



NEXTGEN CENTRAL SIGN-ON FAQs

BEFORE MARCH 7, 2022	
QUESTION	ANSWER
What should I do first to get ready for NextGen CM/ECF?	<p>Please do this now, before March 7, 2022:</p> <ol style="list-style-type: none"> 1. Register for a new PACER account if you do not already have your own PACER account by clicking here. Click here for step-by-step instructions for registering for a new PACER account. 2. Upgrade your PACER account if it was created before August 11, 2014. Click here for step-by-step instructions for upgrading your PACER account. 3. Know your current TNEB CM/ECF password and store it somewhere other than your internet browser. You will need this information to Link your CM/ECF account to your PACER account on or after March 7, 2022.
How do I know if I have an upgraded PACER account?	Login to PACER.uscourts.gov > My Account & Billing > Manage My Account Login and check your “Account Type.” It should indicate if you have an “Upgraded” PACER Account.
When do I need to upgrade my PACER account?	You should upgrade before TNEB converts to NextGen CM/ECF. The NextGen conversion is scheduled for Monday, March 7, 2022.
Are there separate usernames and passwords for PACER and CM/ECF?	Yes. Our current CM/ECF system requires a separate login and password which will be your TNEB CM/ECF login and password to file documents. A PACER username and password is required to view documents. However, once TNEB implements NextGen CM/ECF on March 7, 2022, you will use your upgraded PACER username and password as a single sign-on for both systems.

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Do all attorneys, trustees, limited filers and filing agents need their own individual PACER accounts for NextGen?	Yes. Each user filing electronically with TNEB needs their own individual PACER account .
Can a firm continue to use one PACER account for viewing documents?	Yes. You can still have one PACER account for support staff and non-attorneys to view documents only. It is highly recommended to upgrade the account to utilize the password reset function and provide additional account security. If you do not have a PACER-Case Search Only account, you may register for one at PACER – Case Search Only .
I forgot my PACER login or password, what should I do?	Visit PACER.uscourts.gov > My Account & Billing > Forgot Username or Password If you forget your username, you will need your PACER account number, or contact PACER directly at 1-800-676-6856
I have my own PACER account, what should I do?	Do you have an upgraded PACER account? To find out, login at PACER.uscourts.gov > Manage My Account Login to see what type of account you have. If the Account Type indicates Legacy PACER Account , click the “ Upgrade ” link and complete the upgrade process. If the Account Type indicates “ Upgraded ,” you are ready for NextGen on March 7, 2022.
Can an individual attorney’s CM/ECF login be linked to the firm PACER Login?	No. After a court converts to NextGen CM/ECF , PACER requires <u>individual PACER Accounts for ALL e-filers.</u>
Once I upgrade my PACER account, will I still be able to log into other courts’ filing systems if they are not currently on NextGen?	You will continue e-filing in a non-NextGen court (aka “Legacy Court”) via that court’s website, using the CM/ECF login and password you were issued by that court. Your new/upgraded PACER account will allow you to view documents in NextGen and Legacy Courts.

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Is there a fee for opening a PACER account?	<p>There is no fee to register for a new account with PACER. There is only a fee for viewing documents. Check the PACER website for an explanation of fees. Billing is quarterly for users.</p> <p>If you register for a new account but do not provide a credit card at the time of registration, you will receive a letter in the mail within 7-10 business days. This letter will contain a token that you can use to activate your account through PACER's Manage My Account Login.</p>
What steps do I take once TNEB goes Live on NextGen on March 7, 2022?	<p>You must know your current TNEB CM/ECF login and password.</p> <p>On or after March 7, 2022, you must link your upgraded PACER account with your TNEB CM/ECF account. Linking is a one-time process you complete after TNEB converts to NextGen. After TNEB converts to NextGen, you will be required to link your accounts before you can file.</p> <p>Click here for step-by-step instructions for linking your accounts. For more information on linking, see the “March 7, 2022 & After” section of this document.</p>
I upgraded my PACER account and now I can't get into CM/ECF, what do I do?	<p>Determine if you are logging into PACER or CM/ECF.</p> <p>Before March 7, 2022, continue to login to CM/ECF with your CM/ECF login and password as you always have at https://ecf.tneb.uscourts.gov/</p> <p>See the “March 7, 2022 & After” section of this document regarding what to do on or after our Go Live date of March 7, 2022.</p>
I upgraded my PACER account prior to the TNEB's Go Live date of March 7, 2022, but I am unable to query documents in CM/ECF. What do I do?	<p>While you were upgrading your PACER account you may have accidentally caused your account to become “Inactive,” which will prevent you from querying documents in CM/ECF. Go to PACER > Manage My Account. If your case search status is “Inactive,” you must contact PACER support at (800) 676-6856, to change your PACER account status back to “Active.”</p>

BEFORE MARCH 7, 2022

QUESTION	ANSWER
Because attorneys will have their own individual PACER accounts, do they need to use their own credit card for PACER fees, or can they use a firm credit card?	Attorneys will have various ways to pay for PACER-related charges. Visit PACER > My Account & Billing > Billing for an explanation of billing and charges.



