

# Ordinances appear as Not Available in Family Tree



## Member Issues Addressed

- I cannot reserve a family name that shows as "Not Available" in Family Tree.

## Information for Members

You can view the status of ordinances on the summary card, see [Summary card on Family Tree \[301115\]](#), or in the Ordinances tab of a person page.

When Family Tree displays "Not Available" as the ordinance status, you cannot fix the issue or reserve the family name in these situations:

- Someone changed the sex on a record in Family Tree or in any record that was merged with that record. See [Changed the Sex of a Record in Family Tree and now the Ordinances Show "Not Available" \(393616\)](#). Note: Please check through the Latest Changes log, and carefully review all record merges.
- The person died less than one year and one day ago. See [Ordinances for a recently deceased person appear as Not Ready \(54640\)](#).
- The person died, and his or her Church membership record was not updated. See [Membership record not showing for a deceased member in Family Tree \(53722\)](#).
- A record shows a birth date prior to 1500. See [Requirements for processing ordinances for pre-1500 or medieval names \(54014\)](#).
- One of the parties in a sealing is still living.

Please contact [FamilySearch Support](#) for assistance, and be prepared to provide the information below:

- Your username and helper number.
- The name, birth date, and ID number of the person in question.
- Your relationship to the individual.
- Any documentation.

If you see "Not Available" as the ordinance status, you can fix issues involving a missing relationship. If you are trying to do a sealing to a spouse and the couple has no relationship in Family Tree, follow these steps to add a couple relationship:

1. On the Details tab of the person's page, scroll to the Family Members section.
2. To the right of the box with the couple's names, click the **pencil icon**.
3. Under Marriage Events, click **Add Event**.
4. Type the marriage information.
5. Click **Save**. The sealing to spouse ordinance should now be available to request. If either spouse was born less than 110 years ago, you need to get permission if you are not one of the closest living relatives. See [Asking permission from the closest living relative \(307434\)](#).

FamilySearch prompts you when basic information needed for temple ordinances is missing. A message on the Ordinances tab of the person page describes the needed information. For more details, see [Name format causing Needs More Information error \(56217\)](#).