



# NEXTGEN CENTRAL SIGN-ON FAQs

## PRE-GO LIVE

QUESTION	ANSWER
What should I do first to get ready for NextGen CM/ECF?	<p><b>Please do this now, before April 26:</b></p> <ol style="list-style-type: none"> <li>1. Download and complete the <a href="#">NextGen preparation handout</a>.</li> <li>2. Follow the instructions on <a href="#">how to upgrade your PACER account</a>. Check to see if your PACER account was created prior to August 11, 2014; you must upgrade it.</li> <li>3. <a href="#">Register</a> for a new <b>PACER</b> account if you do not have an individual <b>PACER</b> account.</li> </ol>
How do I know if I have an upgraded <b>PACER</b> account?	<p>Login to <a href="https://PACER.uscourts.gov">PACER.uscourts.gov</a> &gt; <a href="#">My Account &amp; Billing</a> &gt; <a href="#">Manage My Account Login</a> and check your “Account Type.” It should indicate if you have an “<b>Upgraded</b>” PACER Account.</p>
When do I need to upgrade my <b>PACER</b> account?	<p>You should upgrade before CACB converts to NextGen CM/ECF. The conversion is scheduled for <b>Monday, April 26, 2021</b>. Download and complete the <a href="#">NextGen preparation handout</a>; follow the <a href="#">Upgrading Your Individual PACER Account</a> instructions.</p>
Are there separate usernames and passwords for <b>PACER</b> and CM/ECF?	<p>Yes. Our current CM/ECF system requires a separate login and password which will be your CACB CM/ECF filing login and password to file documents and a PACER username and password is required to view documents. <b>However, once CACB implements NextGen CM/ECF on April 26, 2021, you will be able to use your upgraded PACER username and password as a single sign on for both systems.</b></p>
Do all attorneys need their own individual <b>PACER</b> accounts for NextGen?	<p>Yes. Each attorney filing electronically with CACB needs their <b>own individual PACER account</b>.</p>
Can the firm continue to use one <b>PACER</b> account for viewing documents?	<p>Yes. You can still have one <b>PACER</b> account for support staff and non-attorneys to view documents only. It is 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, register for it at <a href="#">PACER – Case Search Only</a>.</p>



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I forgot my PACER login or Password.	Visit <a href="https://PACER.uscourts.gov">PACER.uscourts.gov</a> > <a href="#">My Account &amp; Billing</a> > <a href="#">Forgot Username or Password</a> 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 <a href="https://PACER.uscourts.gov">PACER.uscourts.gov</a> > <a href="#">Manage My Account Login</a> to see what type of account you have.  If the Account Type indicates <b>Legacy PACER Account</b> , click the “ <b>Upgrade</b> ” link and complete the upgrade process.  If the Account Type indicates “ <b>Upgraded,</b> ” <b>you are Ready for NextGen on April 26, 2021.</b>
Can an individual attorney’s CM/ECF login be linked to the firm PACER Login?	Technically yes, for non-NextGen CM/ECF PACER Accounts. However, after a court converts to <b>NextGen CM/ECF</b> , PACER requires <b><u>individual PACER Accounts for ALL e-filers.</u></b>
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 currently on NextGen.	You will continue e-filing in a non-NextGen court (aka “Legacy Court”) via that court’s website, using your court-issued CM/ECF login and password.  Your new/upgraded PACER account will allow you to view documents in NextGen and Legacy Courts.
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 <a href="#">PACER website for explanation of fees</a> . Billing is quarterly for users.  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 <a href="#">Manage My Account Login</a>



