW

Ask your branch about genealogy help sessions, and look up the local genealogical society. A friendly expert can crack in minutes a puzzle that might stump a beginner for weeks.

TWO WAYS IN

26. Two ways people come to this — and both are fine

Saving the subscription money, or simply starting the hunt.

Some folks come to Ancestry Library Edition to avoid the monthly subscription; others are just catching the genealogy bug and want somewhere to begin. Either way the library is the right first stop.

If you are avoiding the subscription cost

You would rather not pay a monthly fee for something the library already provides.

- Do your record searching at the library with Ancestry Library Edition, free.
- Keep your tree at home on free FamilySearch so nothing is tied to a paid account.
- Only consider paying for the home site if you need a feature the library edition lacks.

If you are just starting the hunt

You are curious about your family and want a gentle, no-cost way to begin.

- Start with yourself and work backward, one confirmed record at a time.
- Lean on the librarians and any free genealogy sessions your branch offers.
- Pair Ancestry Library Edition at the branch with FamilySearch at home.

GOOD TO KNOW

Whichever you are, the library gives you the expensive records for free — pay only if a home-only feature turns out to be worth it to you.

HELPING A RELATIVE

27. Doing it with a parent or for the family

A shared project that is as much about the stories as the records.

Family history is a wonderful thing to do alongside an older parent. They hold the memories — names, places, the way the family tells its own story — and the records fill in and confirm the rest. A trip to the library together, one of you searching and the other remembering, is a happy afternoon and a gift to the generations coming up.

If a parent cannot get to the branch easily, you can do the searching and bring the records home to go over together. Printouts of a great-grandparent's census page or wedding record make a lovely thing to sit and talk about, and often jog memories that are worth writing down.

TIP

Bring the printed records home and go over them with the oldest relative you can. The documents jog memories, and those memories are history too — write them down.

STAYING SAFE

28. Keeping it safe and sensible

Free means free — and your family's details are worth guarding.

Ancestry Library Edition itself is entirely legitimate; it is simply the library's version of a well-known site. The thing to be wary of is anything online that promises 'free Ancestry' and asks for a credit card — the real library edition never does, because the library has already paid.

It is also worth a gentle word about privacy. Historical records of people long gone are public, but take care with details about living relatives, and be cautious about posting a living person's full information on any public tree. Good genealogy respects the privacy of the living even as it uncovers the past.

WATCH OUT

Be careful with information about living relatives. Share freely about ancestors long past, but keep living people's details private on any public tree.

COMMON MISTAKES

29. Common mistakes

Avoid these and your research goes far more smoothly.

Nearly every frustration I hear about comes down to a handful of simple things, and all of them are easy to sidestep once you know them.

- Forgetting to save or print records before the session ends, then having to find them again.
- Searching too exactly — old records are full of odd spellings and wrong ages.
- Trusting the typed transcription without checking the original scanned image.
- Assuming home access works everywhere, when it depends entirely on your library.
- Confusing the free library edition with the paid home site and overpaying for features you do not need.

TIP

The golden rule: save every good find before you leave the library, and always check the original image, not just the typed summary.

COMMON QUESTIONS

30. Common questions

The questions I hear most about library genealogy.

Here are the ones that come up on almost every visit.

If yours is not here, a librarian or a quick call to me can usually settle it.

QUESTIONS

31. Is it really the same as paid Ancestry?

Nearly all the same records, minus a few personal features.

For searching historical records, yes — Ancestry Library Edition holds the great bulk of the same collections as the paid site. What it leaves out are personal extras like a big online account-based tree and the DNA service. For most record research, you will not notice a difference.

QUESTIONS

32. Why do I have to use it at the library?

That is how the library's subscription is set up.

The library buys a community subscription that generally works on the library's own network, so you use it in the building or on the library's wifi. Some libraries offer a from-home option with your card; many do not. Check yours — but if it is in-building only, that is normal, not a problem with your setup.

QUESTIONS

33. Do I need to know a lot to start?

Not at all — start with one name you are sure of.

You need nothing but curiosity and one person you know. Begin with yourself or a parent, find them in a record, and follow the clues backward. The librarians are glad to help you take the first steps, and it becomes natural quickly.

QUESTIONS

34. How do I keep what I find?

Print it, save it to a USB stick, or e-mail it to yourself.

Because the library edition does not keep a personal file for you, capture each record before your session ends. Printing at a few cents a page is simplest; saving to a USB stick or e-mailing records to yourself also works, depending on the library's computers.

QUESTIONS

35. What if my library does not have it?

Ask about nearby libraries and other free tools.

If your branch does not carry Ancestry Library Edition, ask whether a neighboring library system does and whether you can get a card there. In the meantime, free FamilySearch from home covers a great deal, and many libraries carry other free genealogy databases worth exploring.

QUICK RECAP

36. The quick recap

The whole guide in one glance.

- Ancestry Library Edition is the famous site's records, provided free by your library.
- It is usually used at the branch, on library computers or wifi — home access varies by library.
- It has nearly all the same records as paid Ancestry, minus the personal tree and DNA features.
- Pair it with free FamilySearch at home for the widest free coverage.
- Start with a name you know and work backward; search loosely and check original images.
- Save or print every find before your session ends — it keeps no file for you.

GOOD TO KNOW

The library gives you an expensive research tool for free. Spend an afternoon with it before you ever pay for a subscription.

BILL'S HERE TO HELP

37. You do not have to do this alone

You just have to remember that a friendly, patient person is one call away.

I hope this guide made searching your family history at the library feel a little less daunting and a lot more doable. Keep it in a drawer with your other home papers, come back to a page whenever you need it, and do not worry for a moment about memorizing anything.

When you would rather have a hand, that is exactly what I do. I come to your home, work at your pace, and never make you feel rushed or silly for asking. A first visit is a flat \$99, and for the parts that do not need me on-site I can often help right on your screen for \$49.

Every visit comes with a 30-day, come-back-free guarantee. I am a patient tech helper, so for library accounts and apps I will happily sit with you until your card is linked and everything is working.

GOOD TO KNOW

Call or text me at (330) 200-8042, or visit BillsHomeTech.com. Serving Atwater and all of Portage County. 30+ years of patient, plain-English tech help — and if you are ever not 100% happy with a visit, I will make it right or refund it. That is a promise. — Bill

AT A GLANCE

A Picture to Follow Along

Searching at the Library

From card to records in a few steps



Home access varies by library -- most use it in the building.

AT A GLANCE

A Second Look

Three Ways to Research

The library edition next to the alternatives

	Cost	Where
Ancestry Lib. Edition	Free (library)	At the branch
Paid Ancestry	Monthly fee	Anywhere
FamilySearch	Free	Home, any device
Use together	Free pair	Branch + home

Pair the free library edition with free FamilySearch for the widest coverage.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: billshometech.com/book · bill@billshometech.com

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