

FREQUENTLY ASKED QUESTIONS

USER INFORMATION

1. **How many users can submit documents at once?**

Answer: There is no fixed limit. However, response time may be reduced with an increased number of users.

2. **How many people at a time may view a document? How many people at a time may view a docket?**

Answer: There are no limitations for either function.

3. **Will the creator of the docket entry be identified?**

Answer: Yes. All entries can be identified by the name of the person that logged in and submitted the entry.

4. **Is there a limit to the number of aliases a party may have?**

Answer: No.

5. **How will signature of documents be handled for documents filed electronically?**

Answer: A document shall include a signature block setting forth the Filer's or User's name, complete address, telephone number, email address, and the Filer's state bar registration number and firm affiliation, if applicable, preceded by a signature line on which is typed "/s/Name" where the Filer's or User's signature would otherwise appear in a signed document.

SYSTEMS ACCESS

1. **Will there be restrictions on who may file documents on CM/ECF?**

Answer: Only those individuals receiving a login and password from the court will be able to file documents electronically. Anyone with PACER access will be able to view a docket.

2. **Is the system SSL (Secure Socket Layer) enabled?**

Answer: Yes.

3. **How is filer identity authenticated?**

Answer: Authentication is currently completed at login. Each user is required to identify himself or herself by presenting a valid combination of user name and password. Upon doing so, access to the site is granted.

4. **Can the general public view ECF cases and the documents in those cases?**

Answer: Access to view cases and documents in CM/ECF is available to anyone with a PACER login and password.

5. **Will an external user be able to access CM/ECF with WebTV?**

Answer: The user will be able to log onto CM/ECF through WebTV, but they will not be able to access pdf files through the tool. The reason is that WebTV is a browser tool with little or no memory and additional software, such as Adobe Acrobat Reader or word processing tools, cannot be installed on the box.

SYSTEMS CAPABILITIES - FILING

1. **How will CM/ECF handle the filing of motions or other actions in multiple cases (e.g., trustees filing objections to claim in several cases)?**

Answer: Bankruptcy CM/ECF has a “batch filing” feature. The court will be able to define the events for which batch filing will be available; the user will see these events listed in a pull-down menu.

2. **Does CM/ECF check for duplicate filing when a user opens a case? In other words, when a party name is entered, will the system alert the user to other cases in which the filer appears?**

Answer: The CM/ECF software does not automatically check for duplicate filings. However, when adding a participant to a case, a pick list is presented with the names of parties that are already in the database. This provides a limited comparison. In bankruptcy cases, the ability to search by social security number can assist in identifying duplicate filings. The court staff and the bar will have comprehensive training on case opening to avoid serious problems as a result of serial filers.

3. **Can CM/ECF accommodate recorded audio files (e.g. WAV files) as part of the case record?**

Answer: No.

PROCEDURAL ISSUES

1. **How does the system handle the filing of a multi-part motion?**

Answer: Although the system is designed to allow the selection of more than one motion, there is a problem with the granting and/or denying all parts of a multi-part motions with the subsequent order. Therefore, the court is not accepting multi-part motions at this time.

2. **When a user files a pleading with the court does the system automatically serve the other parties or does the user have to do something extra to serve the others? Do the other parties get notification of a filing or do they get the actual document?**

Answer: When a document is filed in CM/ECF, a Notice of Electronic Filing(NEF) is automatically generated and emailed to the registered parties in the case. The NEF includes the text of the docket entry, the unique electronic document stamp, a list of the case participants receiving email notification of the filing, and a hyperlink to the document(s) filed. If a party requiring service is not a registered user that party will not receive the NEF and will need service by mail.

3. **What format will the Notice of Electronic (NEF) be in when it comes into my office?**

Answer: The NEF can be in one of two formats:

HTML format allows the recipient to view the documents through a hyperlink. Most E mail applications allow an HTML format.

Text Only format does not provide a hyperlink to documents. To view documents if you have selected a text only format you must do so through a docket report.

If you have selected one format and wish to change to another format, please send a request through the ECF E mail help desk at cmecfhelpdesk@mieb.uscourts.gov

4. **Will the system support scanned documents in color?**

Answer: The system does support scanned, color documents, however, because color documents are considerably larger, the court will not accept documents in color.

5. **What should an attorney do if the document he or she is filing is not listed in the pick list?**

Answer: If a user wishes to file a document that is not listed in the pick list, he or she should choose the event that most closely resembles the pleading. Suggestions regarding events should be directed to the ECF e-mail site at cmecfhelpdesk@mieb.uscourts.gov. The court will review these requests to determine the necessity of creating new events.

6. **I have not been able to add creditor information when filing a proof of claim and the creditor information is not already in the system.**

Answer: There was a problem with allowing external users access to add creditor information to the system. This has been corrected and that feature is now available.

7. **Where do I submit an order for the judge to review?**

Answer: Pursuant to ECF Procedure 7 proposed shall be submitted in WordPerfect format and not in PDF. These orders are submitted to chambers through an Order Submission Program available from the ECF menu using the following steps:

- Select **Utilities** from the Blue Menu Bar.
- Select the hyper link, **Proposed Orders**.
- Select the **Judge** you wish to receive the proposed order by clicking the down arrow and highlighting the appropriate judge's name
- Select **GO**.
- Complete the information on the screen
 - ▶ Valid e-mail address
 - ▶ Case number
 - ▶ Comment (if any)
- Attach document.
- **NOTE:** Document **must** be a WordPerfect document.
- Click **Submit**.

