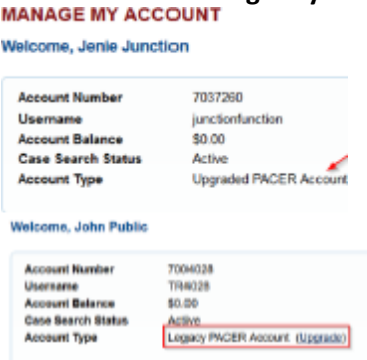



NextGen Frequently Asked Questions from eFilers:

	Question	Screenshot
1	How do I register for a new PACER Account?	<ol style="list-style-type: none"> 1. Go to www.pacer.gov 2. Click Register. 3. Click PACER – Case Search Only 4. Click Register for a PACER Account Now 5. Account type: Individual
2	Can we use a firm PACER account?	The firm can keep that one PACER account for viewing cases only; however, each attorney who wishes to continue electronic filing in this court needs his/her own individual PACER account. Attorneys cannot share accounts
4	If each attorney has their own PACER account, will the firm get several different bills?	Firms may centralize Pacer billing through a PACER Administrative Account to help manage attorney accounts and have individual accounts centrally billed for PACER access fees.
3	How can we sign up for a PACER Administrative Account (PAA) for centralized billing for attorneys?	<ol style="list-style-type: none"> 1. Go to www.pacer.gov 2. Click Register 3. Click Firm Billing 4. Click Register for a PACER Administrative Account Now
4	How do I check to see if I have an Upgraded PACER account?	<ol style="list-style-type: none"> 1. Go to www.pacer.gov 2. Select Manage My Account  <p>The screenshot shows two account profiles. The first profile is for Jenie Junction with account number 7037260, username junctionfunction, account balance \$0.00, case search status Active, and account type Upgraded PACER Account. The second profile is for John Public with account number 7004028, username TR4028, account balance \$0.00, case search status Active, and account type Legacy PACER Account (Upgrade). A red box highlights the 'Legacy PACER Account (Upgrade)' text.</p>
5	I forgot my PACER login or password	<ol style="list-style-type: none"> 1. Go to www.pacer.gov 2. Select Forgot your Password or Forgot Username <p>If you forgot your username, you will need your PACER account number or contact PACER directly</p> <p>Note: Once live on NextGen and attorney has linked the CM/ECF and PACER accounts, we can no longer reset logins/passwords. Resets must be done through PACER.</p>

6	I am trying to log in to PACER and I get a PACER User Inactive Error	The PACER account has not been activated. Contact PACER to have it activated. Note: E-filers can still file if PACER is not active yet, they just cannot view documents.
7	I upgraded my PACER account and now I can't get into CM/ECF	You must link your CM/ECF account to your upgraded PACER Account with your CM/ECF login. Instructions available on our website. Note: Once accounts are linked, the attorney will have access to all events to file. If not, advise caller to click on any menu item except Logout to refresh the options. If that doesn't work, right click and refresh or log out and log back in.
8	I don't know my CM/ECF login and password	Reset the password via Utilities > Maintain User Account
9	Do I need to remember my CM/ECF login after I have linked my accounts?	No. After the accounts are linked, PACER will be the login and password used for all NextGen courts in which you are registered to e-file.
10	I am trying to link my CM/ECF account with my new PACER account and I get an error	There may be a linking error when trying to link if the CM/ECF password is very old and not in the most recent password format. Note: If this occurs, update their password via Utilities > Maintain User Accounts.
11	I have linked my accounts, but no menus are displaying such as Civil or Criminal	Make sure you followed the steps for linking accounts on our website. If you have properly linked the accounts, first try clicking on any menu item except Logout. If that doesn't work, right click and refresh or log out and log back in.
12	How do I store my credit card information in PACER to pay filing fees in CM/ECF?	<ol style="list-style-type: none"> 1. Go to www.pacer.gov 2. Click Manage My Account and Login 3. Go to Payments Tab and click Manage Recurring Payments 4. Click the gray F to make the PACER credit card the default for filing fees or add a new credit card number <p>NOTE: This is optional</p>
13	What if I am a CJA attorney?	Refer to the CJA Attorney PACER Accounts document on our website. You will only need one PACER account for filing and viewing in NextGen. A toggle allows you to change PACER Exemption status between exempt and not exempt status while logged in

<p>14</p>	<p>How can a docket clerk determine if an attorney has linked their account?</p>	<p>Go to Reports > Attorney Admissions Report and enter the attorney's name. You can also view their PACER username (if linked), and their old CM/ECF username.</p> 
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