

Welcome to NextGen @ FLNB

Public User Training for the Next Generation of CM/ECF
at the United States Bankruptcy Court for the Northern District of Florida
November 16, 2021

<https://www.flnb.uscourts.gov/nextgen-information-hub>

Please be advised

- All participants are muted
- Any questions should be asked through the Chat feature, the icon for which is usually located at the bottom of the Zoom window.
- We will have Q&A at the end of the presentation
- The recording of this presentation will be posted to the NextGen Information page of our website within two business days

<https://www.flnb.uscourts.gov/nextgen-information-hub>

Because we are recording this presentation and because of the size of the group attending this training, all participants are muted. If you have questions as we go through the presentation, please type your questions in the chat window on your screen or using the chat icon, usually located at the bottom of your screen.

We will give you the opportunity to ask additional questions at the end of the presentation.

The recording of this presentation will be available on the NextGen Information page of our website within two business days if you wish to watch it again or if you want to share with your staff.

All Things NextGen

UNITED STATES BANKRUPTCY COURT
Northern District of Florida
Honorable Karen K. Specie, Chief Judge | Traci E. Abrams, Clerk of Court

Home | Filing Without an Attorney | Online Filing | Filing Requirements | SBRA (Sm Bus Reorg Act) | Mortgage Modification Mediation | Student Loans | Calendars | Forms | Court Resources | Judges | Contact Us

COVID-19 COURT OPERATIONS UPDATE (READ HERE)

Case Locator (PACER) »
E-Filing (CM/ECF) »
ECF HelpDesk »
Filing Without An Attorney? Click Here for Requirements & Resources »

TALLAHASSEE

Local Rules and Local Rules Links
"Our Mission: To administer justice fairly while providing excellent assistance to those we serve."

1 2 3 4

RENTAL ASSISTANCE PROGRAMS

Countdown to NextGen: 17d 21h 56m 54s
The Next Generation of CM/ECF ([NextGen](#)) is coming on December 6, 2021.
Filers must upgrade their PACER accounts before accessing NextGen.
[CLICK HERE](#) for more information.

<https://www.flnb.uscourts.gov/nextgen-information-hub>

What is NextGen & Why?

NextGen Lingo

Central Sign On

Filing Agents

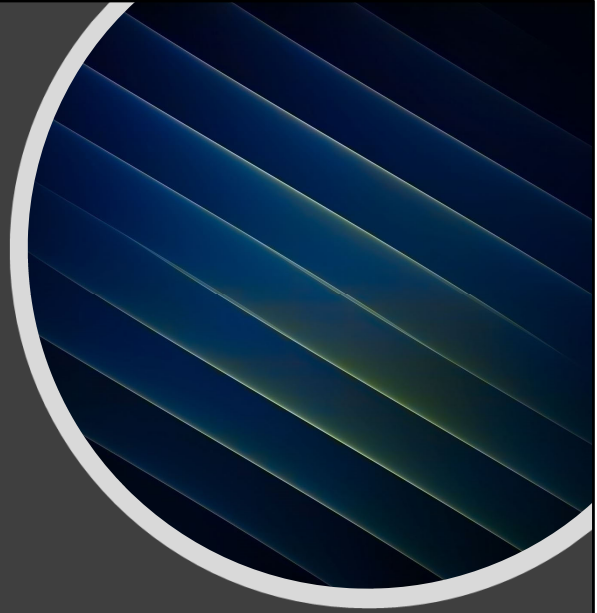
PACER Administrative Accounts

Linking Your Accounts

Dates to Know

Preparing for NextGen

Resources



<https://www.flnb.uscourts.gov/nextgen-information-hub>

NextGen

NextGen is the nickname for CM/ECF the Next Generation

It is a filing system fully integrated with PACER

NextGen works with existing CM/ECF (“current-gen”) functionality

<https://www.flnb.uscourts.gov/nextgen-information-hub>

NextGen is short for the Next Generation of the Judiciary’s Case Management and Electronic Case Filing, or CM/ECF, system. You’ll also hear me refer to “current-generation” or “current-gen” CM/ECF, which is the version we’re using right now.

NextGen CM/ECF is fully integrated with both PACER and Pay.gov to make filing access and court filing fee payments much easier.

