

10th Circuit Ct. of Appeals Hints and Suggestions for ECF Problems Updated 09/18/2015

What follows are a handful of suggestions and tips to try if you are having trouble with the court's Electronic Filing System (ECF). If you continue to have difficulties after trying these, please contact the PACER service center at 1-800-676-6856.

1. Are you a registered user of ECF? Have you received notice that your registration has been approved for the 10th Circuit?

Some people mistakenly believe that if they are registered for another circuit, they are automatically able to file in any circuit. Attorneys must register for each circuit separately. They may use the same username/password for each circuit. Attorney's may register for additional courts or update their contact information by going to www.pacer.gov and selecting "Manage My Appellate Filer Account."

Also, some people mistakenly believe that if they are registered for PACER, they are automatically registered for ECF. PACER and ECF are two separate entities, and separate registration is required for each one.

2. What version of JAVA do you have on your computer?

We have found that resolving this issue solves 90% of our users' problems. You must have a recent version of JAVA installed on your computer to be able to file electronically with the court. If you are seeing a "grey screen" after you log in, or nothing at all, most likely you have a JAVA problem. Go to java.com and download the latest version (this is a free download).

3. Do you have your pop-up blocker enabled?

After you log in, the main screen for ECF (it says "Welcome" at the top) should appear in a new window. If you do not see this, and you have addressed any possible JAVA issues, you may have your pop-up blocker enabled. Turn it off, then log off and try again.

4. If you have attempted to file something in a case and received a message that you are not authorized to file in the case. . . .

With limited exception, only counsel of record (i.e., those whose names appear on the docket) may file in a case. If you are new to the case, you will need to submit an entry of appearance- and wait for the court to add you- before you may file anything else.

5. If you are unable to upload a PDF.

Our operating system will not accept PDF documents that are encrypted, password protected, or have other security settings enabled. Such settings will need to be disabled before a PDF may be uploaded to CM.

Our operating system will not accept PDFs over 10MB in size, and has a cap of 50 MBs per transaction.

6. If you are Windows 10 CM/ECF in not compatible with the Edge browser.

Internet Explorer 11 is included in Windows 10, but is not the default browser. Here is the fastest way to find Explorer 11 in Windows 10:

Click the Windows button and type Internet Explorer in the Start Menu. Explorer 11 will appear as an item to be selected.

Or

Go to Start Menu >All Apps > Windows Accessories > Internet Explorer.