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MARCH 7, 2022, & AFTER

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Where do I log in to CM/ECF once the court goes Live with NextGen?	Go to http://www.tneb.uscourts.gov/ and select CM/ECF Information , then CM/ECF Login , you will be re-directed to PACER's Central Sign-On login screen. Enter your <u>Upgraded PACER Credentials</u> on this screen.
Do I need to remember my TNEB CM/ECF login <u>after</u> I have linked my accounts?	<p>No. Your PACER Login will provide you access to all NextGen CM/ECF courts in which you have electronic filing privileges.</p> <p>Note: You cannot link your PACER account to CM/ECF at this court until March 7, 2022, or later.</p> <p>You must continue to use your court-issued CM/ECF login and password for courts that have not yet migrated to NextGen.</p>
What should I do if I don't remember my CM/ECF username or password?	<p>Contact the TNEB ECF Help Desk at ECFmail@tneb.uscourts.gov.</p> <p>You will need your CM/ECF username and password when you Link your CM/ECF Account and PACER Account on or after March 7, 2022.</p>

MARCH 7, 2022, & AFTER

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<p>What should I do if I upgraded my PACER account and now can't get into CM/ECF?</p>	<p>Determine if you have properly linked your PACER account to your TNEB CM/ECF account.</p> <p><i>Note: Once accounts are linked, you should have access to all CM/ECF events to file as you did prior to going Live (including the Bankruptcy and Adversary menus).</i></p> <p>Once the link is created, you may need to fully log out of PACER, delete cookies and clear your cache for all-time, and open a new browser to see the CM/ECF menu options.</p>
<p>What should I do if I linked my CM/ECF account and PACER account, but the <i>Bankruptcy</i> and <i>Adversary</i> menus are not displaying?</p>	<p>Make sure you followed the instructions on how to link your CM/ECF account to your Individual PACER account posted on our NextGen CM/ECF Information web page. If you have linked, and are still unable to see the menu display, we suggest:</p> <ul style="list-style-type: none"> • Logging out of CM/ECF, • Delete all your cookies and clear your cache in your browser, • Refresh your screen, and • Log back into CM/ECF. <p>If that does not work, please contact the TNEB ECF Help Desk at ECFmail@tneb.uscourts.gov.</p>
<p>How do I store my credit card information in PACER to pay filing fees in CM/ECF?</p>	<p>Login to PACER. Go to Manage My Account and select the Payments Tab and click Manage My Stored Payment Information.</p> <p>You may store a credit card as a default payment method for filing and attorney admissions fees, or for automatic billing for PACER fees. This credit card will display (with last 4 digits only) when filing in CM/ECF. You can select to pay with this credit card, or at this screen choose to pay with a different credit card.</p>
<p>Can the firm continue to use one PACER account for viewing documents?</p>	<p>Yes. The firm can have one PACER – Case Search Only account for support staff and non-attorneys to view documents. Only those who e-file will need their own individual PACER account.</p>

MARCH 7, 2022, & AFTER

QUESTION	ANSWER
<p>When I go to make a payment for e-filing a document in CM/EF, will it ask me to log in to PACER again?</p>	<p>Yes. When you go to pay within CM/ECF, it will require you to log in to PACER again to make the payment.</p> <p>You will still see the options “pay now or continue filing” when you have completed docketing a fee-related entry in CM/ECF. You will select “pay now.” You will be asked to login to your PACER account and select payment method. You can use the credit card stored in your PACER account profile (you will only see the last four digits of the card) or enter a different card.</p>
<p>What should I do if I forgot my PACER login or password?</p>	<p>From the PACER login page, select “Forgot Your Password” or “Forgot Username.” If you forgot your username, you will need your PACER account number, or contact PACER directly at 800-676-6856.</p> <p>Note:</p> <p><i>Once the court is Live on NextGen March 7, 2022, your PACER login is all you will need after you link your CM/ECF account to your Individual PACER account. The Court will no longer be able to recover your login or reset your password once your accounts are linked. You will go through PACER to recover your PACER login or reset your PACER password.</i></p>

MARCH 7, 2022, & AFTER

QUESTION	ANSWER
<p>I have my own PACER account, what should I do?</p> <p>Note:</p> <p>“Legacy PACER Accounts” are accounts created prior to 8/11/2014 that need to be Upgraded.</p>	<p>1. Did you upgrade your PACER account on the PACER website?</p> <p>A. If you are unsure, login to your PACER account and select Manage My Account and see what type of account you have.</p> <p>B. If it says Legacy account, click the UPGRADE link to upgrade. Note: Click here for step-by-step instructions on Upgrading Your Individual PACER account.</p> <p>In the below example, this PACER account is NOT upgraded: Account Number: 2654003 Username: sj4444 Account Balance: \$0.00 Case Search Status: Active Account Type: Legacy PACER Account (Upgrade) <input type="checkbox"/> click to upgrade</p> <p>In this example below, the PACER account is upgraded: Account Number: 2654003 Username: sj4444 Account Balance: \$0.00 Case Search Status: Active Account Type: Upgraded PACER Account</p> <p>2. After you’ve upgraded, then link your PACER account with your TNEB CM/ECF account.</p>
<p>What if I receive an error message when trying to link my CM/ECF account with my new PACER account?</p>	<p>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, you will receive an error message.</p> <p>If this occurs, please contact the TNEB ECF Help Desk at ECFmail@tneb.uscourts.gov to reset your CM/ECF password with a temporary password. This should allow you to complete the linking process.</p>

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Can I have the same e-file login for all courts that I practice in?	<p>Yes. Once TNEB migrates to the NextGen CM/ECF system, you will be required to create your own individual username and password in PACER. Your individual PACER account will be used for e-filing in all NextGen courts.</p> <p>The Legacy (non-NextGen) CM/ECF system for bankruptcy and district courts is maintained by each court individually. They will assign login and password filing credentials as explained by their individual court rules and procedures. All federal courts will eventually be NextGen courts.</p>