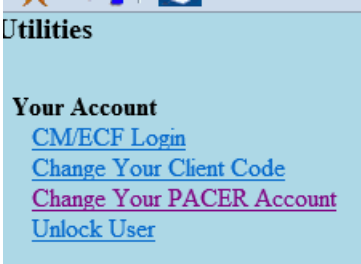
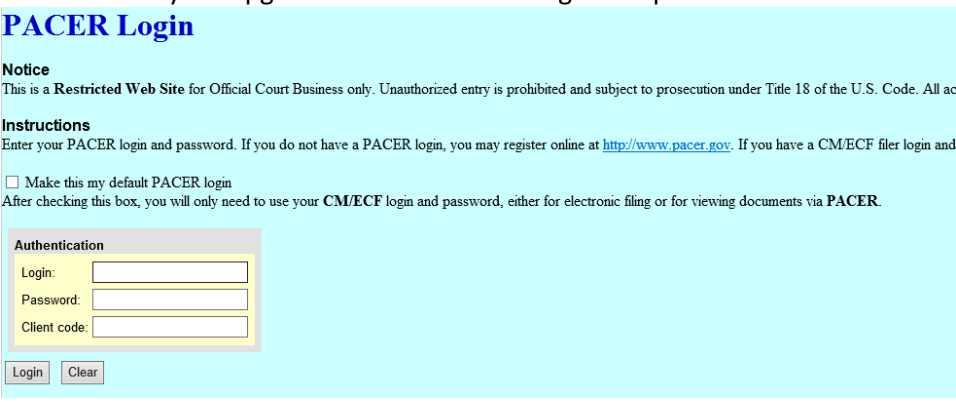




United States Bankruptcy Court District of Connecticut

Frequently Asked NextGen-related Questions Prior to the Court's **October 12, 2021**, CM/ECF Upgrade to NextGen

Question	Answer																				
<p>1. We have one PACER account that all attorneys in the firm share.</p> <p>Do all attorneys need their own individual PACER accounts for NextGen?</p>	<p>Yes, each attorney with an CM/ECF account with the Court MUST have their own individual PACER account. However, your firm can keep that one PACER account for case research and document viewing only.</p> <p>Firms may set up a PACER Administrative Account to help manage attorney/limited user accounts and have those individual accounts centrally billed for PACER access fees. View instructions on how to set up a PACER administrative account. (see also question 13 below)</p>																				
<p>2. I have my own (individual not shared) PACER account, what should I do?</p>	<p>Confirm that your PACER account is an upgraded account and not a Legacy account. If you are unsure, log in to your PACER account and select Manage My Account to see what type of account you have.</p> <p>If it says Legacy account, click the UPGRADE link to upgrade.</p> <div data-bbox="537 1199 1154 1367" style="border: 1px solid #ccc; padding: 5px;"> <table> <tr> <td>Account Number</td> <td>2654003</td> </tr> <tr> <td>Username</td> <td>us4631</td> </tr> <tr> <td>Account Balance</td> <td>\$0.00</td> </tr> <tr> <td>Case Search Status</td> <td>Active</td> </tr> <tr> <td>Account Type</td> <td>Legacy PACER Account (Upgrade)</td> </tr> </table> </div> <p>If you have forgotten either your username or password, see #3 below.</p> <p>If account type says <i>Upgraded</i> PACER Account, then you are all set until we go live on NextGen on October 12, 2021, at which time you must link your Connecticut Bankruptcy CM/ECF account to your <i>Upgraded</i> PACER account. Linking instructions will be emailed in September.</p> <div data-bbox="558 1650 1187 1854" style="border: 1px solid #ccc; padding: 5px;"> <table> <tr> <td>Account Number</td> <td>7043514</td> </tr> <tr> <td>Username</td> <td>pnc01234</td> </tr> <tr> <td>Account Balance</td> <td>\$0.00</td> </tr> <tr> <td>Case Search Status</td> <td>Inactive</td> </tr> <tr> <td>Account Type</td> <td>Upgraded PACER Account</td> </tr> </table> </div>	Account Number	2654003	Username	us4631	Account Balance	\$0.00	Case Search Status	Active	Account Type	Legacy PACER Account (Upgrade)	Account Number	7043514	Username	pnc01234	Account Balance	\$0.00	Case Search Status	Inactive	Account Type	Upgraded PACER Account
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<p>3. I forgot my PACER username and/or password.</p>	<p>Please go to www.pacer.gov > manage my account > forgot user name or password to reset your information.</p>
<p>4. I am concerned that once I upgrade my PACER account, I will no longer be able to get into other courts' filing systems since they are not on NextGen yet.</p>	<p>An upgraded PACER account is used to log into e-filing systems for Courts that have upgraded to NextGen and to view court documents in all Courts, in all Districts, whether or not a Court is on NextGen.</p> <p>For e-filing systems at Courts that have not upgraded to NextGen, you would use the CM/ECF login and password for that non-NextGen court. For example, after upgrading your PACER account, you would still use your CTB CM/ECF login and password to log into our CM/ECF system until we go Live with our Next Gen upgrade on Oct. 12, 2021.</p>
<p>5. How much does it cost to open a PACER account?</p>	<p>There is no fee for registering for PACER. Fees are charged when documents are viewed. Consult PACER for fee information. You may have to enter a credit card number in order to activate the account immediately and to utilize the payment features when e-filing. If you do not enter a credit card number, activation will occur through the mail, which may take 7-10 days. (see also questions 14 and 15 below)</p>
<p>6. I have upgraded my legacy PACER account [or] I opened a new PACER account, and your Court has not gone live on NextGen yet.</p> <p>When I am in CM/ECF and try to query documents, it is not letting me. What should I do to correct this?</p>	<p>You may have previously set your old PACER login and password as your default PACER login and password within CM/ECF. If so, you must replace your old PACER account information with your upgraded PACER account information in CM/ECF.</p> <p>Log in to our CurrentGen CM/ECF website at: https://ecf.ctb.uscourts.gov with your current CTB CM/ECF login and password and:</p> <ol style="list-style-type: none"> 1. Select Utilities and select Change Your PACER account.  <ol style="list-style-type: none"> 2. Click the checkbox next to "Make this my default PACER login" and Enter your upgraded PACER account login and password. 

