

NextGen Frequently Asked Questions

We have one PACER account that all attorneys in the firm share. Does each attorney need his/her own individual PACER account for NextGen?

You can keep that one PACER account for case research only. However, each attorney with an e-filing account with the court needs his or her own individual PACER account. Go to www.pacer.gov to register for your own pacer account. See **Registering for a New PACER Account** on our website.

I have my own PACER account, what should I do?

Did you upgrade your PACER account on the PACER website?

If you are not sure, login to your PACER account and select Manage My Account and see what type of account you have. If it says Legacy account, click the **UPGRADE** link to upgrade.

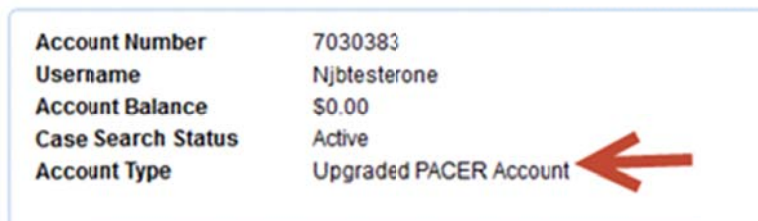
See **Upgrade Your Current PACER Account** on our website.



Account Number	2654003
Username	us4631
Account Balance	\$0.00
Case Search Status	Active
Account Type	Legacy PACER account (Upgrade)

A blue arrow points from the 'Upgrade' link in the Account Type row to the right.

If the account type says Upgraded, then you are fine.



Account Number	7030383
Username	Njbtosterone
Account Balance	\$0.00
Case Search Status	Active
Account Type	Upgraded PACER Account

A red arrow points from the right towards the 'Upgraded PACER Account' text in the Account Type row.

I am concerned that once I upgrade my account, I will no longer be able to get into other courts' filing systems since they are not on NextGen yet.

Once you upgrade your PACER account, that will be your account for viewing documents in **any** court in the country whether that court is on NextGen or not.

Your PACER login will become the login you use for CM/ECF to e-file in Iowa Southern Bankruptcy Court once we are live on NextGen; however, you can still e-file in other courts that are not on NextGen by using the login and password that court issued to you for CM/ECF. **You only need to use the new PACER login to view documents in that court.**

What do I have to do once your court is live on NextGen?

You will receive an email from the court advising you we are live and ready for you to **link** your newly created or upgraded PACER account with your current CM/ECF account. The linking is a one-time thing. See **Link an Upgraded PACER Account to a NextGen CM/ECF Account** on our website.

The court will send the instructions on how to do this in an email, as well as post the instructions on our website. In order to link, you must know your current CM/ECF login and password. If you do not know this, contact the court and we can reset the password for you.

Note: Once these accounts are linked, you will use the upgraded PACER login for CM/ECF access in Iowa Southern Bankruptcy Court.

I upgraded my PACER account and now I can't get into CM/ECF (prior to court going live on NEXTGEN).

Many times people confuse CM/ECF with PACER and prior to us going live on NextGen they are still separate logins.

If you are on the PACER (www.pacer.gov) website, go to www.iasb.uscourts.gov and click on CM/ECF and use your current CM/ECF login and password.

I upgraded my PACER account and now I can't get into CM/ECF (after the court is live on NEXTGEN).

After we are live on NextGen, as long as you have linked your new/upgraded PACER login with your old CM/ECF login you should be able to log in. If you did not link the accounts, see **Link an Upgraded PACER Account to a NextGen CM/ECF Account** on our website.

Note: Once accounts are linked, you have access to all of the same events to docket as you did prior to us going live. Once the link is created, you may need to log out and log back in to see the options.

I do not know my CM/ECF Login and Password to use when I link my Pacer account.

Contact the court to reset your password.

Do I need to remember my CM/ECF Login after I have linked my accounts?

No. PACER is now your login and password for all NextGen courts where you are registered to e-file. You must continue to use the CM/ECF login provided to you for any courts that have not gone live on NextGen.

How do I store my credit card information in PACER to pay filing fees in CM/ECF?

See **Saving Payment Information in PACER to Pay Filing Fees** on our website.

Can the firm still 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 those attorneys who e-file need their own PACER account. Those who e-file can view documents with the firms shared account or with his/her new individual PACER account.

Since the each attorney will have his/her own PACER accounts do they need to use their own credit card for PACER fees or can they use firm credit card?

Attorneys can enter whichever credit card they want when registering for PACER. They do not have to use their own.

Can an individual attorney CM/ECF login be linked to the firm PACER login?

Technically yes; however, this is not a good idea. If the attorney ever leaves the firm, that login and password goes with him/her. If everyone in firm knows the firm login and password for viewing documents, they would then know the attorney's individual login/password for e-filing since it would be the same.

Where do I logon to CM/ECF once you are live?

You will login to the same place you logged in prior to NextGen. Go to our court website www.iasb.uscourts.gov, select E-Filing (CM/ECF) which will redirect you to the new PACER login screen.

