MAINTAIN USER ACCOUNTS

Updated 1/26/2023

Description: All CM/ECF users will use their pacer.gov credentials to login and maintain their own account information through the Utilities hyperlink on the CM/ECF Main Menu Bar.

Under the "Maintain Your ECF Account" option, users can update their secondary e-mail addresses, add additional cases to receive Notice of Electronic Filing ("NEF's"), format of their NEF's (html or text) and/or create/add filing agents to your account.

NOTE: Users can update/change their password through pacer.gov.

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

STEP 2 – The UTILITIES EVENTS screen displays.

- Click on **Maintain Your ECF Account** hyperlink. For further information on each of these categories, click the **Help** button located on the CM/ECF menu bar.

STEP 3 – The MAINTAIN USER ACCOUNT screen displays.

- Each CM/ECF user has a personal record in the CM/ECF database. Your CM/ECF account contains: name and address, e-mail addresses, electronic noticing preferences and creating/adding filing agents to your account.
- The present information will be defaulted based on your login in the applicable fields. Information from this screen appears on mailing addresses for noticing. There is only one master address record for each user therefore, it is critical to keep this information current and accurate.
- **User data cannot be modified. To update the user's name, address or phone number and password, the user must log into their individual pacer.gov account and update that information.**

STEP 4 – To update electronic notice or e-mail settings, click on **[E-mail Information]**.

- This screen will allow users to specify if they want to receive electronic notices of filings in specific cases and set certain preferences.
- Users can request copies of all notices on these cases or a daily summary of all noticing activity for cases in which the user has subscribed. All noticing activity includes notification of claims as well as other entries to a case. Each e-mail will include the case number, name of the docket entry in the subject line of the message, and the document number hyperlink.

  NOTE: The user's **Primary e-mail address** cannot be changed by the user. This can only be updated/changed through the individuals pacer.gov account. However, **Secondary e-mail addresses** can be added/updated/removed under the **[E-mail Information]** tab.

- **Send the notices specified below...** Enter the e-mail address(es) in the Secondary email address field to which the notifications should be sent. Besides your primary e-mail address, you may have notices sent to other e-mail address(es). Users should consider special mailboxes for CM/ECF notices if heavy volume is anticipated.
- Enter the cases for which notification should be sent. You do not have to be a participant in a case to receive notification of activity. Trustees and attorneys may want to be notified of transactions in cases they have an interest in but are not active parties to the case. Court and chambers staff can monitor cases through this process also. This list can be edited here. It is possible to select both options.
- Indicate if you want to have **Individual Notices** or a **Daily Summary Report** e-mailed for the cases(s) identified in the previous step. Notifications for claims will also be included in your mail list. You **cannot** elect to receive both separate Notices and the Summary report.

  - "Send a notice for each filing" means you will receive e-mail notices as activity occurs throughout the day.
  - A Summary report includes the case numbers and titles of cases in which activity occurred for that day. The text of the Summary e-mail notification will display the docket event and the document number (including the hyperlink). An attorney who has elected to receive Summary e-mail will receive it even when his/her case numbers have not specifically been listed in the e-mail setup screen.

- Enter the e-mail delivery method (format notices).

  - The html format will include hyperlinks to the document or claim.
  - Text format will feature the URL of the .pdf document, which can be copied and pasted into the location bar of your browser.

- Verify the information and click on **[Return to Account Screen]** to save this data.

STEP 5 – The MAINTAIN USER ACCOUNT screen displays.

- Click the **[Submit]** button.

  NOTE: Selecting the **[More user Information]** button will allow you to create/add filing agents to your account. **(See separate Participates Guide entitled Filing Agents for Attorneys and Trustees).**

STEP 6 – A VERIFICATION screen displays.

- To continue with the update, click the **[Submit]** button.

STEP 7 – A Notification that the user information was successfully updated.

  NOTE: Additional information will display depending on what records were updated.