

Submit a FIR (Facility Issue Reporting)

The Facility Issue Reporting (FIR) website and app are used to report broken equipment or issues at a FamilySearch center. FIR is available on the [website](#), [iOS mobile app](#), and [Android mobile app](#).

To report an issue, complete the following steps:

1. Open the FIR app or navigate to the FIR website.
2. Sign in with your Church account.
Note: If you see an “Access Denied” screen, contact an [authorized leader](#) to report the issue.
3. Tap the orange **plus + icon**.
4. Verify the automatically generated contact details. Make corrections manually if needed.
5. Search for the building location by name or facility number.
6. Tap the **List** or **Map** option to accurately locate the facility.
Note: Recent and nearby facilities may appear.
7. Tap the **arrow** next to the correct facility name. A list of the facility addresses and the units meeting there appears.
8. Tap to select the correct FamilySearch center or tap **Cancel** to go back.
9. Enter a brief title summarizing the equipment issue. For example, “Defective FSC computer.”
10. Provide a detailed explanation that helps the Facilities Manager (FM) understand the issue and respond effectively.
11. Include clear location descriptions. For example, “In the FamilySearch center.”
12. Select the category that best identifies the issue. For example, indicate whether the issue is with a computer, printer, or copier. Use the search bar if needed.
13. Tap **Add attachment** and include photos of the equipment in question.
14. In the upper right corner, tap **Submit**.
15. If you have additional questions or need further information, contact your Facilities Management (FM) Group. Their contact information is listed in the FIR app under **Contact Us** and **Customer Support**.