I e-filed a document with a fee and when I go to pay it makes me login to PACER again. Why?

That is correct. When you are prompted to pay within CM/ECF it will direct you to login to PACER again in order to pay which is an additional step from what is in current CM/ECF. You can still enter a credit card and pay now or pay later, but when you do so, you will be required to login to PACER once again.

I don't want to get a PACER account because I don't want to pay.

There is no fee to register for PACER. There is only a fee for viewing documents. Check the PACER website for their fees.

I forgot my PACER login or password.

Go to www.pacer.gov and select Forgot My Password or Forgot My Username. If you forget your user name, you will need your PACER account number or will need to contact PACER directly.

Note: Once the court is live on NextGen your PACER login becomes your CM/ECF login as long as you created the link. The court cannot reset logins and passwords any longer. You will need to contact PACER to recover logins or reset passwords.

I have linked my CM/ECF account and PACER account, but no menus are displaying such as Bankruptcy or Adversary.

Make sure you followed steps for linking your PACER and CM/ECF accounts. This will be on website under the NextGen section. See **Link an Upgraded PACER Account to a NextGen CM/ECF Account** on our website.

If you have linked your accounts, try the following:

- Clearing your cache (i.e., internet browser history).
- Log out and log back in.
- Refresh your screen.

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 or not in the most recent password format. The court can reset the CM/ECF user's password with a temporary password. You can then link your accounts. See **Link an Upgraded PACER Account to a NextGen CM/ECF Account** on our website.

My credit card for PACER was not authorized, now what do I do?

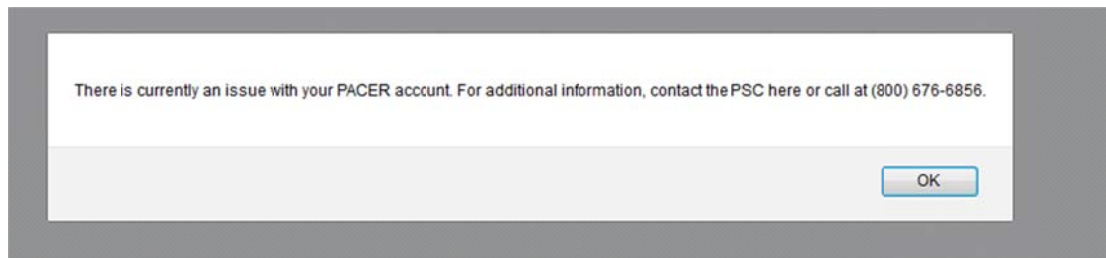
You need to contact PACER to activate it if you cannot wait the 7-10 days for the activation to come in the mail.

However, although your PACER account is not activated, you can still create the link with CM/ECF to be able to e-file, you just cannot view documents on PACER. Use the firm PACER account to view documents in the meantime.

How do I register for a New PACER account?

See **Registering for a New PACER Account** on our website.

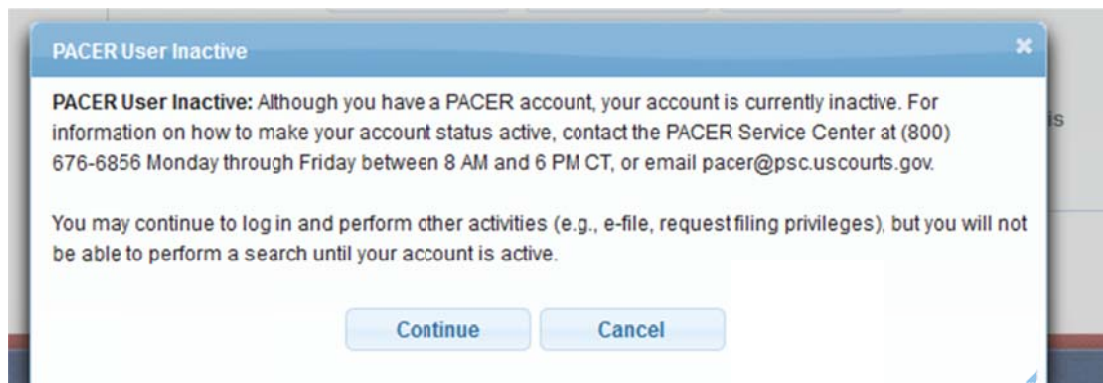
My PACER account is linked to my CM/ECF account; however, when I click on Query, I get an error which says there is an issue with my PACER account.



This means your PACER account has not yet been activated, contact PACER to have it activated or if you did not enter a credit card number you can wait until activation comes in the mail from PACER.

Note: You can still e-file if PACER is not yet active, you just cannot view documents.

I am trying to login to PACER and get this error:



This means your PACER account has not yet been activated, contact PACER to have it activated or if you did not enter a credit card number you can wait until activation comes in the mail from PACER.

Note: You can still e-file if PACER is not yet active, you just cannot view documents.