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<p>What steps do I take once your court is Live?</p> <p><b>Note: CACB goes live on NextGen April 26, 2021.</b></p>	<p><b>You must know your current CACB CM/ECF login and password.</b> Visit The Court's NextGen CM/ECF Information web page and download the <a href="#">NextGen preparation handout</a> and step-by-step <a href="#">instructions on upgrading your individual PACER account</a>.</p> <p>On or after <b>April 26, 2021</b>, you must link your own upgraded <b>PACER</b> account with your CACB CM/ECF account. Linking is a one-time process you complete after CACB converts to NexGen CM/ECF. For more information, see the "<b>4/26/21 &amp; ONWARD</b>" section of this document.</p>
<p>I upgraded my <b>PACER</b> account and now I can't get into CM/ECF.</p>	<p>Determine if you are logging into <b>PACER</b> or CM/ECF.</p> <p><b>Before April 26, 2021</b>, continue to login to CM/ECF with your CM/ECF login and password as you always have at <a href="https://ecf.cacb.uscourts.gov">https://ecf.cacb.uscourts.gov</a></p> <p>See the "<b>4/26/21 &amp; ONWARD</b>" section of this document regarding what to do on or after our Go Live date of <b>April 26, 2021</b></p>
<p>I upgraded my <b>PACER</b> account prior to the CACB Go Live date <b>April 26, 2021</b>, but when I am in CM/ECF and try to query documents, it is not letting me.</p>	<p>While you were upgrading your <b>PACER</b> account you may have accidentally caused your account to become "Inactive," which will prevent you from querying documents in CM/ECF. Go to <a href="#">PACER &gt; Manage My Account</a>. If your case search status is "Inactive," you must contact <b>PACER support at (800) 676-6856</b>, to change your <b>PACER</b> account status back to "Active."</p>
<p>Since attorneys will have their own individual <b>PACER</b> accounts, do they need to use their own credit card for <b>PACER</b> fees, or can they use a firm credit card?</p>	<p>No. You have various ways to pay for your PACER-related charges. Visit <a href="#">PACER &gt; My Account &amp; Billing &gt; Billing</a> for an explanation of billing and charges.</p>



## NEXTGEN CENTRAL SIGN-ON FAQs

### PACER ADMINISTRATIVE ACCOUNTS

QUESTION	ANSWER
<p>If each attorney has their own <b>PACER</b> account, will the firm get several different bills?</p>	<p>Yes. The firm will receive several bills unless the firm creates a <b>PACER Administrative Account (PAA)</b> for group billing for all of the firm's attorneys.</p> <p>Anyone representing a group, such as a law firm, financial organization, and educational or research institution, can register for a PACER Administrative Account (PAA). One person in the firm should be appointed the <b>PAA Administrator</b>.</p> <p><b>PAA Administrators</b> go to <a href="https://PACER.uscourts.gov">PACER.uscourts.gov</a> &gt; <a href="#">Register for an Account &gt; Group Billing</a> and click <b>Register for a PACER Account</b>.</p> <p>Once that PAA is created, (for administrative purposes ONLY), the <b>PAA Administrator</b> can:</p> <ul style="list-style-type: none"><li>✓ <b>Add users to the account</b>, which will send an invitation to that user asking them to accept being a part of the PAA account.</li><li>✓ Upon accepting the invite, the PAA Administrator will receive one bill itemized for each attorney.</li></ul> <p>Additional information can be obtained from the <a href="#">PAA User Manual</a>.</p>
<p>How would you add an existing individual PACER account to my <b>PACER Administrative Account</b>?</p>	<p>To add a <a href="#">PACER</a> account, select from the four options:</p> <ul style="list-style-type: none"><li>✓ <a href="#">Add Existing PACER Accounts to My PAA</a></li><li>✓ Remove PACER Account from My PAA</li><li>✓ Rescind My Pending Request</li><li>✓ Download List of All My PACER Accounts</li></ul> <p>After selecting <b>"add existing PACER accounts to MY PAA,"</b> this will send an invite to the PACER user. The user must accept the invite in order to be added to the PAA account.</p>



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### PACER ADMINISTRATIVE ACCOUNTS