A message will appear telling you the order has been submitted. You will receive an e-mail confirming the order has been sent.

8. **If I have a member of my staff giving service of a document and they have signed the Proof of Service, can this still be filed under my login and password?**

Answer: A certificate of service electronically signed by support staff Pursuant to ECF Procedure 11 and entered using the attorney login and password will be accepted by the court.

9. **What do I do if I accidentally file a motion requiring a fee in the wrong case? Will I be charged a second fee when it is filed in the correct case?**

Answer: Yes, you will be charged the second fee when the motion is filed in the correct case. The motion filed in the wrong case should be withdrawn and a motion requesting a refund of the money should be filed in the case where the mistake was made.

10. **What do I do if Pay.Gov is not coming up for me?**

Answer: Make sure the following is true:

- Using Microsoft Internet Explorer
- Pop-up blocker is turned off
- Have cleared the cache

11. **How do I clear the cache?**

Answer:

In Internet Explorer:

- ▶ Click on Tools on the tool bar
- ▶ Select Internet Options
- ▶ Click on Delete Cookies
 - * Click OK
- ▶ Click on Delete Files
 - * Click OK

Click on OK

12. **If I submit a matrix in PDF format with the voluntary petition, is that sufficient?**

Answer: No. The matrix should be filed as a PDF document with the petition but the creditors should also be uploaded into the database by following these steps:

- ▶ Click on Bankruptcy
- ▶ Click on Creditor Maintenance...
- ▶ Click on Upload a creditor matrix file
- ▶ Enter the case number
- ▶ Browse for the matrix

NOTE: The matrix **must** be in Text (*.txt) format

- ▶ Select the matrix to appear in the document window
- ▶ Click Next.
- ▶ The total number of creditors uploaded will be indicated
- ▶ Click Submit

More detailed directions for uploading a matrix are available on the court's web site www.mieb.uscourts.gov in the ECF Attorney's Manual.

13. **When I'm filing a new case and I have the Statement of Social Security Number, how can I be entering that and maintain the security of the debtor's social security number?**

Answer: Make sure that the Statement of Social Security Number is filed as a separate document using the event for Statement of Social Security Number. If anyone outside a court employee tries to access that document, they will receive an error message denying them access and therefore would not be able to view the entire social security number.

14. **What should I do if I realize I entered my document in the wrong case?**

Answer: Enter the document in the correct case, and you may wish to withdraw the document entered in the wrong case.

15. **How do I know who will receive electronic notice of my document and who will need to be served by regular mail?**

Answer: This information can be verified through the following steps:

- ▶ Click on Utilities
- ▶ Click on Mailings...
- ▶ Click on Mailing Info for a Case.
- ▶ Enter the case number
- ▶ The information will be displayed for you.

16. **I have tried to look at documents from my e-mail but the system won't let me.**

Answer: Not every entry on a document will have a PDF attached. A document filed with the court in paper and entered on the docket by court staff will not have a hyperlink to view that document. Those documents are still available from the file in the Clerk's office.

Attorney Questions

1. **Can an attorney add new attorneys from their offices to the database?**

Answer: Only court staff can provide an attorney with permissions to the database.

2. **Will attorneys be able to access the CM/ECF system after the court's regular business hours to file cases and review documents/docket sheets?**

Answer: The system will be available 24 hours a day, 7 days a week. Please refer to the Administrative Procedures for Electronic Case Filing for the United States Bankruptcy Court for the Eastern District of Michigan for guidelines on filing deadlines.

3. **How are fees paid?**

Answer: The bankruptcy version of CM/ECF allows filers the ability to directly pay filing fees on CM/ECF using the U.S. Treasury Internet credit card service. Upon successful submission of a docket entry requiring a filing fee payment, the filer is immediately offered the option to pay the filing fee via the Internet. Upon the successful processing of the credit card payment on the Internet, the filer receives a receipt and an “Internet credit card payment” docket event is automatically entered into the case record.

4. **How will the E mail be coming to my office under ECF?**

Answer: E mails regarding the documents filed can be sent to your e mail account in two ways, detail and summary. The detail report will be sent to your e mail address every time a document is entered in the ECF system. The summary report will be sent once a day and contain a summary of all documents filed for that day.

If you would like to change the way the E mails are coming to your office, you may request that change through the ECF e mail help desk at cmecfhelpdesk@mieb.uscourts.gov

5. **Can I have my e-mails sent to more than one e-mail address in my office?**

Answer: Yes. Send a request for a secondary e-mail address to the e-mail help desk at cmecfhelpdesk@mieb.uscourts.gov

6. **What do I do if I have attended training or I registered as trained in another district but I do not have a login or password yet?**

Answer: Go to the Court’s web site www.mieb.uscourts.gov and complete the form found in *Completed Training* and have not received a login and password. A login and password will be issued as soon as possible afterward.