
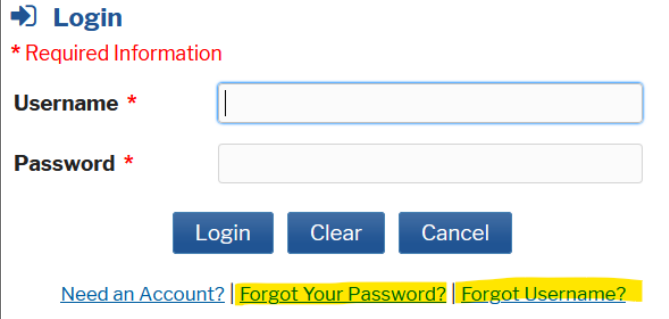
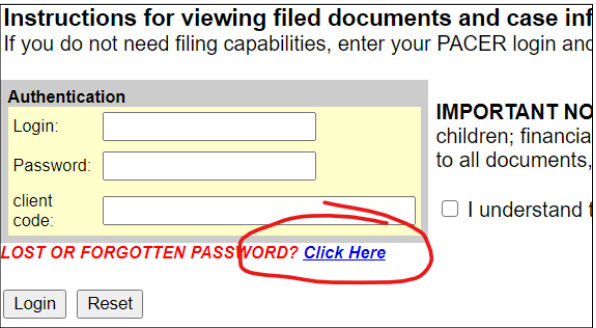


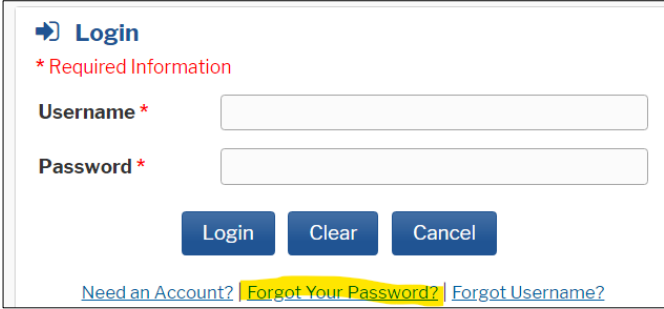
NextGen FAQs

| Question | Answer |
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| <p>1. I don't have a PACER account. How do I register for one?</p> | <p>Visit the PACER Service Center website at https://pacer.uscourts.gov. Click Register for an Account on the menu <u>OR</u> hover over Manage Your Account and click Register for an Account. For additional assistance, call the PACER Service Center at 800-676-6856.</p>  <p>The screenshot shows the PACER website header with the navigation menu. The 'Register for an Account' option is highlighted in yellow. Below the header, the main content area features a heading 'What can we help you accomplish?' followed by three service tiles: 'Search for a Case', 'Filing Electronically', and 'Manage Your Account'. The 'Manage Your Account' tile is also highlighted in yellow and includes a sub-link 'Create a PACER account!'.</p> |
| <p>2. I have my own PACER account. How do I verify that it is an "upgraded" account in preparation for NextGen CM/ECF?</p> | <p>Quick verification: Old PACER accounts have usernames that are 2 letters and 4 digits. Upgraded PACER accounts have usernames that are a minimum of 8 characters long.</p> <p>Long verification: Go to the PACER Service Center website at https://pacer.uscourts.gov. Log in by clicking My Account & Billing on the menu and then Manage My Account Login <u>OR</u> hover over Manage your Account and then click Manage My Account Login.</p> <p>If the account type shows "Upgraded", then no further PACER changes are required until the court converts to NextGen:</p> |

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| | <div data-bbox="683 191 1414 583"> </div> <p data-bbox="683 625 1377 699">If the account type shows "Legacy", click the Upgrade link to upgrade:</p> <div data-bbox="683 705 1414 1066"> </div> <p data-bbox="683 1115 1414 1262">Step-by-step instructions for upgrading your account are available by visiting https://pacer.uscourts.gov/, clicking Help on the menu and then selecting How to Use PACER >> Upgrading Your PACER Account.</p> |
| <p data-bbox="203 1312 630 1493">3. We have one PACER account that all attorneys in the firm share. Do all attorneys need their own individual PACER accounts for NextGen?</p> | <p data-bbox="683 1312 1414 1459">A firm can still have one PACER account for support staff and non-attorneys to share for <u>viewing only</u>, but attorneys who need to e-file in our court will need an individual PACER account.</p> <p data-bbox="683 1507 1382 1654">Visit the PACER Service Center website at https://pacer.uscourts.gov/ to register for a PACER account (see the answer to question 1 above for more detail).</p> |
| <p data-bbox="203 1705 657 1843">4. If each attorney in our firm has their own PACER account, will the firm get several different bills?</p> | <p data-bbox="683 1705 1409 1843">Firms may set up a PACER Administrative Account (PAA) to help manage attorney accounts and have those individual accounts centrally billed for PACER access fees.</p> |

