FILING AGENTS FOR ATTORNEYS AND TRUSTEES
01/23/2012

Description: This process shows the steps required for CM/ECF users to create and update permissions for a filing agent from the attorneys or trustee's account. You will also be able to deactivate as well as reactive a filing agent's account.

This Participants Guide includes the following sections:

- **Create Filing Agent(s)**
- **Setting Filing Agent(s) Permissions**
- **Deactivating a Filing Agent**
- **Re-activating a Filing Agent**
- **Filing Agents with Multiple Attorneys**

NOTE: The filing agent user was created to assist attorneys, trustees, and the U.S. Trustee with input into the CM/ECF system. The agent files on behalf of someone else, but uses his or her own login and password.

Filing agents are not standard user types and their names will not appear on the docket report and may be linked to multiple attorneys or trustees.

If you want a filing agent to receive e-mail at their own e-mail address, the filing agent's e-mail address must be placed in the "Send notices to these additional addresses" section of your attorney or trustee person record.

When a pleading is filed in CM/ECF, the notice of electronic filing, or NEF, and the docket text will show your name as the attorney or trustee. Finally, an attorney or trustee may have multiple filings agents.

STEP 1 – Click on the **Utilities** hyperlink on the CM/ECF Main Menu Bar.

NOTE: The creation or editing of a filing agent record is accomplished in an attorney or trustee's person record. The following steps will allow you to create a filing agent within your CM.ECF account.

STEP 2 – The UTILITIES EVENTS screen displays.

- Select the **Maintain Your ECF Account** hyperlink.
- Select "More user information…" which is where filing agent records are maintained.
- For further information on each of these categories, click the yellow help (?) icon in the upper right hand corner.

STEP 3 – The MORE USER INFORMATION FOR ATTORNEY screen displays.

- To associate a filing agent with this account, enter the last name of the filing agent in the "Find filing agent" field and then click the search icon to determine is an agent has already been associated with your account.
- The search will generate a window listing all filing agents that matched your search criteria.
- If "Could not find filing agent" appears, select the "Create a new filing agent" hyperlink at the bottom of the results list.

STEP 4 – The FILING AGENT INFORMATION screen displays.

- A login and password for this agent must be created and must conform to the court's standards. *(Minimum 8; upper- & lower-case letters; include digit or special character).*
- Insert the filing agent's first name and middle initial, complete address, country, county, telephone and fax numbers.

NOTE: Remember that a change is being made to your person records and it is very important to take all of the steps necessary to save this record. Any additional information can be added to this record later.

- Click the **[Submit]** button.
- An information screen will appear confirming the creation of the filing agent.

***Sample* InformationText:**

Inserting a new person record…
The insert was successful for prid 259100 – Bill Filing Agent
Adding new user…
Successfully added new user with username SUR504rs

- Close out that window and go back to the "More User Information Attorney Screen."
- To continue saving this filing agent information to your attorney record, select "Return to Account screen."

STEP 5 – The MAINTAIN USER ACCOUNT screen appears.

- Click the **[Submit]** button.
- The next screen represents the final step in the save process and must be completed to ensure that your attorney person record has been updated.

> ***Sample* InformationText:**
>
> **Case specific fields were not altered.**
> **Press Next to continue with update of person**
>
> **SUBMIT BUTTON** **CLEAR BUTTON**

- Click the **[Submit]** button.
- The final screen confirms that the linking of the filing agent to the attorney records is complete.

> ***Sample* ConfirmationText:**
>
> **Updating person record…**
> **Successfully updated Bill Attorney**
> **Successful updated user attorney**
>
> **Participant records were not altered.**
>
> **No email edited requested**
>
> **User edit complete**
> **Return to User Maintenance**

<u>SETTING FILING AGENT PERMISSIONS</u>

STEP 1 – Click on the **<u>Utilities</u>** hyperlink on the CM/ECF Main Menu Bar.

STEP 2 – The UTILITIES EVENTS screen displays.

- Select the **<u>Maintain Your ECF Account</u>** hyperlink.
- Select "More user information…" to edit the newly created fling agent record and to set permissions.
- For further information on each of these categories, click the yellow help (?) icon in the upper right hand corner.

STEP 3 – The MORE USER INFORMATION FOR ATTORNEY screen displays.

- Notice that the newly created filing agent's name is now a hyperlink to the filing agent's record.
- Clicking on the name opens the Filing Agent Information screen.

STEP 4 – The FILING AGENT INFORMATION/PERMISSIONS screen appears.

- Select the "Update permissions" button located at the bottom of the screen.

  NOTE: Access permissions for filing agents are determined and maintained by the court or by the associated attorney or trustee. The filing agent **<u>cannot</u>** maintain his or her own access permissions.

- Determine if you want the filing agent to have permission to pay fees on your behalf. If so, the filing agent will need access to an authorized credit card number to use with Pay.Gov. If yes, select "Y" from the drop down box which indicate "yes". If no, no action needs to be taken. CM/ECF automatically defaults to "N' indicating "no".

  NOTE: This setting can be modified at any time after the filing agent's account is activated.

- In the **<u>Groups</u>** window, only permission groups to which an Attorney or Trustee belong will appear and therefore, only these permission groups can be granted to the agent.
- Select Return to account screen.
- **REMEMBER** you must save the changes to your attorney record by **selecting [Submit]**. Filing agent permissions reside in the attorney or trustee's account record.