Because it works with existing current-generation functionality, it gives you these benefits without changing a whole lot of the user interface, so there’s not a tremendous learning curve for the upgrade.

Why are we upgrading to NextGen?

Security

Enhance security measures to protect CM/ECF data

Access

Centralized access to all federal courts with one login and password through Central Sign-On with PACER

Integration

Promote better integration among the district, bankruptcy, and appellate electronic filing systems

<https://www.flnb.uscourts.gov/nextgen-information-hub>

The primary reasons for the push to get all federal courts upgraded to NextGen are security, access, and integration:

- NextGen contains enhanced security measures to protect CM/ECF data and stored credit card information.
- It provides centralized access to all federal NextGen courts with one login and password through Central Sign-On with PACER.
- NextGen also promotes better integration among district, bankruptcy, and appellate electronic filing systems.

The biggest change you will experience is how you login to file documents and cases with Central Sign On. With NextGen you will use your upgraded PACER account to search for case information AND to file electronically in the federal courts.

NextGen Lingo

NextGen - CM/ECF the Next Generation

The Judiciary's Case Management and Electronic Case Filing system integrated with PACER for filing

PSC - The PACER Service Center aka PACER

The means through which you access all NextGen courts to view and file documents and cases

CSO - Central Sign On

NextGen module which enables access to any NextGen court with a single login and password

PAA - PACER Administrative Account

An administrative tool for consolidating a firm's PACER billing and account management

Filing Agent

A CM/ECF user who is authorized to file pleadings on behalf of an attorney or trustee

<https://www.flnb.uscourts.gov/nextgen-information-hub>

NextGen is the judiciary's CM/ECF system but it's the "next generation" of CM/ECF which is integrated with PACER and Pay.gov for an all-in-one CM/ECF experience.

The PSC is the PACER Service Center, or "PACER." With current-gen CM/ECF, you only view documents and case information in PACER. With NextGen you will login through PACER to FILE those documents and cases as well.

NextGen also brings Central Sign-On or CSO which gives us one login and one password for all federal courts.

A PACER Administrative Account, shortened to PAA, is an administrative tool for consolidating a firm's PACER billing and account management.

A filing agent is a CM/ECF user who is authorized to electronically file pleadings and cases on behalf of an attorney or trustee.

Central Sign On (CSO)

CSO allows public users to have ONE login and password to access any federal NextGen court

Attorneys, trustees, filing agents, and creditors login to NextGen through PACER

<https://www.flnb.uscourts.gov/nextgen-information-hub>

CSO works through integration with PACER. All public filers will login through PACER and then select the court in which they wish to file. This integration with NextGen eliminates the need for you to login at the individual court level.



Advantages of Central Sign On

- One login to electronically file and view documents
 - No more confusion over whether you're logged in to PACER or CM/ECF
- The PACER/CSO login belongs to you and goes where you go
 - Use the same login to access different federal NextGen courts through PACER
 - Update your personal and email information* in one place instead of each court individually
 - Take your login with you if you change firms or businesses

<https://www.flnb.uscourts.gov/nextgen-information-hub>

*Secondary email addresses associated with your account will still have to be maintained at the individual court level, as you do now.

With CSO, each filer must have a PACER account and the account belongs to the individual, not to the firm or company. When someone leaves a firm, their PACER account goes with them. A PAA can help manage the individual PACER accounts and billing for the firm.

Attorneys who are also a trustee or practice with multiple law firms will continue to have two PACER accounts.

Filing Agents

A person authorized to file on behalf of an attorney or trustee

www.flnb.uscourts.gov/filing-agents

<https://www.flnb.uscourts.gov/nextgen-information-hub>

We have a new “Filing Agents” page on our website explaining in detail what filing agents are and how to add to or remove filing agents from your ECF account.

Filing agents are non-attorney persons who are authorized to file on behalf of an attorney or trustee. This could be a paralegal, legal assistant, administrative professional, or clerical staff who does the day-to-day filing of documents or cases for the attorney or trustee in CM/ECF.

Filing agent access and functionality do not change with NextGen except for the requirement that the filing agent must have their own PACER account.




