

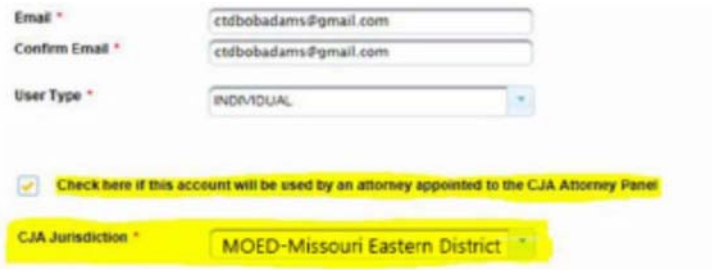


## NextGen Frequently Asked Questions from eFilers:

Questions	Answers
<p>1. How do I register for a new PACER account?</p>	<p>Visit the PACER website at <a href="http://www.pacer.gov">www.pacer.gov</a>.</p> <p>Once you are on the PACER website, you should click Register and then click PACER – CASE SEARCH ONLY on the left. Then click "Register for a PACER Account Now" and follow the directions. The account type you want is "Individual". For additional assistance, call the PACER Help Desk (800-676-6856).</p> 
<p>2. Can the attorneys use a firm PACER account? Can they share accounts?</p>	<p>The firm can keep that one PACER account for viewing cases only; however, each attorney who wishes to continue electronic filing in this court needs his/her own individual PACER account. Attorneys cannot share accounts (see Answer #1 above).</p>
<p>3. Can the firm continue to use one PACER account for viewing documents?</p>	<p>The firm can still have one PACER account for support staff and non-attorneys to share for viewing only (no e-filing privileges). Attorneys who e-file will need individual PACER accounts.</p>
<p>4. How can the firm sign up for a PACER Administrative Account (PAA) for centralized billing for attorneys?</p>	<p>Visit the PACER website <a href="http://www.pacer.gov">www.pacer.gov</a>. Click Register and then Firm Billing on the left. Then click "Register for a PACER Administrative Account Now" and follow the directions. For additional assistance, call the PACER Help Desk (800-676-6856).</p>
<p>5. How can I tell if I have an upgraded PACER account?</p>	<p>Visit the PACER website at <a href="http://www.pacer.gov">www.pacer.gov</a>.</p> <p>Log in to PACER by selecting Manage My Account (top right corner). When logged in, look at Account Type. If it says Legacy account, click the <b>UPGRADE</b> link. If it says Upgraded account, you are ready for NextGen.</p> <p>(You can also direct them to NextGen section on our website for step by step instructions on <a href="#">Upgrade Your Pacer account</a>.)</p> <p><b>See next page for Tips on how to tell if an account is upgraded.</b></p>

