

ELECTRONIC CASE FILES SYSTEM USER'S GUIDE

Getting Started

Introduction

This manual provides instructions on how to use the Electronic Filing System to file documents with the Bankruptcy Court, or to view and retrieve docket sheets and documents for all cases assigned to this system. It assumes a working knowledge of Netscape, Internet Explorer and Adobe Acrobat. Please refer to Netscape, Internet Explorer and Adobe Acrobat instruction manuals for specific questions regarding those applications.

Help Desk

Telephone the Court's **Help Desk** at (901) 328-3565, Memphis Office; or (731) 421-9365, Jackson Office, between the hours of 8:30 a.m. - 4:30 p.m., Monday through Friday, if you need assistance.

Court's Website:

To access information, materials relating to CM/ECF, the Training database, and Live database log on to the Court's website at:
www.tnwb.uscourts.gov

Capabilities of the System

The electronic filing system allows registered participants with Internet access, Netscape and Internet Explorer to perform the following functions:

- < Access the Court's Web page.
- < Download the most recent version of the User's Guide.
- < Access the training system comparable to the official "Live" system to acquaint yourself with how the system operates.
- < Electronically file pleadings and documents in actual "Live cases.
- < View official docket sheets and documents associated with cases.
- < View various reports.

Requirements

Hardware and Software Requirements

The hardware and software needed to electronically file, view and retrieve electronic case documents are the following:

- < A personal computer running Windows based petition preparation or word processing software.
- < Internet access from methods such as modem, DSL or cable.
- < Netscape Navigator version 4.6x or 4.7x or Internet Explorer 5.x.
- < Adobe Acrobat version 3.0 or higher for converting documents from a word processor or other software to portable document format (PDF).
- < Adobe Acrobat Reader 5.05 to view, print and download documents from the Court's electronic case file. The Adobe Acrobat Reader is available as a free download at www.adobe.com

PACER

All users require a valid PACER login and password. PACER login permits access to all nationally supported systems. See <http://pacer.pcs.uscourts.gov> for a complete list. Other information

- < PACER login can be permanently linked to CM/ECF login, so that it does not have to be re-entered.
- < PACER users can log in at one court and access another without having to log in again.
- < Hyperlink to filed document provided to parties receiving a notice of filing. Access to the linked document is **FREE** the first time it is accessed for users receiving electronic notices. All users should be advised to print or save the document to a local computer in order to avoid future charges.
- < The CM/ECF application links the filing account with an appropriate PACER account for billing purposes.

How to Register for Access

Participants must complete a registration form. The form is available from the Court's web page or contact the Court at:

- < **Help Desk** **Memphis** **(901) 328-3565**
- Jackson** **(731) 421-9365**
- Or
- < **Lisa Haney, ECF Training Coordinator**
- < **e-mail the court at: training@tnwb.uscourts.gov**

A training version of the system is provided on the internet at <http://ecf-train.tnwb.uscourts.gov> for practice purposes. It is strongly recommended that participants take advantage of filing documents in the training database before filing a document in the “Live” data base.

NOTE: A different set of logins and passwords are issued for the “Training” and “Live” systems.

User Interactions

Documents filed in Error

A document incorrectly filed in a case may be the result of posting the wrong PDF file to a docket entry, or selecting the wrong document type from the menu, or simply entering the wrong case number and not catching the error before the transaction is completed. **Do not attempt to re-file the document.**

To request a correction, telephone:

Help Desk

as soon as possible after an error is discovered. Be sure to have the case number and document number for which the correction is being requested. If appropriate, the Court will make an entry indicating that the document was filed in error. You will be advised *if* you need to file the document. The system will not permit you to make changes to the document(s) or docket entry filed in error once the transaction has been accepted.

Emergency Filings

Contact the Court **immediately** upon filing an emergency pleading.

Viewing Transaction Log

This feature, selected from the **Reports Menu**, allows you to review all transactions processed with your login and password. If you believe or suspect someone is using your login and password without permission, refer to the User Maintenance section of this guide on how to change your password.

User's Guide

The most recent version of the User's Guide for the system is always available at www.tnwb.uscourts.gov.

Troubleshooting

Cannot login to the System

If you are using Netscape Navigator or Internet Explorer, and your password and login have both been correctly typed, and you still cannot login to the system, please call the Court's **Help Desk**.

To ensure the documents transmitted have arrived in their entirety, it is important to read the document after it is received by the Court. This can be

done by viewing the docket sheet from the case and selecting the transmitted document. The number of the transmitted document appears on your electronic filing receipt.

Experiencing a Problem with the System when Filing a Document

During normal business hours of 8:30 a.m. - 4:30 p.m., please contact the **Help Desk**. Please be advised, however, that the site is not supported 24 hours a day, and that when filing documents after normal business hours, support will not be available. Voice mail will be available between 4:30 p.m. to 8:30 a.m. Please leave name, company name and telephone number, and someone from the helpdesk will return your telephone call after opening on the next business day. When filing documents that must be filed on a certain day, it is our recommendation that you file these before 4:30 p.m.