Advantages of Filing Agents

- Filing agents can file on behalf of multiple attorneys and/or trustees (i.e., the primary user)
- Filing agents have the same filing rights and privileges assigned to the primary user
- Primary users no longer need to share their login and password with staff
- Filing agents can work in CM/ECF at the same time as the primary user
- The docket text will show the primary user as the filer of the documents, not the filing agent
- Filing agents can pay filing fees and receive Notice of Electronic Filing emails
- All filing done by the filing agent can be viewed through the *View My Transaction Log* in the Utilities menu of CM/ECF.

<https://www.flnb.uscourts.gov/nextgen-information-hub>

For the purposes of this discussion, I will refer to attorneys and trustees as the “primary users.”

Filing agents do not have rights to file or view restricted or sealed documents, regardless of the primary user’s access rights.



Why You Should Not Share a Group PACER Account

- The primary user must share their CM/ECF login and password with staff
- Only one person at a time can be logged into PACER or CM/ECF
- People who file on behalf of multiple and different types of primary users cannot “switch” filers and must logout then login again as the next person for whom they are filing
- The court has no way of knowing who physically filed a case or document if there is a question
- Potential access violations regarding restricted or sealed documents and cases

<https://www.flnb.uscourts.gov/nextgen-information-hub>

Your Responsibility Regarding Filing Agent Accounts

The attorney or trustee is responsible for all filings entered by a filing agent associated with their account or filing on their behalf.

The attorney or trustee must maintain filing agents associated with their CM/ECF account.

<https://www.flnb.uscourts.gov/nextgen-information-hub>

It is the primary user's responsibility to maintain the filing agents associated with their CM/ECF account. Do this through *Maintain My ECF Account* in the Utilities menu of CM/ECF. We have step-by-step instructions to add and remove filing agents on the Filing Agents page of our website. If you need to remove a filing agent from your account, their access to file on your behalf is terminated immediately upon saving the change to your user account. This is much easier than having to change your login and password if you're sharing that information!

How to Request Filing Agent Accounts

Through December 2: Complete FLNB Local Form A6 and email it to our Help Desk at CMECF_HelpDesk@flnb.uscourts.gov. We will create the account(s) and email the login(s) and password(s) to you for dissemination to your staff.

After December 2: Filing agent accounts must be set up through the PACER Service Center.

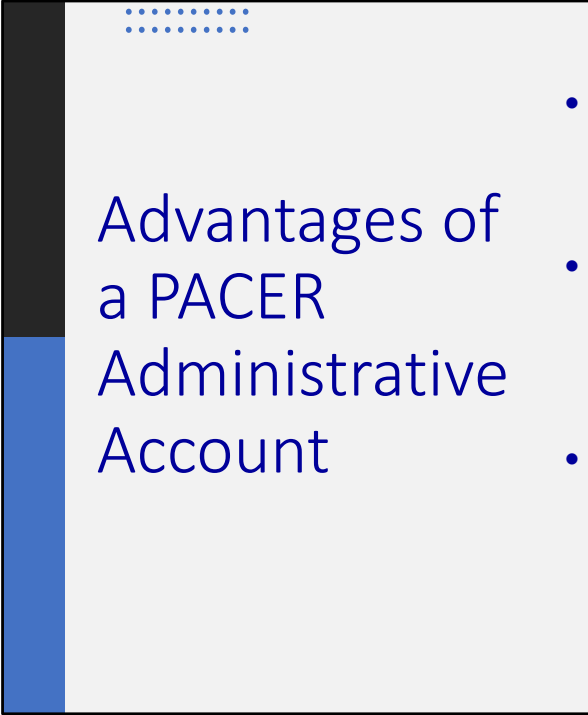
<https://www.flnb.uscourts.gov/nextgen-information-hub>

PACER Administrative Accounts

A consolidated PACER billing
and account management
tool for groups

Account management only;
does not have filing or
viewing rights

<https://www.flnb.uscourts.gov/nextgen-information-hub>



Advantages of a PACER Administrative Account

- **Consolidated Billing**
 - All charges to PACER accounts linked in the PAA come on one bill for easy identification and payment
- **Administrative Management**
 - The PAA can be created and managed by any individual in your firm. This account has no filing rights and is not required to be held by an attorney or trustee in your firm.
- **PACER Account Management**
 - Add or remove filers or PACER users from the PAA as they join or leave your practice
 - Removing accounts is immediate

<https://www.flnb.uscourts.gov/nextgen-information-hub>

PACER charges are provided on a single, itemized invoice to the firm.

