

USER MAINTENANCE

In NextGen CM/ECF, many of the User Maintenance features found in the *Maintain Your ECF Account* menu are updated through PACER. This User Guide will assist you in completing the following:

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Change Your E-Filing Username or Password

1. **Access** the *PACER* website at <https://pacer.uscourts.gov>.
2. **Click** the *Manage Your Account* box and then on the *Manage My Account Login* link.
3. **Click** on the *Log in to Manage My Account* button.
4. **Enter** your *PACER login (Username) and password*.
5. **Select** the *Login* button

6. **Select** either *Change Username* or *Change Password* under **Settings**, as shown below.

7. **Update** your New Username (or Password), per the instructions, as shown below.

- **Change Username**

1. Enter New Username, per the below criteria.
2. Confirm New Username
3. Submit

- **Change Password**

1. Enter Current Password.
2. Enter New Password, per the below criteria.
3. Confirm New Password.
4. Submit

8. **Follow** the prompts to complete the change.

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Update Your Address Information

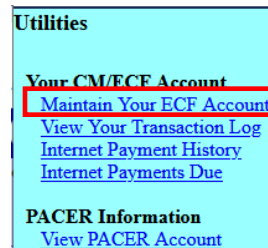
This procedure instructs you on how to update your address through PACER and apply those updates to all cases in one or more of the NextGen courts in which you are registered.

1. **Choose** one of the paths (a. through PACER website) or (b. through Utilities on the CM/ECF Menu Bar)
 - a. **Access** the PACER website at <https://pacer.uscourts.gov>.
 1. **Click** the *Manage Your Account* link and then on the *Manage My Account Login* link.
 2. **Click** on the *Log in to Manage My Account* button.
 3. **Enter** your PACER login (Username) and password.
 - **Select** the *Login* button.

- b. **Select** Utilities on the CM/ECF Menu Bar



1. **Select** Maintain Your ECF Account



2. **Select** the Edit my name and address information link



3. You will be redirected to Manage My Account.
 - Reenter your PACER password and select Login

2. **Select** Maintenance, as shown below.

3. **Select** the *Update Address Information* link, as shown below.

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Settings Maintenance Payments Usage

Update Personal Information
Update Address Information
Update E-Filed Email Noticing and Frequency
Display Registered Courts

Attorney Admissions / E-File Registration
Non-Attorney E-File Registration
Check E-File Status
E-File Registration/Maintenance History

4. Update your address.

- Enter reason for update.
- Check box if this address update applies to the entire firm.
- In the **Apply update to** box, select: **All Cases**.

Update Address Information

In the first section below, you may update your address information on file at the PACER Service Center for billing purposes. Then you may apply those updates to open, closed, or all cases in one or more courts in which you are registered.

* Required Information

Firm/Office
Unit/Department

Address * 325 West F Street

Room/State
City * San Diego
State * California
County * SAN DIEGO
Zip/Postal Code * 92101
Country * United States of America

Primary Phone * 619-557-3620
Alternate Phone
Text Phone
Fax Number

Reason for update

☐ Check here if this address update applies to the entire firm.

Apply update to All Cases

NOTE: The court has the final determination re: which case's the address update will be applied to.

5. Apply Updates to Selected Courts.

Apply Updates to Selected Courts

PACER Billing

☒ 1 Division @ Avenue North
Grand Rapids, MI 49503
Phone: 616-456-2693

U.S. Bankruptcy Courts

Michigan Western Bankruptcy Court (

☒ 1 Division @ Avenue North
Grand Rapids, MI, 49503
Phone: 616-456-2693

6. Select the Submit button after updating your information.

Submit Reset Cancel

7. Click the Close button

Update Address Information

Your PACER address information has been successfully changed! Your address change has been sent to the selected courts for review and processing. Please note that this process may not be immediate, and there is a possibility that the court may not accept your change.

Close

- Note:** Notification of this update will automatically be sent to MIWB.

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Update Your E-Filer Email Noticing and Frequency

To update your PACER billing email address, access the Update PACER Billing Email procedure.

1. **Choose** one of the paths (a. through PACER website) or (b. through Utilities on the CM/ECF Menu Bar) to update your E-Filer Email information. **Note:** Updating your Secondary email information must be done through Utilities on the CM/ECF Menu Bar.

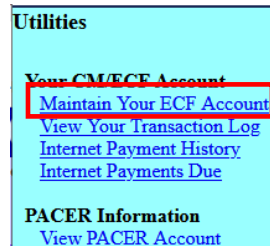
- a. **Access** the PACER website at <https://pacer.uscourts.gov> (This path allows you to only update your Primary email address.)

1. **Click** on the *Manage Your Account* box and then click on the *Manage My Account Login* link.
2. **Click** on the *Log in to Manage My Account* button.
3. **Enter** your PACER login (*Username*) and *password*.
 - o **Select** the *Login* button.

