

# CALIFORNIA NORTHERN BANKRUPTCY

## NextGen CM/ECF FAQs

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Q: What is NextGen CM/ECF?

A: NextGen CM/ECF is the acronym for the Next Generation Case Management Electronic Case Files (NextGen CM/ECF) system used by the federal judiciary to maintain case files over the Internet and allows documents to be submitted electronically. NextGen CM/ECF is operational in federal courts throughout the country and is available 24 hours per day, 7 days a week. Attorneys on the system will receive electronic notices and documents are available immediately upon filing.

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Q: What should I do first to get ready for NextGen CM/ECF being implemented at my court?

A: If you are currently registered to file electronically in a federal court that has announced it will convert to NextGen CM/ECF, you will first need an upgraded PACER account.

[Follow the steps](#) on the "Get Ready for NextGen CM/ECF" page to upgrade your account.

[Register](#) for a new PACER account if you do not have an account.

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Q: How do I know if I have an upgraded PACER account?

A: Log in to [Manage My Account](#) and check your 'Account Type.' It should indicate you have an Upgraded PACER Account.

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Q: My PACER account is not upgraded. How do I upgrade my account?

A: Log into [Manage My Account](#) and upgrade your account by clicking Upgrade link next to your "Account Type" or click on any of the options under the Settings tab. You will then be prompted to upgrade your account.

If the Case Search Status says "Inactive," you can still upgrade your account, but cannot search for case information. To activate your account contact the PACER Service Center for assistance at (800) 676-6856 between 8 a.m. and 6 p.m. Central Time, Monday through Friday, or by email at [pacер@psc.uscourts.gov](mailto:pacер@psc.uscourts.gov).

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Q: I am not a CM/ECF user and I do not have an upgraded PACER account. Do I need to upgrade?

A: Only CM/ECF users are required to upgrade their accounts right now. However, you will be prompted to upgrade your account when you update any of your account information with the exception of making a payment.

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Q: How do I link my CM/ECF electronic filing credentials to my upgrade PACER account?

A: Once a court has migrated to NextGen CM/ECF you will need to link your accounts together. First log in to [manage your account](#). You will need to use the "Link my filer account to my PACER account" link (appellate court) or the "Link a CM/ECF account to my PACER account" link (bankruptcy or district courts). This process varies depending on court type.

For detailed instructions, review the:

- [bankruptcy and district learning aid](#)

Once you linked your filing credentials, you will only need to use your upgraded PACER account credentials to file and/or view case information in any NextGen CM/ECF court.

If the linking process failed, please try again. If you do not remember your CM/ECF username or password, contact the court.

If the linking process still does not work, you must log in with your upgraded PACER account and submit a new electronic filing request for the court:

1. Log in to Manage My Account.
2. Click the Maintenance tab.
3. Click either **Attorney Admissions/E-File Registration** or **Non-Attorney Admissions E-File Registration**.

Once request is submitted, you will need to wait for the court to process the request and grant you electronic filing privileges.

To learn more about submitting a new electronic filing request, review the electronic learning module for the Manage My Account Maintenance tab.

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Q: How do I gain electronic filing privileges with a court?

A: For CurrentGen courts, you must register through the court, and the court must approve you as a filer. For NextGen courts, you must register through Manage My Account, and the court must approve you as a filer. You need to [register for each court](#) in which you wish to file.

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Q: When do I need to upgrade my PACER account?

A: You should upgrade before your court converts to NextGen CM/ECF.

[Learn more about upgrading your account.](#)

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Q: Are there separate usernames and passwords for PACER and CM/ECF?

A: The CurrentGen CM/ECF system requires two separate usernames and passwords; however, once a court implements the NextGen CM/ECF system, you will be able to use your PACER username and password for both.

[Look up if your court](#) has upgraded to NextGen CM/ECF.

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Q: Can I have the same filing login for all courts I practice in?

A: Once your court implements the NextGen CM/ECF system, you will be required to use your PACER account for all courts.

Because each bankruptcy and district court assigns the login for filing credentials in the CurrentGen CM/ECF system, it is not possible to obtain a universal filing login in these court types. However, some courts allow you to request a particular login and password when you register, so you may be able to use the same filer login for many courts.

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Q: How do I access PACER?

A: Anyone can access PACER to view federal court records, but first you need to [register for a PACER account](#).

Case information is available through PACER 24 hours a day, including weekends and holidays.

