



Published on *United States Bankruptcy Court* (<http://www.canb.uscourts.gov>)

[Home](#) > [FAQs](#) > Debtors Electronic Bankruptcy Noticing

## Debtor Electronic Bankruptcy Noticing

### [When can I enroll in DeBN?](#)

Answer:

A [debtor](#) can enroll in DeBN at any time during the pendency of the debtor's bankruptcy case. A debtor may also request deactivation of the debtor's DeBN account at any time.

### [When are emails sent?](#)

Answer:

Emails are sent by the Bankruptcy Noticing Center (BNC) on behalf of the court in the evening on the same day a court notice or order is filed in your case.

### [What is BNC?](#)

Answer:

BNC sends orders and court-generated notices from all bankruptcy courts to debtors and other parties in bankruptcy cases. BNC sends [confirmation](#) emails, court orders and notices using these addresses:

[bncedi@noticingcenter.com](mailto:bncedi@noticingcenter.com)

[bncrtn@noticingcenter.com](mailto:bncrtn@noticingcenter.com)

Please add these email addresses to your contacts/safe-sender list to ensure delivery of court notices and orders to your email inbox. Please do not reply or send emails to these email addresses. These email accounts are used solely to send emails from BNC and the inboxes are not monitored.

### [Will I receive all documents by email?](#)

Answer:

No, only notices and orders filed by the court and sent to BNC for service upon you will be delivered by email. All other parties, such as the [trustee](#) and creditors, will continue to serve documents upon you by U.S. mail or pursuant to other applicable court rules.

[Can I request receipt of court orders and notices both by email and U.S. mail?](#)

Answer:

No, a [debtor](#) only has the option to receive court orders and notices either by email or U.S. mail.

### [Can others see my email address?](#)

Answer:

Your email address is not shown on the case docket caption, and your filed [Debtor](#) *Electronic Noticing Request* form is not visible to the public for viewing. However, a BNC Certificate of Mailing filed in the case will reflect your email address if the notice or order was emailed to you. A Certificate of Mailing must include a party's name and the address where they were served.

### [I accidentally deleted an email, can the court order or notice be resent to me?](#)

Answer:

Neither the court nor BNC can resend court orders or notices. If you accidentally deleted a court order or notice contact your attorney or the court for information on how to obtain another copy.

### [I filed jointly with my spouse, do we both have to request DeBN?](#)

Answer:

No. If only one of the joint debtors enrolls in DeBN then that joint [debtor](#) will receive court orders and notices by email, and the other joint debtor not enrolled in DeBN will continue to receive notices by U.S. mail.

### [I filed jointly with my spouse, can we both use the same email address?](#)

Answer:

Yes, joint debtors can use the same email address. Each joint [debtor](#) will have their own DeBN account, and separate emails will be sent to each joint debtor at the email address used to register for DeBN.

### [What should I do if my email address changes?](#)

Answer:

Immediately file with the court a [Debtor](#) *Electronic Noticing Request* form providing your new email address. After the clerk's office has processed this request, you will receive an email from BNC at your old and new email addresses advising that your DeBN account has been updated.

### [What should I do if my street address changes?](#)

Answer:

Immediately file a notice of change of address with the court. The clerk's office will make the necessary changes to your bankruptcy case and your DeBN account. You will then receive an email from BNC advising that your DeBN account has been updated.

### [What should I do if I want to deactivate or reactivate my DeBN account?](#)

Answer:

You must complete, sign and file an updated [Debtor](#)'s *Electronic Noticing Request* form,

requesting deactivation or reactivation of your account. After the clerk's office processes this request, you will receive an email from BNC advising that your DeBN account has been deactivated or reactivated.

#### [Why did I stop receiving court orders or notices by email?](#)

Answer:

There are several reasons why this may have occurred, including a DeBN account being deactivated due to an email delivery failure (a bounce-back email), a request filed to deactivate DeBN service, or when the name and street mailing address on file with the court no longer matches the name and street mailing address on the [debtor](#)'s DeBN account. If a DeBN account becomes deactivated, the debtor immediately begins to receive court orders and notices by U.S. mail.

Additionally, if a PDF attachment is unusually large in size (exceeds 8MB), it is sent to the debtor by regular U.S. mail, but the debtor's DeBN account remains active.

#### [How do I obtain additional information about DeBN?](#)

Answer:

You may click this link to download a copy of the [DeBN brochure](#), or contact the court at [helpdesk@canb.uscourts.gov](mailto:helpdesk@canb.uscourts.gov) with questions about DeBN or the status of your DeBN account. Do not contact BNC, or reply to emails you receive from BNC. Those BNC email accounts are used for the sole purpose of sending emails, and the inboxes are not monitored.

---

**Source URL (retrieved on 12/11/2016 - 3:57pm):** <http://www.canb.uscourts.gov/faq/ebn>