The PAA is strictly an administrative account. These accounts do not have filing or viewing rights and can belong to a non-attorney person in your firm such as a financial administrator or an office manager.

The account administrator can add or remove filers from the firm's PAA, immediately assuming or reverting the financial responsibility for the user's PACER activity.

PAA billing is only for payment of **PACER** charges. Court filing fees will still be done through Pay.gov during the e-filing. Stored credit card information for the court filing fees is tied to the individual PACER accounts, not the firm's PACER administrative account.

Preparing for NextGen

What Can You Do NOW?

- Individual PACER Accounts
- “Upgrade” all PACER accounts
- Know your current FLNB CM/ECF login and password

<https://www.flnb.uscourts.gov/nextgen-information-hub>

Before December 3:		
PACER Accounts <p>Each person needing a PACER account must go to https://pacer.uscourts.gov to register. Filers may not share PACER accounts in NextGen. Registration is free.</p>	Check/Upgrade Your PACER Account <p>Login to PACER to "Manage My Account" and check your "Account Type." It should indicate that you have an Upgraded PACER account. If not, there will be a link to upgrade.</p>	Current-gen Login & Password <p>If you do not know your current-gen FLNB CM/ECF login or password, email our Help Desk to request a reset.</p> <p><i><u>If your browser or filing program logs in for you, it will not work on Dec 6</u></i></p>

<https://www.flnb.uscourts.gov/nextgen-information-hub>

Before December 3rd.

- 1) All attorneys, trustees, filing agents, and limited use or creditor filers, should have their own PACER account.
- 2) Confirm all PACER accounts are "upgraded" accounts.
- 3) Know the login and password to your CM/ECF account in our court.

Automatic login with credentials saved in your browser or filing software **will not work on December 6 when you attempt to login to NextGen.** You must enter this information manually when linking your CM/ECF and upgraded PACER accounts.

All requests for login information or to reset a password must be submitted by email and we will respond only to the registered user's primary email address. This should be done as soon as possible but **no later than the 4:00 PM, Eastern Time, Thursday, December 2nd** because our staff will not have access to CM/ECF when we shut the system down night to perform the upgrade.

Public Access to Court Electronic...

pacercourts.gov

Log in to the federal Judiciary's electronic public access services

PACER Case Locator

PACER Log in

Manage PACER Account

PACER

Public Access to Court Electronic Records

Register for an Account Find a Case File a Case My Account

Manage My Account

Account Number	12345678
Username	julia_gibson
PAA Number	12345678
Case Search Status	Active
Account Type	Upgraded PACER Account

Account Type

Legacy PACER Account (Upgrade)

Visit <https://pacer.uscourts.gov>

Login to "Manage PACER Account"

Look at the "Account Type"

<https://www.flnb.uscourts.gov/nextgen-information-hub>

19

On/After December 6:

Link Your PACER and CM/ECF Accounts

The first time you login to our court's NextGen CM/ECF, you will be required to link your upgraded PACER account to your CM/ECF account. <https://pacer.uscourts.gov/file-case/get-ready-nextgen-cmecf>.

Be Prepared for Extended Response Times from the Help Desk

Performing all required pre-upgrade preparations will help reduce the chance that you will need Help Desk assistance from our court or from the PACER Service Center after our upgrade.

Notify Us of Any Unexpected Problems During Filing

Email our us at CMECF_HelpDesk@flnb.uscourts.gov immediately. The Help Desk emails will be prioritized to address system errors immediately.

<https://www.flnb.uscourts.gov/nextgen-information-hub>

Link your account: You must manually enter your login and password to link your upgraded PACER account to your CM/ECF account. This step cannot be done until after the upgrade is complete, and you will not be able to login without your login and password for this court's CM/ECF system.