Each court maintains its own case information. If you know the district or circuit in which the case is filed, [search that court directly](#). If you do not know where the case is filed, [use the PACER Case Locator](#).

The PACER Service Center is open to assist you at (800) 676-6856 between the hours of 8 a.m. and 6 p.m. CT Monday through Friday or by email at [pacer@psc.uscourts.gov](mailto:pacer@psc.uscourts.gov).

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Q: How do I set up a new account for a new attorney at our firm?

A: While we do not recommend setting up accounts for others, we understand this is a common practice at many firms. [Create a new account for an attorney](#).

When setting up an account for a user, it is important to use the correct date of birth (DOB) for the individual, as the DOB is permanent to the account.

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Q: How does an attorney become an authorized electronic filer?

A: An attorney must be admitted to practice in a specific court and registered to e-file with that same court in order to file court documents electronically and to receive email notices of documents that are filed.

Please visit our CANB website for more information: <https://www.canb.uscourts.gov/cmecf>

All attorneys must register for PACER in addition to requesting e-filing privileges in order to fully use the NextGen CM/ECF system.

[Find out if your court](#) has transitioned to NextGen.

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Q: How do I gain electronic filing privileges with a court?

A: For CurrentGen courts, you must register through the court, and the court must approve you as a filer. For NextGen courts, you must register through Manage My Account, and the court must approve you as a filer. You need to [register for each court](#) in which you wish to file.

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Q: My firm has a shared PACER username and password. Do I need to establish a separate PACER account, or can I continue to use the shared PACER account?

A: The federal Judiciary does not recommend sharing PACER accounts. Anyone sharing a username and/or password can potentially update information, like the password, and inadvertently lock out other users who also share the account. To reset your password, you will need to know associated email address and username, or account number, or date of birth, and security questions.

NextGen CM/ECF also allows you to use the same username and password for both PACER and electronic filing. As a filer, you will be required to link your CM/ECF filing account to your individual PACER account.

Using a PACER Administrative Account (PAA), your firm can manage the billing for all individual accounts. [Learn more about about a PAA.](#)

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Q: My firm had one account, and now we have many. Can we combine the billing?

A: Yes. The PACER Service Center offers the PACER Administrative Account (PAA), a consolidated billing and online account management process that allows groups to manage and pay for all charges associated with multiple PACER accounts.

Register for group billing with a [PACER Administrative Account](#). A PACER Administrative Account will only allow you to manage group billing. It will not allow you to log in to access case information.

Read the [PACER Administrative Account User Manual](#) for more information.

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Q: How do I make changes to my account information “i.e. address, password or email”?

A: You can make updates to personal information such as address, password, email notification preferences, etc.

- Please review the [New Attorney Change of Address Procedures](#), effective March 16, 2020
- Make updates through the [Manage My Account](#) section on PACER's website
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Q: How can I contact the court if I’m experiencing problems with E-Filing?

A: Help Desk Information

Please email CANB Helpdesk at [Helpdesk@canb.uscourts.gov](mailto:Helpdesk@canb.uscourts.gov).

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Q: How to receive a login and password to Northern District of California Bankruptcy Court?

A: Currently, only registered attorneys with a login and password can submit documents under the NextGen CM/ECF system. Non-attorneys and the general public can review case documents under the Public Access to Court Electronic Records (PACER) system (see below).

If an attorney has a login and password to ECF from another Federal Court (district or bankruptcy) or has attended ECF training at another federal court and is currently admitted to practice before the bar of the U.S. District Court for the Northern District of California he or she is eligible to receive a login and password to the Northern District of California Bankruptcy Court upon submission of a [Registration Form](#).

If an attorney does not have a login and password to another court and has not taken any CM/ECF training, he or she must attend a court sponsored training class. Please visit our [NextGen CM/ECF Training Information](#) page for more information .

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Q: Can the general public view ECF cases and the documents in bankruptcy and adversary cases?

A: The public access component of NextGen CM/ECF requires a user to enter a Public Access to Court Electronic Records (PACER) login and password. Public users will be subject to Pacer charges to view NextGen CM/ECF reports and queries through the Internet. PACER logins may be obtained by either contacting the Pacer Service Center at (800) 676-6856 or through its website at <https://www.pacer.uscourts.gov> Established PACER users will automatically have access to these sites.

The Clerk's office has public access computers available to view case information.

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Q: How will payments of filing fees be handled for ECF cases?

A: Attorney filers will pay any incurred filing fees in NextGen CM/ECF with a credit card or debit card at the time of filing via the PACER's payment system.

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