



NEXTGEN CENTRAL SIGN-ON FAQs

BEFORE FEBRUARY 14, 2022

| QUESTION | ANSWER |
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| What should I do first to get ready for NextGen CM/ECF? | <p>Please do this now, before February 14, 2022:</p> <ol style="list-style-type: none">1. Download and complete the NextGen preparation handout.2. Follow the instructions on how to upgrade your PACER account. (Your PACER account must be upgraded if it was created prior to August 11, 2014.)3. Register for a new PACER account if you do not have an individual PACER account. |
| 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 | <p>You should upgrade before TNMB converts to NextGen CM/ECF. The upgrade is scheduled for Monday, February 14, 2022.</p> <p>Download and complete the NextGen preparation handout; follow the Upgrading Your Individual PACER Account instructions.</p> |
| Are there separate usernames and passwords for PACER and CM/ECF? | <p>Yes. Our current CM/ECF system requires a separate login and password which will be your TNMB CM/ECF login and password to file documents. A PACER username and password is required to view documents. However, once TNMB implements NextGen CM/ECF on February 14, 2022, you will use your upgraded PACER username and password as a single sign-on for both systems.</p> |

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| QUESTION | ANSWER |
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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 TNMB needs their own individual PACER account . |
| Can the 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. | 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 February 14, 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> |
| 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. |

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| QUESTION | ANSWER |
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| I don't want to get a PACER account because I don't want to pay. | <p>There is no fee to register for PACER. There is only a fee for viewing documents. Check the PACER website for 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> |
| <p>What steps do I take once your court is Live?</p> <p>Note: TNMB goes Live on NextGen February 14, 2022.</p> | <p>You must know your current TNMB CM/ECF login and password. Visit the Court's NextGen CM/ECF Information web page and download the NextGen preparation handout and step-by-step instructions on upgrading your individual PACER account.</p> <p>On or after February 14, 2022, you must link your own upgraded PACER account with your TNMB CM/ECF account. Linking is a one-time process you complete after TNMB converts to NextGen CM/ECF. For more information, see the "2/14/22 & ONWARD" section of this document.</p> |
| I upgraded my PACER account and now I can't get into CM/ECF. | <p>Determine if you are logging into PACER or CM/ECF.</p> <p>Before February 14, 2022, continue to login to CM/ECF with your CM/ECF login and password as you always have at https://ecf.tnmb.uscourts.gov</p> <p>See the "2/14/22 & ONWARD" section of this document regarding what to do on or after our Go Live date of February 14, 2022.</p> |
| I upgraded my PACER account prior to the TNMB Go Live date of February 14, 2022, but when I am in CM/ECF and try to query documents, it is not letting me. | <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 FEBRUARY 14, 2022

| QUESTION | ANSWER |
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| Since 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? | No. You have various ways to pay for your PACER-related charges. Visit PACER > My Account & Billing > Billing for an explanation of billing and charges. |



NEXTGEN CENTRAL SIGN-ON FAQs

PACER ADMINISTRATIVE ACCOUNTS

| QUESTION | ANSWER |
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| <p>If each attorney has their own PACER account, will the firm get several different bills?</p> | <p>Yes. The firm will receive several bills unless the firm creates a PACER Administrative Account (PAA) for group billing for all 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 PAA Administrator.</p> <p>PAA Administrators go to PACER.uscourts.gov > Register for an Account > Group Billing and click Register for a PACER Account.</p> <p>Once that PAA is created, (for administrative purposes ONLY), the PAA Administrator can:</p> <ul style="list-style-type: none">✓ Add users to the account, which will send an invitation to that user asking them to accept being a part of the PAA.✓ Upon accepting the invite, the PAA Administrator will receive one bill itemized for each attorney. <p>Additional information can be obtained from the PAA User Manual.</p> |

PACER ADMINISTRATIVE ACCOUNTS

| QUESTION | ANSWER |
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| <p>How would you add an existing individual PACER account to my PACER Administrative Account?</p> | <p>To add a PACER account, select from the four options:</p> <ul style="list-style-type: none"> ✓ Add Existing PACER Accounts to My PAA ✓ Remove PACER Account from my PAA ✓ Rescind My Pending Request ✓ Download List of All My PACER Accounts <p>After selecting “<i>add existing PACER accounts to My PAA</i>,” this will send an invite to the PACER user. The user must accept the invite in order to be added to the PAA.</p> |
| <p>What happens to the PACER account if an attorney leaves the firm that is tied to the PACER Administrative Account (PAA)?</p> | <p>If an attorney leaves the firm, the PAA Administrator will need to remove the attorney from the PAA PACER account immediately. This will avoid charges of any new related PACER fees from the departed attorney. Instructions are provided in the PAA User Manual.</p> |
| <p>What happens when an attorney leaves the firm if the credit card used is a firm credit card?</p> | <p>If the attorney’s account is under your PACER Administrative Account, you can unlink the account so that you are no longer responsible for their PACER charges after the attorney leaves the firm.</p> <p>The attorney is responsible for updating his/her PACER profile in Manage My Account to change their credit card billing information.</p> |
| <p>Can a user remove their PACER account from a PACER Administrative Account (PAA)?</p> | <p>Yes. Users have the option to remove their account from a PACER Administrative Account (PAA). To do so:</p> <ol style="list-style-type: none"> 1) Login to Manage My Account 2) Select Remove Your PACER Account from a PAA on the Settings tab 3) Enter a brief remark and click Submit <p>PACER Case Search Privileges will be temporarily deactivated during this process. To reactivate after updating your account information, please contact the PACER Service Center at 800-676-6856 or pacer@psc.uscourts.gov or have your new firm administrator add you to their PAA.</p> |

