

United States Bankruptcy Court

Western District of Tennessee

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Clerk of Court
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January 25, 2021

The U.S. Bankruptcy Court for the Western District of Tennessee will upgrade our CM/ECF system to NextGen CM/ECF. Attorneys must complete important action items to file in the court's ECF system. PLEASE SHARE THIS INFORMATION WITH YOUR BUSINESS OFFICE OR OFFICE MANAGER.

IMPORTANT DATES & ACTION ITEMS:

*Steps 1-2 should be completed prior to the court's upgrade to NextGen CM/ECF.

| | ACTION DATE: | ACTION ITEM: |
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| 1) | NOW – March 1, 2021 | Ensure you have an INDIVIDUAL and UPGRADED PACER ACCOUNT (not a shared firm account). Go to https://pacer.uscourts.gov to create your individual account or to check and see if your current account has been upgraded. |
| | | <u>Instructions on Upgrading your PACER Account:</u> <ul style="list-style-type: none">• Go to https://pacer.uscourts.gov• Click on My Account & Billing / Manage My Account Login.• Log in.• Check for Account Type: Legacy... or Upgraded...• If your account is a Legacy Account, please click the Upgrade link to the right of Account Type. |

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| | <p>NOW – March 1, 2021</p> | <p>Know your current CM/ECF username/login and password. If you do not know it, you will need to take steps to retrieve them.</p> <ul style="list-style-type: none"> • Your username/login is most likely your last name and first initial or first initial and last name. • Your password can be reset, but in order to do that, you will need to have the email address associated with CM/ECF up to date, as this is where your password reset link will go. If you no longer have access to the email address originally associated with your CM/ECF account you may submit an email update request by emailing ECFHelp@tnwb.uscourts.gov • Include in the email your new email address, and we will update your ECF account. Once you have been notified that your email has been updated, you may then proceed with the password reset request. • To reset your password in CM/ECF please visit the login screen. https://ecf.tnwb.uscourts.gov/cgi-bin/login.pl • From there, click the link: <div data-bbox="565 1157 1377 1226" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>If you forgot your CM/ECF password, you can request a password reset here</p> </div> |
| 2) | <p>NOW – March 1, 2021</p> | <p>Know your individual PACER account username/login and password. To retrieve a forgotten PACER login and/or password go to:</p> <p>https://pacer.psc.uscourts.gov/pscwf/forgotUserName.jsf</p> |

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| 3) | Monday, March 1st <u>These cannot be performed prior to March 1, 2021</u> | Link your upgraded PACER account to your Western District of Tennessee CM/ECF account. See instructions below. <ul style="list-style-type: none">• Log out of PACER• Completely close your browser• Open your browser and go to: https://ecf.tnwb.uscourts.gov/cgi-bin/login.pl• At the login prompt, type your <u>Upgraded PACER</u> Account Login/Password• Click "Link my filer account to my PACER account"• Enter your CM/ECF login and password to link your accounts <p>If you have a question about the linking process, please review the Frequently Asked Questions located at the following address: https://pacer.uscourts.gov/help/faqs</p> |
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****For Bankruptcy Attorneys using private vendors for your filings, make sure the vendor is aware of our Go-Live date of March 1, 2021.

If you still have questions, please contact the PACER Service Center at 800-676-6856 or at pacer@psc.uscourts.gov.

You can also contact the Clerk's Office at:
Memphis (901)328-3505
Jackson (731) 421-9365

Additional information is also located on the court's NextGen web page at:
<https://www.tnwb.uscourts.gov>