

CM/ECF Troubleshooting Tips

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CM/ECF Troubleshooting Tips

Two Most Common Fixes

* **Login Name and Password**

Always login with the ECF user name and password first, then if prompted again enter the PACER login and password. This fixes **many** problems.

* **Web Browser Settings**

Two options that should to be checked in order to use CM/ECF are: (1) always clear the cache, and (2) refresh should be set to "every time I view the page" or similar settings. After making these changes close out the web browser then reopen.

The preferred Internet browser for CM/ECF users is Netscape 4.7x and 7.x. If they are using a different browser ask them to try using Netscape. To download Netscape go to <http://channels.netscape.com/ns/browsers/download.jsp>.

Internet Explorer

- From the menu click on "Tools-->Internet Options"
- On the "General" tab under the "Temporary Internet files" heading, click on the "Settings..." button.
- Make sure "Every visit to the page" is selected under "Check for newer versions of stored pages:"
- Click "OK" button
- Click "OK" button

Netscape Communicator 4.7x

- From the menu click on "Edit-->Preferences..."
- Under "category" click the + sign next to the "Advanced" option.
- Under the "Advanced" option click on the "Cache" option
- Make sure "Every Time" is selected Under the "Document in Cache is compared to document on network"
- Click the "OK" button

Netscape 7.x

- From the menu click on "Edit-->Preferences..."
- Under "category" click the ► sign next to the "Advanced" option.
- Under the "Advanced" option click on the "Cache" option
- Make sure "Every Time" is selected Under the "Document in Cache is compared to document on network"
- Click the "OK" button

CM/ECF Troubleshooting Tips

E-Mail Issues

* Free Document First Look

- If the document is for a **Criminal, Magistrate**, or **Social Security** case, when clicking on the link for the document for the first time, it will prompt for a login to the ECF/PACER account. Always login using the **ECF login/password first**. *If you login using the PACER account you will lose yourr free look and will have to take up the billing dispute with PACER.* At the **second prompt enter the PACER login/password** . This should open the document and is the “free look.”
- If the document is for a non-social security **Civil** case when clicking on the document link, for the first time, it will prompt for the ECF login/password. This should open the document. This is your free look.
- If clicking on the case number link you will receive a login prompt. Always login with the PACER account. There is no free look at the Docket Report. **There will be a PACER charge.**
- If you login to ECF or PACER with out using the email link **there will be a charge.**

How to tell what type of case it is:

- **Criminal:** The case number will contain a "cr" (example "4:05cr40056")
- **Magistrate:** The case number will contain an "m" (example "4:05m456")
- **Social Security:** The defendant will be the Social Security Administration (or SSA)
- **Non-Social Security Civil:** The case number will contain a "cv" (example "4:05cv456") *and* the defendant will not be the Social Security Administration (or SSA)

* Not receiving e-mail notices

- Run a docket sheet and check the box “Include links to Notice of Electronic Filing” then, click on the silver ball next to the document number. This will show to whom e-mails were sent.

CM/ECF Troubleshooting Tips

Login Issues

* **Forgotten password**

Attorney should send an e-mail to ilsd-ecfreg@ilsd.uscourts.gov requesting a new password be sent. Please be certain to include the person's full name and telephone number.

* **Change password (*Page 52 - User's Manual*)**

Login to CM/ECF and click Utilities/ Maintain Your Account. Next click on the More User Information button at the bottom of the screen. Then delete all the stars (*) in the Password field and type in a new password then click Return To Account Screen. Next click the Submit button at the bottom of the screen. At the next screen they must press the Submit button again. It should now be changed.

* **Still haven't received new login and password**

Attorney should send an e-mail to ilsd-ecfreg@ilsd.uscourts.gov requesting the password be sent to them. Please be sure to include the full name and telephone number.

* **Don't have an account**

Attorneys will need to register for an account. Instructions and registration form can be found at http://www.ilsd.uscourts.gov/Forms/ecf_signup.pdf.

* **Some menu items do not appear after login**

- Check the web browser settings (see instructions on page 1) and change if necessary. Then logout of CM/ECF and close the browser. Reopen and log back in to CM/ECF.
- If previous step does not work, please call the HELP DESK to have them check your account. You may also send an e-mail message to the HELP DESK at ecfhelp@ilsd.uscourts.gov.