PACER ADMINISTRATIVE ACCOUNTS

| QUESTION | ANSWER |
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| How soon will a new user have access to a PACER Administrative Account (PAA) ? | 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 Manage My Account 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 PAA . The PAA Administrator must send an invite to the user and they must accept the invite. As the PAA Administrator , you can unlink users from the account at any time, and the individual user can also unlink from the PAA at any time. |
| Is the PAA Administrator notified when a user unlinks from the PAA ? | Yes. An email will be sent to both the user and the administrator when an account is unlinked from the PAA . |
| Do client code requirements set by the PACER Administrative Account remain active for existing users? | Yes. The existing client code requirements for a PACER Administrative Account will continue, as it is the responsibility of the PAA Administrator to set those requirements. |
| Will new PACER users have the client code requirements applied automatically when added to the PACER Administrative Accounts ? | Client code requirements are automatically applied to new accounts that are added to a PACER Administrative Account and any prior client code. |
| What maintenance functions, outside of making a payment, are not allowed if I don't upgrade my PACER account ? | <p>Changing a password, updating contact information, setting security information, or changing account preferences are not possible without upgrading the PACER account.</p> <p>Additionally, without upgrading the PACER Administrative Account, it is not possible to perform the following management functions:</p> <ul style="list-style-type: none"> • adding or unlinking an account, • viewing a list of accounts; and, • assigning cost center information. |

PACER ADMINISTRATIVE ACCOUNTS

| QUESTION | ANSWER |
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| If an account has a balance, will that balance be transferred to my PACER Administrative Account once it is linked? | Yes. Any balance (including credit) will be transferred to the linked PACER Administrative Account . |



NEXTGEN CENTRAL SIGN-ON FAQs

FEBRUARY 14, 2022, & AFTER

| QUESTION | ANSWER |
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| Where do I login to CM/ECF once the court goes Live with NextGen? | Go to www.TNMB.uscourts.gov and select E-Filing (CM/ECF) . When you select Middle District of Tennessee – Document Filing System , you will be re-directed to PACER’s Central Sign-On login screen. Enter your Upgraded PACER Credentials on this screen. |
| Do I need to remember my CM/ECF login <u>after</u> I have linked my accounts? | No. Your PACER Login will provide you access to all NextGen CM/ECF courts in which you have electronic filing privileges. Note: You cannot link your PACER account to CM/ECF at this court until on or after February 14, 2022. You must continue to use your court-issued CM/ECF login and password for courts that have not yet migrated to NextGen . |
| I do not remember my CM/ECF Login or Password. | Contact TNMB ECF Help Desk at (615) 695-4249 or cso_helpdesk@tnmb.uscourts.gov . You will need your CM/ECF Login and Password when you link your CM/ECF Account and PACER Account on or after February 14, 2022, for the first and only time as explained in Link Your PACER and CM/ECF Account. |

FEBRUARY 14, 2022, & AFTER

| QUESTION | ANSWER |
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| <p>I upgraded my PACER account and now I can't get into CM/ECF.</p> <p>(Post-NextGen Go Live Date on/after February 14, 2022 linking issue.)</p> | <p>Determine if you have properly linked your PACER account to your TNMB CM/ECF account.</p> <p><i>Note: Once accounts are linked, you should have access to all CM/EF 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, delete cookies and clear your cache for all-time, and open a new browser to see the CM/ECF menu options.</p> |
| <p>I have linked my CM/ECF account and PACER account, but no menus are displaying Bankruptcy/Adversary.</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 TNMB ECF Help Desk at (615) 695-4249 or csso_helpdesk@tnmb.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> |

FEBRUARY 14, 2022, & AFTER

| QUESTION | ANSWER |
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| <p>E-filed documents that require a fee in CM/EF, when I go to make a payment, does it ask me to login to PACER again?</p> | <p>Yes. When you go to pay within CM/ECF, it will require you to login 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>I forgot my PACER login or password.</p> | <p>From the PACER login page, select “Forgot My Password” or “Forgot My 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 February 14, 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> |

FEBRUARY 14, 2022, & AFTER

| QUESTION | ANSWER |
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| <p>I have my own PACER account, what should I do?</p> <p>Note: “Legacy PACER Accounts” are accounts created prior to 8/11/2014 that need the Upgrade.</p> | <p>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) ← 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>I am trying to link my CM/ECF account with my new PACER 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, please contact TNMB ECF Help Desk at (615) 695-4249 or cso_helpdesk@tnmb.uscourts.gov to reset your CM/ECF password with a temporary password. This should allow you to complete the linking process.</p> |

FEBRUARY 14, 2022, & AFTER

| QUESTION | ANSWER |
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| Can I have the same e-file login for all courts that I practice in? | <p>Yes. Once TNMB 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 at 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> |