<p>7. (prior to upgrading CM/ECF to NEXTGEN)</p> <p>I upgraded my PACER account and now I can't get into CM/ECF I don't see Bankruptcy or Adversary menu dropdowns. All I see is Query. How do I fix this?</p>	<p>There is common confusion between CurrentGen CM/ECF with PACER/NextGen. Prior to CTB going live on NextGen, you will still need to use your separate CTB CM/ECF login and password through our separate CTB CM/ECF website. Prior to our Oct. 12, 2021 Go Live date, do not attempt to access CTB CM/ECF through PACER, as it will not work.</p> <p>Until October 12, 2021, access the CTB CurrentGen CM/ECF website by going to: https://ecf.ctb.uscourts.gov/ and entering your CTB CM/ECF credentials. This Bankruptcy Court CM/ECF login will be different than your PACER login.</p> <p>CTB's CurrentGen CM/ECF website is also available through our court's website home page.</p>
<p>8. I don't remember my CTB CM/ECF password.</p>	<p>If you need assistance changing your CTB CM/ECF password, visit this webpage: https://www.ctb.uscourts.gov/changing-your-cmecf-password</p>
<p>9. I don't remember my CTB CM/ECF login.</p>	<p>If you are an attorney admitted to practice in the Federal District of Connecticut, your login is your Federal Bar ID (e.g., ct00000).</p> <p>If you do not know your CM/ECF username for this Court, please send a request to: CTB_ECF_HELP@ctb.uscourts.gov.</p>
<p>10. How do I register for a new PACER account?</p>	<p>Go to PACER website: https://pacer.uscourts.gov/ Click: "Register for an Account" drop-down Click: PACER-Case Search Only</p>
<p>11. What do I have to do once your Court is live on NextGen?</p>	<p>If you currently are electronically filing in our CM/ECF system, you will have to “link” your CM/ECF account to your PACER account after we go live with NextGen.</p> <p>Our Go Live date is Tuesday, October 12, 2021.</p> <p>You will receive an email from us advising you that we are live on NextGen and ready to link your current CTB CM/ECF account to your newly created or upgraded PACER account. The linking is a one-time process.</p> <p>The court will send the instructions on how to link your upgraded PACER account to your current CTB CM/ECF Account, as well as post the instructions on our website. To link your accounts, you must know your current CM/ECF login and password.</p> <p>Note: Once these accounts are linked (after October 12, 2021, you will use the new PACER login for CTB e-filing.</p>

<p>12. Since attorneys will have their own PACER Accounts, do they need to use their personal credit card for PACER fees, or can they use firm credit card?</p>	<p>Attorneys can enter any credit card when registering for PACER. They do not have to use their own.</p>
<p>13. If each attorney has their own PACER account, will the firm receive several bills?</p>	<p>The firm can create a Pacer Administrative Account (PAA) for central billing for all attorneys.</p> <p>One person in the firm should be appointed the Administrator and would complete the registration on the PACER website.</p> <p>Once that account is created, (for administrative purposes ONLY). The Administrator can:</p> <ul style="list-style-type: none"> • Add users to the account which will then send a request to that user asking them to accept being a part of the PAA account. • Upon accepting the request, the PAA will get one bill itemized by each attorney
<p>14. My credit card for PACER was not authorized, now what do I do?</p>	<p>You will need to contact PACER to activate the PACER account, if you cannot wait the 7-10 days for the activation to come in the mail.</p>
<p>15. I am trying to log into PACER, and I get an error.</p>	<p>This means your PACER account has not yet been activated. You should contact PACER to have it activated or if you did not enter a credit card number, you can wait until activation comes in the mail from PACER.</p>