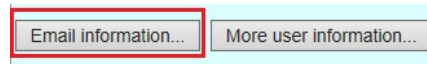
- b. **Select** Utilities on the CM/ECF Menu Bar (This path allows you to update your Primary and your Secondary email address.)



- o **Select** Maintain Your ECF Account



- o **Select** the Email information button



- To add, update, or delete secondary email address, add address in the secondary email address field.
- Re-enter it in the second box to the right.
 - a. To add multiple email addresses to the secondary email address field, separate the email addresses with a semi-colon and no spaces.
- Specify: "Send notices for both the Adversary Case and related Bankruptcy case" or "Send Notices for only the Adversary Case and not for the related Bankruptcy case."

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- Specify: “Send a notice for each filing” or “Send a Daily Summary Report.”
 - Select “Return to Account screen” button.
 - Select Submit.
 - Select Next.
 - Select the Update my primary email address link.
- [Update my primary email address](#)
- You will be redirected to Manage My Account.
 - a. Reenter your PACER password and select Login

MANAGE MY ACCOUNT
Enter your PACER credentials to update personal information, register to e-file, make an online payment, or to perform other account maintenance functions.

Log in

* Required Information

Username * Attorney

Password *

Log in Clear Cancel

Not Attorney? [Click here to login as a different user](#)

Need an Account? | [Forgot Your Password?](#) | [Forgot Username?](#)

NOTICE: This is a restricted government website for official PACER use only. Unauthorized entry is prohibited and subject to prosecution under Title 18 of the U.S. Code. All activities and access attempts are logged.

2. **Select Maintenance**, as shown below.

Settings **Maintenance** Payments Usage

[Change Username](#)[Update PACER Billing Email](#)

[Change Password](#)[Set PACER Billing Preferences](#)

[Set Security Information](#)

3. **Select the Update E-Filer Email Noticing and Frequency** link, as shown below.

Settings Maintenance **Payments** Usage

[Update Personal Information](#)[Attorney Admissions / E-File Registration](#)

[Update Address Information](#)[Non-Attorney E-File Registration](#)

[Update E-Filer Email Noticing and Frequency](#)[Check E-File Status](#)

[Display Registered Courts](#)[E-File Registration/Maintenance History](#)

4. **Follow** the instructions in the below box to update your information.

Update E-Filer Email Noticing and Frequency

Use the fields below to update your primary email address and preferences for receiving case notifications.

NOTE: If you want any of your preferences (i.e., email, frequency, email format) to vary from court to court, you will need to do so individually by selecting the court, performing your updates, and then clicking Submit.

You will then need to re-enter this page and follow the same steps for the next court.

Apply Updates to Selected Courts

U.S. Bankruptcy Courts

California Southern Bankruptcy Court - NextGen

☐ Click to apply changes to this court

[Click here to load this court's E-Filer email noticing and frequency information below](#)

Email @casb.uscourts.gov

Email Frequency Daily Summary

Email Format HTML

Additional email addresses for district and bankruptcy e-filers must be added through the CM/ECF Maintain Your Account utility.

* Required Information

Primary Email *

Confirm Primary Email *

Email Frequency * Select Email Frequency

Email Format * Select Email Format

Submit Reset Cancel

- a.
- b. Select the **Submit** button after updating your information.

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5. **Select** the *Close* button.



Note: Notification of this update will automatically be sent to MIWB.

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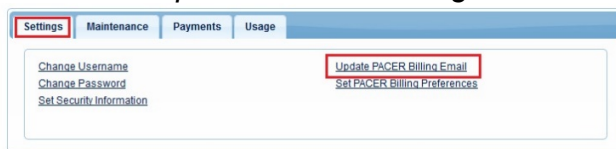
Update Your PACER Billing Email Address

To update your ECF Filer's email information to receive Notices of Electronic Filings, access the Update E-Filer Email Noticing and Frequency procedure.

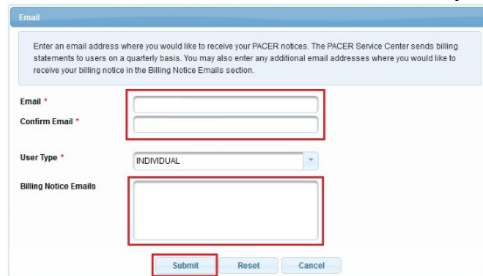
1. **Access** the *PACER* website at <https://pacer.uscourts.gov>.
2. **Click** the *Manage Your Account* box and then click on the *Manage My Account Login* link
3. **Click** on the *Log in to Manage My Account* button.
4. **Enter** your PACER *login (Username) and password*.
 - **Select** the *Login* button.

