

Update to E-Filers and E-Claimants

July 24, 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. Remember, contacting the help desk is private; making an e-filing mistake is public. **NOTE: Our contact information is on the last page!!!** Thanks.

Passwords:

We continue to receive many phone calls/emails about passwords. If you have not logged into your account since January, you will be required to update your password. If you can't remember your password, or it isn't working, we can reset it for you if you send an email requesting the password change. Most important, if you change the password, please be sure to share it with everyone in the office who will use it. Please note, it can take up to 24 hours for the password reset to take effect, so try to have password change request sent in the morning. I've included some tips below for password assistance.

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. 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 are: a minimum of 8 characters, and must include both upper and lower case letters, and at

least one digit or special character. Please be sure to **WRITE YOUR NEW PASSWORD DOWN** and keep it in a safe place, as we will not have access to it if you should forget it. Also, please remember to update your password in your petition preparation software.

Substitutions of Counsel:

When you are preparing to leave your firm, there are some steps that need to be taken prior to your final day. It is imperative that these steps are taken **BEFORE** an attorney leaves a firm. The first step would be to file a substitution of counsel in any case that you do not intend to take to your new firm. It is best if the attorney coming into the case is the one that files these substitutions. The correct event to use is located in the Notice Category and is titled Notice to Substitute Attorney. When filed correctly, the attorney who is entering their appearance will begin to receive electronic notifications, and the departing attorney will be terminated from the case. Even if the substituting attorney is already in the case, the substitution must still be filed to remove the departing attorney. Also, the attorney who is leaving must send an email to cobml_training@cob.uscourts.gov to update their master record. It might also be a good idea to change your password once you leave your firm as well. Keeping your information up to date will ensure a smooth transition, and prevent any unauthorized use of your login/password.

Steps to take **AFTER** the attorney moves to the new firm:

1. Request to have the attorney's Master Address Record/Email Addresses updated to the new firm's address. (If not completed before you leave).
2. File a change of address in each case that you take to the new firm, using the Miscellaneous event Change of Address.

Privacy Issues:

Federal Rule 9037 is the source document for details:

<http://www.pacer.gov/privacy/bk.html>

The rule that we live by is, "When in doubt, black it out". Please make sure you are going through your exhibits, pay stubs, and attachments to proofs of claim, etc., and make sure that all sensitive information is redacted. The only document in which Federal Rule 9037 does not apply is Form 21, the Statement of Social Security Number which gets sealed by the event used. If you file an un-redacted pleading, that isn't under seal, you have waived the protection of subdivision (a) of Rule 9037 as to your client's own information. To resolve this circumstance, the Court requests you proceed in this order:

1. Re-file the document with the information redacted
2. File a Motion for Protective Order regarding the offending document, and attach a proposed order.

Please contact the training team immediately if you suspect that you filed an un-redacted pleading or proof of claim.

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 the loss of your e-filing privileges

Items To Accomplish By 4:00p.m.

If you are paying a filing fee, it is beneficial to get into the habit of paying the fee by 4:00 each day. That way, if there is an error, we can back the fee out of the system. If the error occurs after 5:00, and for example, you file a duplicate case, you will be responsible for both filing fees. Also, please be aware that the Judges are currently indicating that the duplicate fees should be paid by counsel, and not the client.

The Judge/Trustee assignment should also be run by 4:00. That way, if any issues arise, our staff will have plenty of time to resolve the situation. If we can address the Judge/Trustee assignment issues during business hours, you will have a much higher chance of landing on the same docket with your other cases.

Providing Information On Related Cases Pursuant To Local Bankruptcy Rule 1073-1(b)

We have discovered that when cases are being filed and they are related to a pending case (including cases filed the same day or shortly thereafter), which are filed by a spouse, partner or affiliate, this information is not being entered on the 2nd page of the Voluntary Petition. This information is important to effectuate the proper Judge assignment. Please ensure that this information is included in the appropriate place on the Voluntary Petitions you file with us.

Summary Of Schedules Screen

It has come to our attention that attorneys are not always updating the Summary of Schedules screen when filing the Voluntary Petition and amendments to schedules. It is important that the amounts for the original schedules and the amended schedules get

updated. This statistical information is reported to Congress for all individual consumer debtor cases.

Thank You!!!

As always, we thank you for taking the time to read this update. We appreciate your willingness to educate yourself on 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