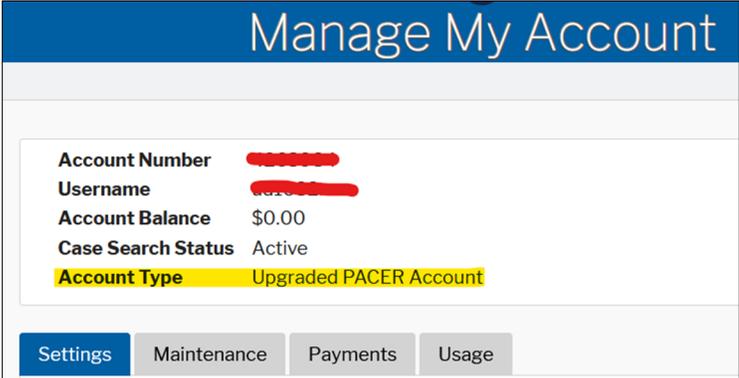
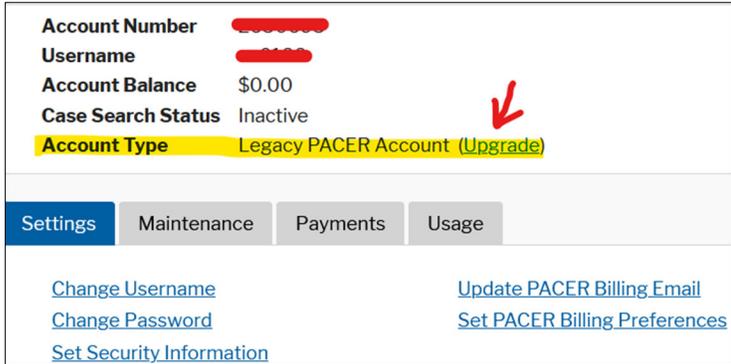


NextGen FAQs

| Question | Answer |
|--|--|
| <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>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>  |

If the account type shows "Legacy", click the Upgrade link to upgrade:



The screenshot shows a PACER account settings page. At the top, there are fields for Account Number, Username, Account Balance (\$0.00), and Case Search Status (Inactive). The Account Type is highlighted in yellow and reads "Legacy PACER Account (Upgrade)", with a red arrow pointing to the "Upgrade" link. Below this is a navigation bar with tabs for Settings, Maintenance, Payments, and Usage. Under the Settings tab, there are links for Change Username, Change Password, Set Security Information, Update PACER Billing Email, and Set PACER Billing Preferences.

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**.

3. We have one PACER account that all attorneys in the firm share. Do all attorneys need their own individual PACER accounts for NextGen?

A firm can still have one PACER account for support staff and non-attorneys to share for viewing only, but attorneys who need to e-file in our court will need an individual PACER account.

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).

4. If each attorney in our firm has their own PACER account, will the firm get several different bills?

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. 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**. 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.

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|--|---|
| <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 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 Bankruptcy Court CM/ECF login and password at https://ecf.ilsb.uscourts.gov.</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> <div data-bbox="675 1167 1343 1488" data-label="Form"> <p>The screenshot shows a login form with the following elements:</p> <ul style="list-style-type: none"> A blue arrow icon followed by the text "Login". A red asterisk followed by the text "* Required Information". A label "Username *" next to a text input field. A label "Password *" next to a password input field. Three buttons: "Login", "Clear", and "Cancel". At the bottom, three links: "Need an Account?", "Forgot Your Password?", and "Forgot Username?". The "Forgot Your Password?" and "Forgot Username?" links are highlighted in yellow. </div> <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 do not know my current CM/ECF login name or password.</p> | <p>Please contact the Clerk's Office by phone at 618-482-9075, or by email at ilsbwebmaster@ilsb.uscourts.gov.</p> |