

# Questions for you to ask when you get calls

Always ask the filer to close all additional windows and clear their cache.

“Cannot get into ECF” –

- **Ask if they have already signed into PACER:**

Explain they must be signed into PACER before they can access ECF. **There is no longer a separate PACER and ECF sign in** – that stopped when the court went to NextGen in February 2022. If they previously had an account with our court, but they haven’t tried to access since February 2022, they must make an electronic request through PACER to gain access. You can suggest using the instructions on our [website](#) under the *CM/ECF Information* tab, then ***\*\*NextGen Filing Instructions\*\* NEW*** to help them navigate through the steps.

- **If No, they haven’t signed into PACER yet:**

- Ask them to sign into PACER. If they cannot sign in, that is a PACER issue, and they need to call the number on their screen to reach PACER HelpDesk. This is not something we can address for them as it is not an ECF issue.

- **If they normally use software such as Bestcase and they can sign in directly to our site:**

- Ask them to sign out, clear cache and try again through their software. This could mean there is a software issue and they need to contact that program’s help desk to address. Until then, they have access directly to ECF and they can proceed with their filings.

- **If they do not normally use additional software and they are signed into PACER:**

- Ask them to further explain the issue as they are in ECF. If you cannot help them through the issue, check with Karen Harris to see if she has seen the issue. You MAY need to ask the filer to send you a screenshot of their screen. If you and Karen have tried unsuccessfully to resolve the issue, **forward the screenshot with all the details of the issue on to TNMBml\_Syshelp**. Please explain, in as much detail as possible, the issue they are having. **Please do not just state they cannot get into ECF** as that will only delay them receiving help.

“Cannot file” –

- **Ask if they are signed into an individual account, or, if they are using a firm or shared account:**

- **If they are in a shared account:**

- Shared access accounts, such as one for their law firm, cannot file as **only individuals can file**. They will need to access/create their individual account. You can suggest using the instructions on our [website](#) under the *CM/ECF Information* tab, then ***\*\*NextGen Filing Instructions\*\* NEW*** to help them navigate through the steps.

- **If they are signed into an individual account but cannot see the ‘Bankruptcy’ and ‘Adversary’ tabs:**

- If they cannot see those tabs, they most likely only have rights to view, not file.
  - **Ask if they have filed something with our court within the last 2 years.**
    - If Yes, reach out to the CSO Help Desk at 615-695-4249 for assistance.
    - If No, they will need to request filing rights through their PACER account. You can suggest using the instructions on our [website](#) under the *CM/ECF Information* tab, then ***\*\*NextGen Filing Instructions\*\* NEW*** to help them navigate through the steps to register as a filer.

- **If they are signed into an individual account and see all the tabs:**

- Ask if they can maneuver within ECF and only specific events that are missing. Mostly likely they did not request the right kind of account when they registered. Requesting the wrong type of account limits their filing options. If they do not remember, or are unsure, send the call to the CSO helpdesk at 615-695-4249 so they may investigate the issue further for the filer.

### “Site can’t be reached” –

- **If they normally use software such as Best Case**, ask them to sign out, close all windows, clear cache and try again directly through our website <https://ecf.tnmb.uscourts.gov>
  - **If they can sign in:**
    - This could be a software issue and they need to contact that program’s help desk to address. Until then, they have access directly to ECF and they can proceed with their filings.
  - **If they still cannot reach our website:**
    - Ask them to go to <https://www.whatismyip.com/> and provide us the ‘Public IPv4’ address. Forward that information to TNMBml\_syshelp so their IP address can be checked to see if it was inadvertently blocked. If it is blocked, we will request it to be unblocked so they may continue filing.
- **If they do not normally use additional software**, after you ensured they closed all windows and cleared cache, ask them to go to <https://www.whatismyip.com/> and provide us with the ‘Public IPv4’ address. Forward that information to TNMBml\_syshelp so their IP address can be checked to see if it was inadvertently blocked. If it is blocked, we will request it to be unblocked so they may continue filing.

### “Needs to change their address/account information” (including changing firms) –

- All changes are now made through PACER and sent electronically to our court. They must update their own information and select to notify the court(s) in which they file. The court will receive that request electronically. We cannot update their information for them, nor can they do so through ECF any longer. You can suggest using the instructions on our [website](#) under the *CM/ECF Information* tab, then ***\*\*NextGen Filing Instructions\*\**** **NEW** to help them navigate through the steps.

### “Needs to Register as a Filing Agent/Link a Filing Agent” –

- A two-step process must be completed before a Filing Agent may begin filing for an Attorney/Trustee/USTrustee.
  - The instructions for registering as a Filing Agent are on our [website](#) under the *CM/ECF Information* tab, then ***\*\*NextGen Filing Instructions\*\**** **NEW** to help them navigate through the steps.
  - Then the Attorney/Trustee/USTrustee must link the Filing Agent account to their existing account. Instructions have been added to our [website](#) under the *CM/ECF Information* tab, then ***\*\*NextGen Filing Instructions\*\**** **NEW** to help them navigate through the steps.