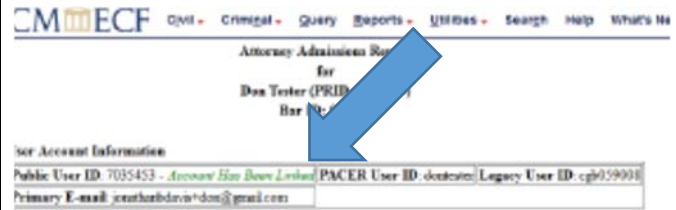
<p>Legacy PACER accounts have Usernames that are 2 letters and 4 digits</p> <p>Upgraded PACER accounts have Usernames with a minimum of 8 characters</p>	<div data-bbox="602 149 1214 317" style="border: 1px solid #ccc; padding: 5px;"> <p>Account Number 2654003  Username us4631  Account Balance \$0.00  Case Search Status Active  Account Type Legacy PACER Account (<a href="#">Upgrade</a>)</p> </div> <p style="text-align: center;">↓</p> <p>If account type says Upgraded, then you are ready to link your CM/ECF account to your PACER account.</p> <div data-bbox="613 468 1370 688" style="border: 1px solid #ccc; padding: 5px;"> <p>Account Number 7030383  Username Njbtosterone  Account Balance \$0.00  Case Search Status Active  Account Type Upgraded PACER Account ←</p> </div>
<p>6. I forgot my PACER login or Password.</p>	<p>Go to <a href="http://pacer.gov">pacer.gov</a> and select Forgot your Password or Forgot Username. If you forgot your username, you will need your PACER account number or you will need to contact PACER directly. <b>Note: Once the court is live on NextGen and the attorney has completed the linking of their current CM/ECF and PACER account, we can no longer reset logins and passwords. They need to go to PACER to recover that.</b></p>
<p>7. I am trying to log in to PACER and I get a <i>PACER User Inactive</i> error.</p>	<p>This means the PACER account has not yet been activated and you should contact PACER to have it activated. If you did not enter a credit card number during the registration process, the activation will come in the mail from PACER. You can still file; you just cannot see docket reports or documents.</p> <p>There is no fee to e-file; however, there is a fee to look at docket reports and documents (after the one free look).</p>
<p>8. I upgraded my PACER account and now I can't get into CM/ECF (<u>after the court is live on NEXTGEN</u>)</p>	<p>After we are live, you must link your CM/ECF account to your upgraded PACER account with your CM/ECF login. You can go to our website and follow the linking instructions on the NextGen page or refer to the email sent out to attorneys on May 24, 2019.</p> <p><b>Note: Once accounts are linked they should have access to all events to file as they did prior to us going live. Tell them to click on any menu item except Logout to refresh the options. If that doesn't work, they may need to log out and log back in.</b></p>
<p>9. I do not know my CM/ECF Login and Password.</p>	<p>Reset their password via Utilities&gt;Maintain User Accounts.  <b>Note: Once they have linked their account, you can no longer reset their password.</b></p>

<p>10. I am concerned that once I upgrade my account, I will no longer be able to get into another court's filing system if they are not on NextGen yet.</p>	<p>Once you upgrade your PACER account, that will be the PACER account for viewing documents in any federal court in the country, whether or not that court is on NextGen. The PACER login will also become the login used to e-file in all federal courts in the country, once those courts are live on NextGen. The courts that are not on NextGen have all issued logins/passwords and those will still be used those courts until they upgrade to NextGen. As additional courts upgrade to NextGen, you will be able to link your existing Upgraded PACER login and password to each court's issued CM/ECF password. Eventually, when all federal courts have upgraded, the PACER login and password will be the only one that you will need to maintain for all federal courts, including the bankruptcy, district, and appellate levels.</p>
<p>11. Do I need to remember my CM/ECF Login after I have linked my accounts?</p>	<p>No. After you link the accounts, PACER will be the login and password used for all NextGen courts where you are registered to e-file. You must continue to use your CM/ECF login for any court that has not gone live on NextGen.</p>
<p>12. What do I have to do once your court is live?</p>	<p>The court is live as of June 3. You must <b>link</b> your upgraded PACER account with your current CM/ECF account. The linking is a one-time thing. <b>In order to link, you must know your current CM/ECF login and password</b> (if they do not know, reset their password via Utilities&gt;Maintain User Accounts).  <b>***Linking instructions</b> are on our website under the NextGen tab.</p> <p><b>Note: Once these accounts are linked, they will use the new PACER login for CM/ECF and will no longer need to retain the current CM/ECF login credentials.</b></p>
<p>13. I am trying to link my CM/ECF account with my new PACER account and I get an error?</p>	<p>There may be a linking error when trying to link if the CM/ECF password is very old and not in the most recent password format.  <b>Note: If this occurs, update their password via Utilities&gt;Maintain User Accounts.</b></p>
<p>14. Where do I log into CM/ECF once you are live?</p>	<p>The same place you logged in prior to NextGen. You can log in through our court website <a href="http://www.moed.uscourts.gov">www.moed.uscourts.gov</a> and select E-Filing (CM/ECF) – this will redirect you to the new PACER login screen. You can also log in through PACER's website.</p>
<p>15. I have linked my CM/ECF account and PACER account, but no menus are displaying such as Civil or Criminal.</p>	<p>Make sure you followed the steps for <a href="#">linking accounts</a> on our website under the NextGen tab. If you have properly linked your accounts, first try clicking on any menu item except Logout. If still not showing all menus, refresh your screen (F5), clear cache (i.e., browser history), or log out and log back in (closing the browser helps).</p>
<p>16. My PACER account is linked to my CM/ECF account. However, when I click on Query , I get an error which says:</p>  <p>“There is currently an issue with your PACER account...”</p>	<p>This means their PACER account has not yet been activated, you should contact PACER to have it activated or if you did not enter a credit card number you could wait until activation comes in the mail from PACER.  <b>Note: E-filers can still file if PACER is not active yet, they just cannot view documents.</b></p>

