

PACER Service Center Support for CM/ECF External Users

General Information for Attorneys and the Public	
Login / password	<ul style="list-style-type: none"> • All users require a valid PACER login and password • Filing attorneys need a PACER account for query functions • PACER login permits access to all nationally supported systems (e.g. Party/Case Index). See http://pacer.psc.uscourts.gov for complete list. • PACER login can be permanently linked to CM/ECF login, so that it does not have to be re-entered
Universal Login	<ul style="list-style-type: none"> • PACER users can log in at one court, and access another without having to log in again
Service	<ul style="list-style-type: none"> • Hyperlink to filed document provided to parties receiving a notice of filing. • All users should be advised to print or save the document to a local computer, in order to avoid future charges. • Access to the linked document is FREE the first time it is accessed.
Registration	<ul style="list-style-type: none"> • The PSC will register all new users of the system, via the PSC web site (http://pacer.psc.uscourts.gov/), fax or mail. Contact the PSC for instructions on how to register and obtain copies of the on-line registration form. Registration forms are also accepted by mail, fax or email. The toll-free number for the PSC is 800-676-6856. • Registrations will be validated to ensure data integrity and completeness. Accounts will be uploaded to the CM/ECF sites on a nightly basis. • Assigned logins and passwords are mailed to the user. [NOTE: a user who needs to establish an account more quickly may request that the PSC expedite the establishment of the account. The account will be created the same day the application is received and the login and password will be provided via overnight mail to the user. The cost of the overnight mail must be paid by the new user] • Existing PACER logins and passwords will work for query-only purposes in CM/ECF.
Account Maintenance	<ul style="list-style-type: none"> • The CM/ECF application links the filing account with an appropriate PACER account for billing purposes. • The PSC is responsible for account maintenance. Users can update their accounts through the PSC web site, email, telephone, fax, or mail. Users are allowed to modify basic account information such as firm name, password, address information, email address, etc.
Billing	<ul style="list-style-type: none"> • The PSC bills users on a quarterly basis. If full payment is not received before 30 days, a delinquency notice is sent to each account. Fifteen days later any unpaid account will receive a default notice and access is suspended. Nothing is owed on accounts that do not exceed \$10.00 in a calendar year. • All billing questions should be referred to the PSC at 800-676-6856.
Technical Information	<ul style="list-style-type: none"> • CM/ECF has been tested and operates with Netscape 4.6x and 4.7x. Users must accept cookies and have a Java enabled browser. • Users must use a PDF reader to view documents. The Adobe Acrobat Reader is available for free from the Adobe web page. • A PDF writer is required to file documents with the court. • Questions regarding local court procedures and the rules of electronic filing should be addressed by each individual court. • Technical questions should be directed to the PSC at 800-676-6856.

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Support for Filing Attorneys	
Technical Support	<ul style="list-style-type: none"> • The PSC will be responsible for general setup, routine “how-to” inquiries, and commonly asked questions. Unresolved issues, data integrity questions, or procedural questions will be forwarded to the appropriate court. The first step of any support call will be to determine whether or not the issue is an appropriate issue for the PSC to handle. • Local contacts at each court will need to be identified for the PSC and the users. • The PSC will maintain a CM/ECF support web page with a list of links to all CM/ECF sites, announcements, documentation, links to local rules, FAQs, etc. • Examples of the types of issues the PSC will handle are: <ul style="list-style-type: none"> - Browser issues: installation, configuration, and troubleshooting. - Troubleshooting connection issues. - Provide information on installing and using Adobe Acrobat - Provide information on creating documents using Adobe Writer. - Help users while navigating the CM/ECF sites. - Inform users about chargeable items.
Training	<ul style="list-style-type: none"> • The PSC will offer training materials to CM/ECF filers from the PSC web site. • User guides will be made available for downloading. Examples of information provided will include instructions on case opening, uploading a case document, etc. • FAQs will be maintained for filing attorneys on the PSC web page. • If determined to be beneficial, a generic practice area will be available for new users of the CM/ECF system.
Local Court Support	<ul style="list-style-type: none"> • Coordination between the PSC and the local court is essential for a successful support program. • The PSC will maintain a list of contact persons in each court to whom outstanding or unresolved issues may be referred • Courts will be responsible for the following external user support areas: <ul style="list-style-type: none"> - Filing attorney logins/access. - All procedural questions. - Any question about a case other than questions on “how-to” file a document. For example, When is a certain filing due? What should be filed in response to a...? - All data integrity questions.

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PSC Support for Public (Query only) Users	
General	<ul style="list-style-type: none">• The public query portion of CM/ECF is very similar to Web PACER.• The CM/ECF application has been designed to accept current PACER logins and passwords for query access by the public.• The billing is the same in Web PACER as it will be in CM/ECF. Several Web PACER courts already provide imaged documents that need specific browser plugins similar to CM/ECF. The PSC already supports these users. The anticipated customer calls about this service will be very similar to the questions already answered by the support staff.
Technical Support	<ul style="list-style-type: none">• The PSC is responsible for technical support. Questions ranging from general information to involved technical setup will be answered.• Unresolved issues, data questions, or procedural questions will be forwarded to the appropriate court.• The PSC web site will maintain a downloadable user manual and FAQs.• Email questions are answered on a daily basis.• Telephone support is offered from 8 am to 5 pm central time.• The PSC will maintain a list of links to all CM/ECF sites.