

Updates to E-filers

October 8, 2009

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 has moved to the last page!!!** Thanks!

Web Based Debtor Focused Training Exercises Now Available:

Rich and Diane are very excited to announce that the Debtor Focused Training Exercises are now available to you and your staff to view and use, either as a 'refresher' tool or as initial training for new attorneys and staff. Everything that is heard and seen in the classroom is included in these exercises. You may view the training exercises on our main website at www.cob.uscourts.gov. Click on the 'Attorney Web Based Training' button on the left side of the screen. This will take you to a listing of all of our ECF training options. Once there, simply click on the 'Debtor Focused Now Available' hyperlink to begin. We are hoping to have the Creditor Focused training exercises available to you at the beginning of November. Stay tuned!

New Lists on our ECF Website:

Please visit our ECF website for two updated lists that, as an e-filer, you will find very useful:

- Document Linkage for E-Filers
- Category and Event List for E-Filers

In addition, some of you may have noticed that the following message displays during the filing of a motion: **If The Motion You Are Filing Contains Multiple Requests You MUST File The Motion Multiple Times Using The Appropriate Motion Event For Each Request.** You may use the same pdf for each transaction. A proposed order must be attached to each transaction. If you have any questions regarding this, please don't hesitate to call the ECF Help Desk.

Amended Local Bankruptcy Rules:

The new Amended Local Bankruptcy Rules, Forms and Appendix will go into effect 12/1/2009. Stay tuned for new ECF events to comply with these amendments.

RECAP:

Please note the following addition to our introduction page when accessing PACER:

The United States Bankruptcy Court would like to remind CM/ECF filers that the use of certain open source software such as RECAP is discouraged. RECAP (designed by a group from Princeton University) takes court documents that are opened in your PACER session and copies them to an internet repository where they can be accessed by the public at large. This plug-in violates fee exempt PACER users terms of service and while this sort of plug-in does not violate the Bankruptcy Court's terms of service for nonexempt PACER/ECF users, future versions could capitalize on its open source roots and be modified to be malicious and possibly dangerous. Accordingly, CM/ECF filers are reminded to be diligent about their computer security practices and privacy rules/protections to ensure that documents are not inadvertently shared or compromised. The court and the Administrative Office of the U.S. Courts will continue to analyze the implications of RECAP or related-software and advise you of any ongoing or further concerns.

Response to Complaints About the CM/ECF System:

We try to investigate any complaints regarding our ECF system; however, there are times that we must ask you to work with your software provider or ensure proper training of your staff when we have not made changes to our system and what once worked is no longer working properly for you. Particularly, there have been recent complaints that supposed changes to the Court's ECF system are causing problems with duplicate filings, missed extractions, etc. We must inform you that **there have been no recent changes to our ECF system** that would result in such problems. As such we strongly encourage you to seek instruction from your software provider and to make sure that you promptly apply all updates that come from them.

Caution on Fillable PDFs:

It has come to our attention that some attorneys have been using fillable PDFs when filing their Credit Counseling and Debtor Education certificates with us. Be sure to print them to a PDF file before filing. All PDFs that come into our system must be such that they cannot be modified by those who view the document.

Use of your client's credit cards to pay filing fees:

Recently, we have experienced a problem with the use of client's credit cards for the payment of fees. Please be advised that, when paying filing fees, only an attorney's or firm's credit card may be used. We appreciate your cooperation with this request.

Attorneys who are leaving a firm:

If you anticipate leaving your current firm, please file motions to substitute counsel in the cases you will be leaving behind at the firm before leaving the firm. Also, please file changes of address in each case you will be taking with you. You will also need to send an e-mail to our Quality Assurance team to have your master address updated. Changes to your e-mail addresses in your ECF Account should be sent to the Training Team. Please contact the ECF Help Desk if you should have questions regarding this.

Attorneys who change their names:

Please submit any requests to change your name in our system to the Training Team.

Custom quick-cuts/short-cuts and automated processes which your firm may utilize with CM/ECF:

If you or your organization have developed any automated processes used with CM/ECF, we strongly urge you to test them in our training environment anytime we make an upgrade to our system. If you do not currently have a training login, or have forgotten what your training login is, please contact the ECF Help Desk. Remember, our training database is always available to our e-filers for practice and testing.

Reminder to Attorneys who have upgraded to Internet Explorer 8:

Please be aware that the current version of CM/ECF (V3.3.1) has not been tested with Internet Explorer 8. Therefore, you may be experiencing the following issues when e-filing your cases/documents:

- Sluggishness or slowness
- For debtor's attorneys, slowness in upload to the point where your petition preparation software's automatic upload feature appears to have stalled and you are uncertain of what was filed and what was not filed.
- Cache (temporary files) do not clear fully and you are finding that you are needing to clear your cache/temporary files more often than normal.

Some things you can try to fix these problems:

- Ensure that your browser indicates that it is in compatibility mode (please contact your IT specialist if you are unsure of how to accomplish this.)
- Continue clearing your cache/temporary files when experiencing problems.
- Downgrade to Internet Explorer 7.*

*Based on feedback from attorneys, we are finding that those attorneys who return to Internet Explorer 7 no longer have the issues they were experiencing with Internet Explorer 8. Also, please be advised that the next version of CM/ECF (V4.0), which will be released in early 2010, will have been fully tested with Internet Explorer 8.

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 training classes.

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 training classes, 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

John Fitzpatrick - Back-up Assistance