A screenshot of the PACER login page. It features a blue header with the word "Login". Below it, there's a section titled "* Required Information" with two input fields: "Username *" and "Password *". Below these fields are three buttons: "Login", "Clear", and "Cancel". At the bottom, there are links: "Need an Account?", "Forgot Your Password?", and "Forgot Username?". A notice at the very bottom states: "NOTICE: This is a restricted government website for official PACER use only. Unauthorized entry is prohibited and subject to prosecution under Title 18 of the U.S. Code. All activities and access attempts are logged."

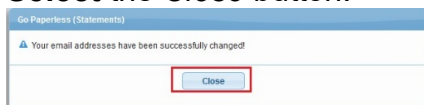
5. **Select** the *Update PACER Billing Email* link under **Settings**, as shown below.

A screenshot of the PACER "Settings" menu. The "Settings" tab is selected and highlighted with a red box. Other tabs include "Maintenance", "Payments", and "Usage". In the main content area, there are four links: "Change Username", "Change Password", "Set Security Information", and "Update PACER Billing Email". The "Update PACER Billing Email" link is highlighted with a red box.

6. **Enter** your new email address in the Email box.
 - Re-enter your new email address in the *Confirm Email* box
 - You may enter additional email addresses where you would like to receive your billing notice in the *Billing Notice Emails* section.
 - Select the *Submit* button after updating your information.

A screenshot of the PACER "Email" update form. It has a blue header with the word "Email". Below it, there's a text box with instructions: "Enter an email address where you would like to receive your PACER notices. The PACER Service Center sends billing statements to users on a quarterly basis. You may also enter any additional email addresses where you would like to receive your billing notice in the Billing Notice Emails section." There are three input fields: "Email *" (highlighted with a red box), "Confirm Email *" (highlighted with a red box), and "Billing Notice Emails" (highlighted with a red box). Below these fields is a "User Type" dropdown menu set to "INDIVIDUAL". At the bottom are three buttons: "Submit", "Reset", and "Cancel".

7. **Select** the *Close* button.

A screenshot of a confirmation message box. It has a blue header with the text "Go Paperless (Statements)". Below it, there's a message: "Your email addresses have been successfully changed!". At the bottom is a "Close" button, which is highlighted with a red box.

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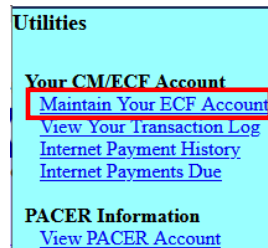
Update Your Personal Information

1. **Choose** one of the paths (a. through PACER website) or (b. through Utilities on the CM/ECF Menu Bar) to update your Address Information.
 - a. **Access** the PACER website at <https://pacer.uscourts.gov>.
 1. **Click** the *Manage Your Account* box and then click on the *Manage My Account Login* link
 2. **Click** on the *Log in to Manage My Account* button.
 3. **Enter** your PACER login (Username) and password.
 - **Select** the *Login* button.

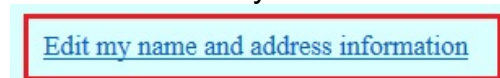
- b. **Select** Utilities on the CM/ECF Menu Bar



- **Select** Maintain Your ECF Account



- **Select** the Edit my name and address information link



- You will be redirected to Manage My Account.
 - Reenter your PACER password and select Login

2. **Select Maintenance**, as shown below.



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3. Select the **Update Personal Information** link, as shown below.

The screenshot shows a navigation menu with tabs for Settings, Maintenance, Payments, and Usage. Under the Maintenance tab, there is a list of links. The link 'Update Personal Information' is highlighted with a red rectangular box. Other links in the list include 'Update Address Information', 'Update E-Filed Email Noticing and Frequency', 'Display Registered Courts', 'Attorney Admissions / E-File Registration', 'Non-Attorney E-File Registration', 'Check E-File Status', and 'E-File Registration/Maintenance History'.

4. **Update** your personal information and select the **Submit** button.

The screenshot shows the 'Update Personal Information' form. At the top, there is a blue header bar with the title 'Update Personal Information'. Below the header, there is a message: 'Update your personal information with the PACER Service Center. Any changes you make here will be sent to the court(s) in which you are registered.' Below this message, there is a section titled '* Required Information'. This section contains several fields: 'Prefix' (a dropdown menu with 'Ms.' selected), 'First Name' (a text input field with 'Filer Name' entered), 'Middle Name' (a text input field), 'Last Name' (a text input field with 'Filer Last Name' entered), 'Generation' (a dropdown menu with 'Select Generation' selected), and 'Suffix' (a dropdown menu with 'Select Suffix' selected). At the bottom of the form, there are three buttons: 'Submit', 'Reset', and 'Cancel'. The 'Submit' button is highlighted with a red rectangular box.

5. **Click** the Close button.