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What happens to the PACER account if an attorney leaves the firm that is tied to the <b>PACER Administrative Account (PAA)</b> ?	If an attorney leaves the firm, the PAA Administrator will need to remove the attorney from the PAA <b>PACER</b> account immediately. This will avoid charges of any new related PACER fees from the departed attorney. Instructions are provided in the <a href="#">PAA User Manual</a> .
What happens when an attorney leaves the firm if the credit card used is a firm credit card?	If the attorney's account is under your <b>PACER Administrative Account</b> , you can unlink the account so that you are no longer responsible for their PACER charges after the attorney leaves the firm.  The attorney is responsible for updating his/her PACER profile in <a href="#">Manage My Account</a> to change their credit card billing information.
Can a user remove their PACER account from a <b>PACER Administrative Account (PAA)</b> ?	Yes. Users have the option to remove their account from a PACER Administrative Account (PAA). To do so: <ol style="list-style-type: none"><li>1) Login to <a href="#">Manage My Account</a></li><li>2) Select <b>Remove Your PACER Account from a PAA on the Settings tab</b></li><li>3) Enter a brief remark and click <b>Submit</b></li></ol> PACER Case Search Privileges will be temporarily deactivated during this process. To reactivate after updating your account information, <b>please contact the PACER Service Center at 800-676-6856 or <a href="mailto:pacer@psc.uscourts.gov">pacer@psc.uscourts.gov</a></b> or have your new firm administrator add you to their PAA.
How soon will a new user have access to <b>PACER Administrative Account (PAA)</b> ?	Once the user is added to the PAA, the account will be activated within a few minutes. To verify the account has been linked to your PAA, you can check the status of the request by the individual attorney since they are part of the account. Do this by logging into <a href="#">Manage My Account</a> and clicking View All My Requests.
How do I know I am only paying for accounts sanctioned by our company?	A user cannot add an account to your <b>PAA</b> . The PAA Administrator must send an invite to the user and they must accept the invite. As the <b>PAA Administrator</b> , you can unlink users from the account at any time, and the individual user can also unlink from the PAA at any time.



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Is the <b>PAA Administrator</b> notified when a user unlinks from the PAA account?	Yes. An email will be sent to both the user and the administrator when an account is unlinked from the <b>PAA account</b> .
Do client code requirements set by the <b>PACER Administrative Account</b> remain active for existing users?	Yes. The existing client code requirements for a <a href="#">PACER Administrative Account</a> will continue, as it is the responsibility of the PAA Administrator to set those requirements.
Will new <b>PACER</b> users have the client code requirements applied automatically when added to <b>PACER Administrative Account</b> ?	<a href="#">Client code requirements</a> are automatically applied to new accounts added to a <b>PACER Administrative Account</b> and any prior client code.
What maintenance functions, outside of making a payment, are not allowed if I don't upgrade my <b>PACER account</b> ?	Changing a password, updating contact information, setting security information, or changing account preferences are not possible without upgrading the <b>PACER</b> account.  Additionally, without upgrading the <a href="#">PACER Administrative Account</a> , it is not possible to perform the following management functions: <ul style="list-style-type: none"><li>• adding or unlinking an account,</li><li>• viewing a list of accounts, and</li><li>• assigning cost center information.</li></ul>
If an account has a balance, will that balance be transferred to <b>my PACER Administrative Account</b> once it is linked?	Yes. Any balance (including credit) will be transferred to the linked <b>PACER Administrative Account</b> .



# NEXTGEN CENTRAL SIGN-ON FAQs

## 4/26/21 & ONWARD

QUESTION	ANSWER
Where do I login to CM/ECF once the court goes live?	Go to <a href="http://www.CACB.uscourts.gov">www.CACB.uscourts.gov</a> and select <b>E-Filing (CM/ECF)</b> . When you select <b>Central District of California - Document Filing System</b> , You will be re-directed to <b>PACER's</b> Central Sign-on login screen.
Do I need to remember my 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><b>Note: You cannot link your PACER account to CM/ECF at this court until on or after April 26, 2021.</b></p> <p>You must continue to use your court-issued CM/ECF login and password <a href="#"><u>for courts that have not yet migrated to NextGen.</u></a></p>
I do not remember my CM/ECF Login or Password.	<p>Contact the CACB ECF Help Desk at 213-894-2365 or <a href="mailto:ECF_Support@CACB.uscourts.gov">ECF_Support@CACB.uscourts.gov</a>.</p> <p>You will <a href="#"><u>need your CM/ECF Login and Password</u></a> when you link your CM/ECF Account and PACER Account on or after <b>April 26, 2021</b> for the first and only time as explained in <a href="#"><u>Link Your PACER and CM/ECF Account.</u></a></p>
<p>I upgraded my PACER account and now I can't get into CM/ECF.</p> <p><b>(Post-NextGen Go Live Date on/after April 26, 2021 linking issue)</b></p>	<p><b>Determine if you have properly linked your PACER account to your CACB CM/ECF account.</b></p> <p><b>Note:</b> <i>Once accounts are linked, you should have access to all CM/ECF events to file as you did prior to going live.</i></p> <p>Once the link is created, you may need to fully log out of PACER and then log back into PACER to see the CM/ECF menu options.</p>
I have linked my CM/ECF account and PACER account, but no menus are displaying Bankruptcy, Adversary.	<p>Make sure you followed the <a href="#"><u>instructions on how to link your CM/ECF account to your Individual PACER account</u></a> 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> <p><b>Clearing your browser history, log out, log back in and refresh screen.</b></p>



