

## **10th Circuit Court of Appeals Hints and Suggestions for ECF Problems**

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. What equipment and software do I need to file in ECF?

You will need a personal computer running Windows. Macintosh users need OS X version 10.7 or higher. In addition, you will need Microsoft Word, WordPerfect, or any other word processing software that will permit you to convert text documents to PDF. Finally, you will need an internet browser such as Mozilla Firefox (version 49 or higher), Internet Explorer (version 10 or higher) or Safari (version 10 or higher). You may also need to disable your pop-up blocker in order to access some functionality.

### 2. Do I use my PACER login or my ECF login to file documents with the 10<sup>th</sup> Circuit Court of Appeals?

The court upgraded to NextGen ECF in May 2017. This upgrade requires that you have an upgraded PACER account in order to file with the court. After you upgrade your PACER account, you simply need to link it to your ECF account (a one-time procedure).

### 3. How do I know if I have an upgraded PACER account?

Go to <https://www.pacer.gov> and log in using your PACER account information. Below your account number/username, you will see a section labeled "Account Type." If the account type shows "Legacy PACER account," you do not have an upgraded PACER account and you will need to upgrade if you wish to file documents with us.

### 4. Our firm uses a shared PACER account. What do we need to do?

Every attorney that intends to file pleadings in a NextGen court will need to have his/her own PACER account. If your firm uses a shared PACER account, each attorney will have to register for their own PACER account.

5. I am unable to log in to my Upgraded PACER account. What gives?

You probably are trying an incorrect password. Please click the “Forgot Password” button, and enter your email address. If you do not know your username, you can click the “Click Here For More Options” button. You should ultimately get an email with security questions. Please follow the instructions in the email. If all else fails, contact the PACER service center at 1-800-676-6856.

6. I have an ECF account with another circuit but I am unable to file with your court. What gives?

Some people mistakenly believe that if they are registered for another court, they are automatically able to file in any circuit. While an upgraded PACER account will allow filing in any NextGen court, attorneys must first register for each court separately.

7. I have attempted to file something in a case and received a message that I am not authorized to file in the case. What gives?

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 can file anything else.

8. I am trying to upload a PDF and keep getting an error message. What gives?

ECF 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. In addition, ECF will not accept PDFs over 20 MB in size, and it has a cap of 50 MBs per transaction.