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| | <p>To register for a PACER Administrative Account, visit the PACER Service Center website at https://pacer.uscourts.gov/ and then click Register for an Account >> Group Billing.</p> <p>For more information regarding PACER Administrative Accounts, visit the PACER Service Center website at https://pacer.uscourts.gov/, click Help >> How to Use PACER. On that page, click the PACER Administrative Account Basics and PACER Administrative Account User Manual links. For additional assistance, call the PACER Service Center at 800-676-6856.</p> |
| <p>5. Since the attorneys in our firm will have their own PACER accounts, do they need to use their own credit card for PACER fees or can they use the firm credit card?</p> | <p>Multiple attorneys can use the same credit card. The credit card on an attorney's account is set by going to the PACER Service Center website (https://pacer.uscourts.gov/), clicking Manage Your Account, clicking Manage My Account Login and then clicking the Payments tab.</p> |
| <p>6. I am a CJA attorney with two PACER accounts—one for private use and one for CJA work. What should I do?</p> | <p>CJA attorneys will only need one PACER account for filing and viewing in NextGen. If you have a separate exempt CJA account now, those exempt privileges will be added to your individual upgraded PACER account, and your current exempt account will be canceled. Contact the PACER Service Center by phone at 800-676-6856 or by email at pacer@psc.uscourts.gov for assistance with upgrading your private account, moving your existing exempt privileges to that account, or for instructions on switching your exempt status when performing CJA work in current and NextGen CM/ECF courts.</p> |
| <p>7. I forgot my PACER username or password.</p> | <p>Visit the PACER Service Center website at https://pacer.uscourts.gov/, hover over Manage Your Account and then click the Forgot Username or Password? link. You can also click the Forgot your Password or Forgot Username links on the PACER login screen:</p> |

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| |  <p>If you have forgotten your username, you will need your PACER account number, or you will need to contact the PACER Service Center directly at 800-676-6856.</p> |
| <p>8. I upgraded my PACER account and now I can't log in to CM/ECF (<u>prior to the court going live on NextGen</u>).</p> | <p>CM/ECF and PACER logins are separate until we go live on NextGen. Until the court converts to NextGen, log in to CM/ECF using your normal District Court CM/ECF login and password at https://ecf.ilsd.uscourts.gov.</p> |
| <p>9. I do not know my current CM/ECF login name.</p> | <p>Please contact the Clerk's Office by phone at 866-867-3169 (East St. Louis) or 866-222-2104 (Benton), or by email at ecfhelp@ilsd.uscourts.gov.</p> |
| <p>10. I do not know my CM/ECF password (<u>prior to court going live on NextGen</u>).</p> | <p>Visit the court's CM/ECF password reset page at https://ecf.ilsd.uscourts.gov/cgi-bin/lostPassword.pl and enter your CM/ECF login name. This will send a password reset link to the primary email address associated with your CM/ECF account.</p> <p>Alternatively, click the password reset link under the login/password box on our login page:</p>  |
| <p>11. I do not know my CM/ECF password (<u>after the court is live on NextGen</u>).</p> | <p>If you are trying to link your individual upgraded PACER account to your current CM/ECF e-filing account and have forgotten your CM/ECF password, please contact the Clerk's Office by phone at 866-867-3169 (East St.</p> |

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| | <p>Louis) or 866-222-2104 (Benton), or by email at ecfhelp@ilsd.uscourts.gov.</p> <p>If you have already successfully linked your PACER account to your CM/ECF account, you should be using your PACER account password to log in to NextGen CM/ECF. If you have forgotten your PACER account password, visit the PACER Service Center website at https://pacer.uscourts.gov, hover over Manage Your Account and then click the Forgot Username or Password? link. You can also click the Forgot your Password link on the PACER login screen:</p> <div data-bbox="685 661 1344 968" data-label="Form"></div> |
| <p>12. How do I link my CM/ECF filing account to my individual upgraded PACER account so I can e-file once the court is live on NextGen CM/ECF?</p> | <p>Step-by-step instructions for linking your accounts are available on our website at: https://www.ilsd.uscourts.gov/documents/Attorneylinkinginstructions.pdf</p> |