## NEXTGEN CENTRAL SIGN-ON FAQs

### 4/26/21 & ONWARD

QUESTION	ANSWER
How do I store my credit card information in <b>PACER</b> to pay filing fees in CM/ECF?	<p>Login to <b>PACER</b>. Go to <a href="#">Manage My Account</a> and select the Payments Tab and click <b>Manage My Stored Payment Information</b>.</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>
Can the firm continue to use one <b>PACER</b> account for viewing documents?	<p>Yes. The firm can have one <a href="#">PACER – Case Search Only</a> account for support staff and non-attorneys to view documents. Only those who e-file will need their own individual <b>PACER</b> account.</p>
E-filed documents that require a fee in CM/ECF, when I go to make a payment, does it ask me to login to <b>PACER</b> again?	<p>Yes. When you go to pay within CM/ECF, it will require you to login to <b>PACER</b> 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 <b>PACER</b> 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 credit card.</p>
I forgot my <b>PACER</b> login or password.	<p>From the <b>PACER</b> login page, select “Forgot My Password” or “Forgot My Username”. If you forget your username, you will need your <b>PACER</b> account number, or contact <b>PACER directly at 800-676-6856</b>.</p> <p><b>Note:</b> <i>Once the court is live on NextGen <b>April 26, 2021</b>, your <b>PACER login is all you will need after you <a href="#">link your CM/ECF account to your Individual PACER account</a>. The Court will no longer be able to recover your login or reset your password once your accounts are linked. <a href="#">You will go through PACER to recover your PACER login or reset your PACER password</a>.</b></i></p>





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<p>I have my own <b>PACER</b> account, what should I do?</p> <p><b>Note:</b> "Legacy PACER Accounts" are accounts created prior to 8/11/2014 that need the Upgrade</p>	<p>Did you Upgrade your <b>PACER</b> account on the <a href="#">PACER</a> website?</p> <p>A. If you are unsure, login to your <b>PACER</b> account and select <b>Manage My Account</b> and see what type of account you have.</p> <p>B. If it says Legacy account, click the <b>UPGRADE</b> link to upgrade.</p> <p><b>Note:</b> View the <a href="#">NextGen CM/ECF Information</a> section on our website for step-by-step instructions on <a href="#">Upgrading Your Individual PACER account</a>.</p> <p>Account Number: 2654003            Username: sj4444            Account Balance: \$0.00            Case Search Status: Active            Account Type : Legacy PACER Account (Upgrade) &lt;--click to upgrade</p> <p><b>In this example below the PACER account is upgraded:</b></p> <p>Account Number: 7030383            Username: NJbtosterone            Account Balance: \$0.00            Case Search Status: Active            Account Type: <b>Upgraded PACER Account</b></p>
<p>I am trying to link my CM/ECF account with my new <b>PACER</b> account, but I received an error.</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, contact CACB ECF Help Desk 213-894-2365 to reset your CM/ECF password with a temporary password. This should allow you to complete the linking process.</p>
<p>Can I have the same e-file login for all courts that I practice in?</p>	<p>Yes. Once this court migrates to the NextGen CM/ECF system, you will be required to create your own individual username and password in <b>PACER</b>. Your individual PACER account will be used for e-filing at <a href="#">all NextGen courts</a>.</p> <p>The 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. <a href="#">All federal courts will eventually be NextGen courts</a>.</p>