STEP 5 – The MORE USER INFORMATION FOR ATTORNEY screen displays.

- An information window appears, containing the permission change that will be made to this record once it is saved.

> ***Sample* InformationText Window:**
>
> **Updated filing agent Bill Filing Agent filing for Bill Attorney.**
>
> **Bill Filing Agent has access to group Attorney and may not pay filing fees electronically.**
>
> **OK BUTTON**

- Select the OK button to continue and then click “Return to Account screen.”

STEP 6 – The MAINTAIN USER ACCOUNT screen displays.

- Select the **[Submit]** button.
- This screen confirms the changes made to the permission settings of the filing agent.

> ***Sample* InformationText:**
>
> **Case specific fields were not altered.**
> **Press Next to continue with update of person**
>
> **SUBMIT BUTTON** **CLEAR BUTTON**

- This is the final screen indicating that the update to the attorney record is now complete.

***Sample* ConfirmationText:** **Updating person record…** **Successfully updated Bill Attorney** **Successful updated user attorney** **Participant records were not altered.** **No email edited requested** **User edit complete** **Return to User Maintenance**

DEACTIVATING A FILING AGENT

STEP 1 – Click on the **Utilities** hyperlink on the CM/ECF Main Menu Bar.

STEP 2 – The UTILITIES EVENTS screen displays.

- Select the **Maintain Your ECF Account** hyperlink.
- Select "More user information…"
- For further information on each of these categories, click the yellow help (?) icon in the upper right hand corner.
- Select the Deactivate check box next to the filing agent you wish to terminate.
- When the changes are saved, the association record between the filing agent and the attorney is deactivated. Although the agent is no longer associated with the filer, he or she can be re-associated easily.
- Select "Return to Account screen."
- Select the **[Submit]** button.
- This screen confirms the changes made to the settings of the filing agent.
- Select the **[Submit]** to finalize and save the changes.

> ***Sample* InformationText:**
>
> **Case specific fields were not altered.**
> **Press Next to continue with update of person**
>
> **SUBMIT BUTTON** **CLEAR BUTTON**

- The attorney record has been updated.

> ***Sample* ConfirmationText:**
>
> **Updating person record…**
> **Successfully updated Bill Attorney**
> **Successful updated user attorney**
>
> **Participant records were not altered.**
>
> **No email edited requested**
>
> **User edit complete**
> **Return to User Maintenance**

RE-ACTIVATING A FILING AGENT

STEP 1 – Click on the **Utilities** hyperlink on the CM/ECF Main Menu Bar.

STEP 2 – The UTILITIES EVENTS screen displays.

- Select the **Maintain Your ECF Account** hyperlink.
- Select "More user information…"
- For further information on each of these categories, click the yellow help (?) icon in the upper right hand corner.
- To re-associate an inactive filing agent, click the "inactive filing agents" hyperlink.
- The "Reactivate a filing agent" window shows any filing agent previously associated with this attorney.
- To reactivate an agent, click the **[Select]** button next to the agent's name you wish to reactivate.

STEP 3 – The MORE USER INFORMATION FOR ATTORNEY screen displays.

- This screen shows the filing agent is once again an active filing agent for the attorney. **REMEMBER,** these changes must be saved.
- Select the "Return to Account screen."
- Select the **[Submit]** button.
- When the changes are saved, the association record between the filing agent and the attorney is deactivated. Although the agent is no longer associated with the filer, he or she can be re-associated easily.
- Select "Return to Account screen."
- Select the **[Submit]** button.
- This screen confirms the changes made to the settings of the filing agent.
- Select the **[Submit]** to finalize and save the changes.

***Sample* InformationText:**

Case specific fields were not altered.
Press Next to continue with update of person

SUBMIT BUTTON **CLEAR BUTTON**

- The attorney record has once again been updated.

***Sample* ConfirmationText:** **Updating person record…** **Successfully updated Bill Attorney** **Successful updated user attorney** **Participant records were not altered.** **No email edited requested** **User edit complete** **Return to User Maintenance**

FILING AGENTS WITH MULTIPLE ATTORNEYS

- If a filing agent has been linked to two or more attorneys, the first screen that appears after the agent logs in requires the agent to select the attorney for whom he or she is filing.

- Once the filing agent has logged in, the name of the attorney or trustee displays on every screen for filing agents under the CM/ECF Events Bar.

- Beside the attorney or trustee name is the "Change user icon." This icon only appears for a filing agent linked to multiple attorneys or trustees and will not appear if the agent is linked to only a single attorney or trustee. When clicked, the icon enables the filing agent to select a different attorney without logging out of CM/ECF.

- When the Bankruptcy Events link is selected, the events listed are permissions that have been granted to the filing agent by the attorney. Remember, these permissions come from the groups that the attorney is a member of. If the filing agent selects a different attorney or trustee, the filing agent permissions may be different, depending on the permissions granted.

- An attorney may also conduct business as a trustee (the individual is both an attorney and a trustee). A filing agent can be given the permissions to file on behalf of either capacity. Specific permissions can be given for each attorney or trustee for whom he or she is working.

***Sample* Text for Filing Agents:**

Filing for:

Bill Attorney (aty)
John Attorney (aty)
Bill Attorney (tr)

- Most filing agents can run their own transaction log. However, just like the docket report, only the attorney or trustee will be listed as the filer. Nor will the filing agent's activity appear in Query if one searches by the agent's name.