The screenshot shows the 'Update Personal Information' form after a successful update. At the top, there is a blue header bar with the title 'Update Personal Information'. Below the header, there is a message: 'Your personal information has been successfully changed!'. Below this message, there is a 'Close' button, which is highlighted with a red rectangular box.

Note: Notification of this update will automatically be sent to the NextGen Courts in which you are registered.

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Deactivate Your Account

1. **Access** the *PACER* website at <https://pacer.uscourts.gov>.
2. **Click** the *Manage Your Account* box and then click on the *Manage My Account Login* link
3. **Click** on the *Log in to Manage My Account* button.
4. **Enter** your PACER login (*Username*) and *password*.
 - **Select** the *Login* button.

A screenshot of the PACER login page. It features a 'Login' header, a section for '* Required Information' with fields for 'Username *' and 'Password *', and buttons for 'Login', 'Clear', and 'Cancel'. Below the fields are links for 'Need an Account?', 'Forgot Your Password?', and 'Forgot Username?'. A notice at the bottom states: 'NOTICE: This is a restricted government website for official PACER use only. Unauthorized entry is prohibited and subject to prosecution under Title 18 of the U.S. Code. All activities and access attempts are logged.'

5. **Select** the *Check E-File Status* link under **Maintenance**, as shown below.

A screenshot of the PACER 'Maintenance' menu. The 'Maintenance' tab is highlighted. Under this tab, the 'Check E-File Status' link is highlighted with a red box. Other links include 'Update Personal Information', 'Update Address Information', 'Update E-File Email Noticing and Frequency', 'Display Registered Courts', 'Attorney Admissions / E-File Registration', 'Non-Attorney E-File Registration', and 'E-File Registration/Maintenance History'.

6. **Select** the *Check* box under the **Status** column for the court district you would like to deactivate, as shown below.

Check E-File Status		
Court Type ↑↓	Court ↑↓	Status
U.S. Bankruptcy Courts	Michigan Western Bankruptcy Court (train)	<input checked="" type="checkbox"/> Check
U.S. Bankruptcy Courts	Michigan Western Bankruptcy Court(test)	<input type="checkbox"/> Check

7. **Select** the *Request Deactivation* box under the **Status** column, as shown below.

Check E-File Status		
Court Type ↑↓	Court ↑↓	Status
U.S. Bankruptcy Courts	Michigan Western Bankruptcy Court (train)	Active <input checked="" type="checkbox"/> Request Deactivation
U.S. Bankruptcy Courts	Michigan Western Bankruptcy Court(test)	<input type="checkbox"/> Check

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Free Look Confirmation Screen

A free look is provided to case participants when a new pleading or claim is filed. Some antivirus programs access links within emails to verify their safety; in some cases, this can use the free look that was intended for the case participant. Some changes have been made to the free look functionality to avoid this issue. In the Maintain Your ECF Account/Maintain User Accounts module, a new check box has been added to the "Email Information" screen:

Email information for John Marshall	
Primary email address	Edit primary email address
Secondary email address	Reenter secondary email address
<input type="checkbox"/> Enable confirmation of Free Look Use to verify your one free look will be used when a document link is clicked from CM/ECF emails (NEFs).	

The **Enable confirmation of Free Look Use to verify your one free look will be used when a document link is clicked from CM/ECF emails (NEFs)** option, if selected, inserts an additional confirmation screen when a link is clicked from a CM/ECF NEF email, to allow the user to confirm that the free look will be used. This prevents anti-virus software from using the free look when it checks the links in the email for viruses.

Notice: Confirm Free Look Use

This action will use your one free look for this document. Additional viewings of this document in the future will incur a billing charge.

To view the document and use the free look [click here](#)

If the new check box is not selected, the free look is used whenever the link is accessed, as it was in previous releases.

To enable CONFIRMATION OF FREE LOOK USE:

1. **Select** Utilities on the CM/ECF Menu Bar

a.  Bankruptcy ▾ Adversary ▾ Query Reports ▾ **Utilities ▾** Search Help Log Out

b. Select Maintain Your ECF Account

Utilities
Your CM/ECF Account
Maintain Your ECF Account
View Your Transaction Log
Internet Payment History
Internet Payments Due
PACER Information
View PACER Account

c. Select the Email information button

Email information...	More user information...
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- d. Check the box "Enable confirmation of Free Look Use to verify your **one free look** will be used when a document link is clicked from CM/ECF emails (NEFs)."

Email information for John Marshall	
Primary email address	<input type="text"/> Edit primary email address
Secondary email address	<input type="text"/> Reenter secondary email address <input type="text"/>
<input type="checkbox"/> Enable confirmation of Free Look Use to verify your one free look will be used when a document link is clicked from CM/ECF emails (NEFs).	

- e. Select "Return to Account screen" button.
f. Select Submit to save the changes.