<p>17. If each attorney has their own PACER account, will the firm get several different bills?</p>	<p>Pacer Administrative Accounts ("PAA") - Firms may centralize Pacer billing through a PACER Administrative Account to help manage attorney accounts and have individual accounts centrally billed for PACER access fees. To register for a PACER Administrative Account, you will need to visit <a href="https://www.pacer.gov/reg_firm.html">https://www.pacer.gov/reg_firm.html</a></p>
<p>18. How do I store my credit card information in PACER to pay filing fees in CM/ECF?</p>	<p>A. Go to <a href="http://www.pacer.gov">www.pacer.gov</a>  B. Click Manage My Account and Login  C. Go to Payments Tab and click <b>Manage Recurring Payments</b>  D. Click the gray F to make the PACER credit card the default for filing fees or add a new credit card number</p> <p><b>NOTE: This is optional and they do not need to set it. When they file a document which requires a fee, this credit card will display (with last 4 digits only) and they can select to pay with this credit card or at this screen choose to pay with a different credit card.</b></p>
<p>19. Can attorneys use a firm credit card or checking account for PACER fees or do they have to use a personal account?</p>	<p>You can enter whichever credit card or ACH account you want when registering for PACER. It can be a personal or business account.</p>
<p>20. I don't want to get a PACER account because I don't want to pay.</p>	<p>There is no fee to register for PACER; there is only a fee for viewing documents, which is the same as it was prior to NextGen. Visit <a href="http://www.pacer.gov">www.pacer.gov</a> for information on billing and fees.</p>
<p>21. My credit card for PACER was not authorized, now what do I do?</p>	<p>You will have to contact PACER to activate it if you can't wait the 7-10 days for the activation to come in the mail.</p>
<p>22. What if I'm a CJA Attorney?</p>	<p>Refer to the CJA Attorney PACER Accounts document on our website.</p> <p>You will only need one PACER account for filing and viewing in NextGen. A toggle allows you to change PACER Exemption status between exempt and not exempt status while logged in.</p>  <p>The screenshot shows a registration form with the following fields and options:</p> <ul style="list-style-type: none"> <li>Email: <input type="text" value="ctdbobadams@gmail.com"/></li> <li>Confirm Email: <input type="text" value="ctdbobadams@gmail.com"/></li> <li>User Type: <input type="text" value="INDIVIDUAL"/></li> <li><input checked="" type="checkbox"/> Check here if this account will be used by an attorney appointed to the CJA Attorney Panel</li> <li>CJA Jurisdiction: <input type="text" value="MOED-Missouri Eastern District"/></li> </ul>

23. How can a case administrator determine if an attorney has linked their account?

Go to Reports > Attorney Admissions Report and enter the attorney's name. You can see if they have linked. You can also view their PACER username (if linked), and their old CM/ECF username.



CM/ECF Civil - Criminal - Query Reports - Utilities - Search Help What's New

Attorney Admissions Report  
for  
Dan Tester (PRID: 38313)  
Bar No: 02614

User Account Information

Public User ID: 7035453 - <a href="#">Account Not Linked</a>	PACER User ID: dctestest	Legacy User ID: cpl059908
Primary E-mail: dctestest@dan.com		



CM/ECF Civil - Criminal - Query Reports - Utilities - Search Help What's New Log Out

Attorney Admissions Report  
for  
Rocco E. V. (PRID: 38313)  
Bar No: 02614

User Account Information

Public User ID: <b>NO PACER ACCT LINKED</b>	PACER User ID:	Legacy User ID: est02614
Primary E-mail: rocco@rocco-esther.com@example.com		