

Update to E-Filers and E-Claimants

April 18, 2012

Hi, Everyone!

Listed below you will find some updates regarding electronic filing. If you have any questions once you review this information, please don't hesitate to contact the ECF Training Department. **NOTE: Our Contact Information is on the last page!!!**
Thanks!

Passwords:

As most of you know, shortly after upgrading to CM/ECF Version 4.2 in January and upon logging in for the first time, you were prompted to change the password for the e-filer. Since that time, we have had an unusually large number of calls and e-mails from e-filers indicating that they were having problems logging in, or that they had forgotten their password, or requests to reset passwords because an e-filer has been 'locked out'. Below are some tips and suggestions for ensuring that these problems do not occur for you in the future:

Getting Locked Out When Trying To Login:

You will be allowed **four** attempts to login. If you should fail to login within those four attempts, you will receive a message indicating that you have been locked out due to too many login attempts. You will need to wait 5 minutes before you can attempt again. **DO NOT continue to attempt to login once you have received a message saying you have been locked out.** (NOTE: For each additional, failed attempt, the time will increase by 1 minute.) You will need to wait until the time has passed before you will be able to attempt again. Also, after the time has passed, you may find that you will need to reboot your computer and/or clear your temporary files/cache.

Changing Your Password:

In V4.2, you are now able to change your password at any time, as long as you know what your current login and password is. You no longer need to send us an e-mail to do this. You will login to our CM/ECF

system, using your current password. Once logged into our system, you will click on Utilities and then click on Change Your Password. You will be prompted to enter the new password twice. Password parameters: minimum of 8 characters, must include both upper and lower case alphabetic characters and at least one digit or special character. Please be sure to **WRITE YOUR NEW PASSWORD DOWN** and keep it in a safe, secure place as we will not have access to it if you should forget it. Also, **be sure to share this new password with others in your firm who are authorized to use the same login** so that they don't have problems logging in the next time they use the login.

Changing Your Password Within Your Petition Preparation Software (i.e. EZ Filing, Best Case, Top Form, etc.):

Debtor-focused attorneys who use software to file cases and pleadings must change your password within your software after changing the password in our system. You will not be able to use your software to file documents in our system until you do this.

Addition of Plaintiff's attorney as Lead attorney:

We are experiencing a large number of times where an E-filer is forgetting to add the attorney for the Plaintiff when filing a new Adversary Proceeding. Also, the designation for that attorney must be left at Lead Attorney. If the attorney for the Plaintiff is not added during the opening of the Adversary Proceeding and designated as the Lead attorney, the attorney will not properly display on the Summons. This creates extra work for our staff who will need to fix this problem, and extra expense for the Plaintiff's attorney who will need to go into PACER in order to retrieve an updated Summons and pay the required PACER fee once our staff has fixed everything that needs to be fixed. Please contact the ECF Help Desk by phone or the Training Team by e-mail if you wish to have an updated procedure for the initiation of an Adversary Proceeding sent to you.

Attorney Logins and Electronic Signatures:

Attorney E-Filers are reminded that the electronic signature on a pleading must be for the attorney whose login is used. Attorneys are further reminded that it is your responsibility to keep your login and password secure from unauthorized use. Failure to do so may result in loss of your e-filing privileges.

Updated Lists on Our Website:

The following have been updated recently and are on our ECF Website at <http://www.cob.uscourts.gov/ecf.asp>:

- Procedures for E-Claimants*
- Document Linkage for E-Filers
- Category and Event List for E-Filers

*The Notice of Mortgage Payment Changes, Notice of Postpetition Mortgage Payment Changes, and Response to Notice of Final Cure Payment Rule 3002.1 events have been modified since January to allow e-filers to file these documents either when a Proof of Claim has been filed or when a Proof of Claim has not been filed. Please be advised that the ideal situation is when a Proof of Claim has already been filed. Attorney users will find these sections of the Procedures for E-Claimants useful as well because the same screens are displayed to attorneys and E-Claimants alike. See pages 9, 13 and 14 of the procedure.

On-Line Training Modules:

The Adversary Training that was only available on CD is now available on-line on our ECF website at http://www.cob.uscourts.gov/ecf_training_options.asp. This training module instructs an e-filing attorney in the proper way to file a new Adversary Proceeding and issue an electronic Summons. In addition, Debtor-Focused and Creditor-Focused training modules are also available. We highly recommend these tools for you and/or your staff to use for refresher or initial training, which basically mirror the information covered in our in-house training classes. We continue to host one Debtor-Focused and one Creditor-Focused in-house class per month. We will no longer offer training modules on a CD.

Thank You!!

As always, we thank you for taking the time to read this update. We appreciate your willingness to educate yourself on your electronic filing responsibilities by reading our quarterly updates. Please make sure that all staff members involved in electronic filing at your firm are given a copy of this update.

IMPORTANT CM/ECF CONTACT INFORMATION

CM/ECF HELP DESK NUMBER - 720-904-7450

Help Desk members will answer the phone or will return the call if a message is left. Use this phone number when you have procedural questions regarding e-filing, need help e-filing documents, or have questions regarding ECF training.

TRAINING TEAM E-MAIL ADDRESS - cobml_training@cob.uscourts.gov

Use this e-mail address when you have procedural questions regarding e-filing, need help e-filing documents, have questions regarding ECF training, or you want to change information in your ECF Account (i.e. e-mail address, master address record, etc.)

QUALITY ASSURANCE TEAM E-MAIL ADDRESS - cob_qa@cob.uscourts.gov

Use this e-mail address when you have made a mistake during the e-filing of your document and want the QA Team to fix it for you.

YOUR ECF TRAINING TEAM/HELP DESK MEMBERS:

Diane Hunter

Richard Roberts

TJ Vincent

John Fitzpatrick - Back-up Assistance

Meghan Smotts - Back-up Assistance

Theresa Gardner - Back-up Assistance