CM/ECF Troubleshooting Tips

Document Link Issues

*** I click on the document number and am taken to a login screen.**

- If the case is a Criminal, Magistrate or Social Security case you must first use the ECF login/password, then the PACER login/password.
- If you have already viewed the case using this link in the email you must login to PACER and charges will accrued.

*** I click on the document number link and nothing happens.**

This has been happening with the AOL users. If you are using AOL mail and the AOL browser, you will have to change the email notification from HTML to text.

*** I click on the document link and my acrobat reader says it can't display the file.**

Make sure you have the most current version of acrobat reader, which at the time of this publication is 6.0.1 (can be downloaded for free at www.adobe.com).

*** I click on the document link and my Adobe Acrobat opens, but displays a blank screen.**

1. Open Adobe Acrobat, click on *Help* then *Updates*. Install all available updates.
2. Open Adobe Acrobat 5.0, select *Edit > Preferences* then *General Options*, Remove checkmarks from:
 - a. Display pdf in browser
 - b. Allow fast web view
3. Open Adobe Acrobat 6.0, select *Edit/Preferences* then *Internet*. Remove checkmarks from:
 - a. Display pdf in browser
 - b. Allow fast web view

CM/ECF Troubleshooting Tips

Docketing Issues

* **While docketing user prompted for PACER login**

This is usually due to the user clicking on the hyperlink for the case instead of the Next button. After choosing an event to docket and entering the case number, the next screen that comes up will have a hyperlink with a Next and Clear button underneath it. The user should then click on Next instead of the hyperlink.

* **How do I file a document?**

Refer to the User's Manual.

* **What event/code should I use when filing?**

Refer to the User's Manual.

* **I'm trying to docket an event and it tells me that this transaction has already been posted, but I look on the docket and it's not there.**

What has probably happened is that you docketed an event for a case, and then clicked on the browser back button a few times to get to a point where you could enter another case number and then docketed another event. By clicking the back button, instead of clicking on the 'Civil' or 'Criminal' icons on the menu bar, you are keeping the information pulled for the last case you docketed. Only use the back button to correct a mistake on an event you are in the process of docketing, not to change cases.

* **I tried to file a document but it says "format not recognized"—what am I doing wrong?**

All documents must be submitted in Adobe PDF (portable document format) with an extension of ".pdf". Two common errors occur. First, a user thinks that he/she saved the document in PDF. The user then tries to file the WordPerfect version of the document; not the saved PDF version. Second, a user fails to indicate the full path name for the PDF file he/she wants to upload. Because the system could not find the file, it responded with the "format not recognized" message. The solution--provide the full path name when identifying the file (example: "c:\documents\motion.pdf") during the upload process.

* **There is not a hyperlink to a document in my e-mail notification. What should I do?**

The court has the ability to create a docket entry without attaching a PDF document. The information shown on the screen is considered the court record and the entire text of the document is reflected in the docket text

* **Will the system support scanned documents in color?**

Yes, the system does support scanned and all other documents in color, however, the size of the color document is considerably larger and local courts may establish individual policies regarding color, graphics, and embedded video. At this time our limit is 20 pages or 1.5 megabyte in size

CM/ECF Troubleshooting Tips

Adobe Acrobat (PDF) Issues

* **How do I create a pdf?** (*User's Manual - Page 4*)

This answer will vary depending on the software installed.

CM/ECF Troubleshooting Tips

Other Issues

*** How do I sign up for training?**

Please sign up by calling the Help Desk in the location you wish to attend.

*** What is our Web Site address?**

www.ilsd.uscourts.gov. You can then click on the CM/ECF icon to get to the CM/ECF web page then the first hyperlink on the list is the login screen.

*** When I am out of the office for a period of time, I usually set up an “Out of Office” rule in my email account. Does that have any affect on ECF Noticing?**

Yes, if you set up an “Out of Office” message on your e-mail, please make sure that the email address [‘ilsd_nef@ilsd.uscourts.gov’](mailto:ilsd_nef@ilsd.uscourts.gov) is set up as an exception to the automatic reply rule set up with your “Out of Office” e-mail notice.

*** What happens when I am on vacation and I don’t have access to e-mail?**

You could add additional e-mail addresses to your account, so that another staff member may monitor the filings in your absence. Or change your default e-mail address to one of the other staff members so that they may monitor your e-mail during your absence.