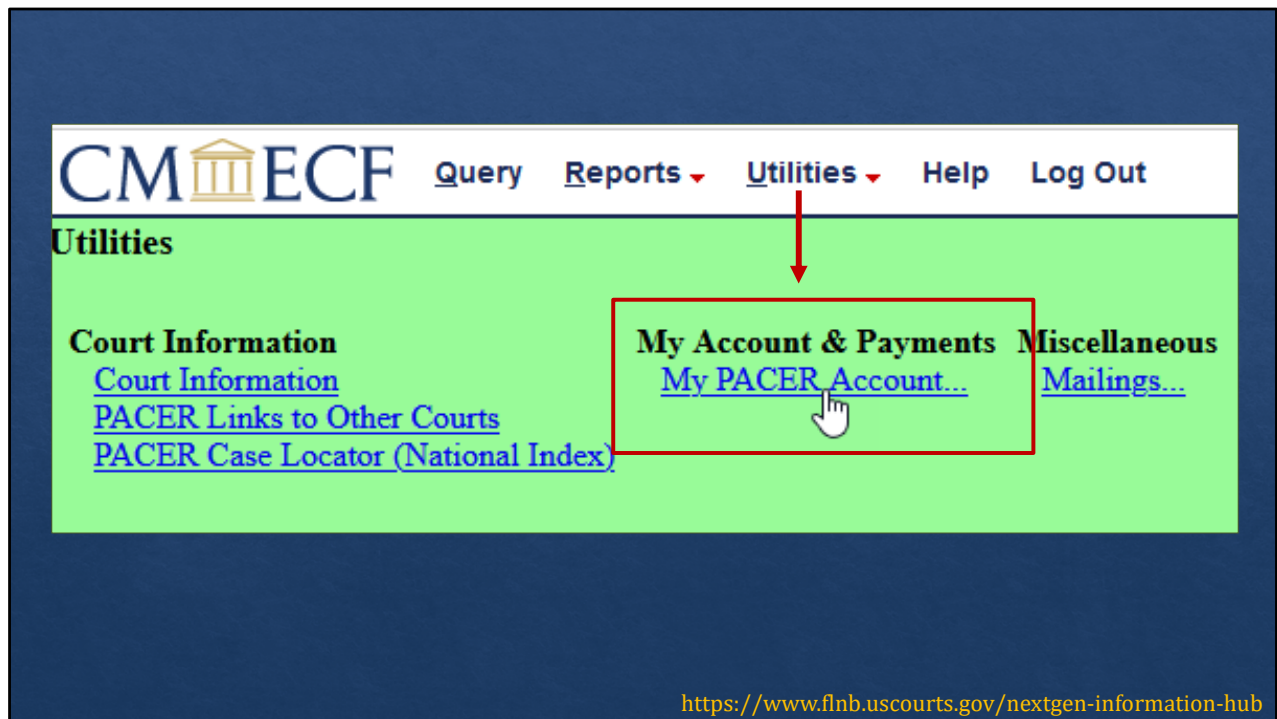
Help Desk: Expect longer response times from our Help Desk and the PACER Service Center Help Desk.

NextGen Problems: Please notify us via email to the Help Desk. The Help Desk emails will be prioritized to address system errors immediately.

The screenshot displays the homepage of the United States Bankruptcy Court Northern District of Florida. The main header includes the court's name and the text "Case Management and Electronic Case Filing". A link labeled "Click Here to Login" is highlighted with a red arrow pointing to a login form titled "Florida Northern Bankruptcy Court Login". The form contains fields for "Username" (with the value "hesthecred"), "Password" (masked with dots), and "Client Code". Below the form are "Login" and "Clear" buttons, and links for "Forgot password?", "Forgot username?", and "Need an account?". A disclaimer at the bottom of the form states: "This is a restricted government website for official PACER use only. All activities of PACER subscribers or users of this system for any purpose, and all access attempts, may be recorded and monitored by persons authorized by the federal judiciary for improper use, protection of system security, performance of maintenance and for appropriate management by the judiciary of its systems. By subscribing to PACER, users expressly consent to system monitoring and to official access to data reviewed and created by them on the system. If evidence of unlawful activity is discovered, including unauthorized access attempts, it may be reported to law enforcement officials."

<https://www.flnb.uscourts.gov/nextgen-information-hub>

On or after December 6: Whether you access CM/ECF through our website or through a shortcut saved to your browser, when you attempt to login you will be redirected to the PACER login screen. Enter your **PACER credentials** to login.



Initially you will only have PACER access to our court. Go to the **Utilities > My Pacer Account**.

Your PACER Account

- [Change Your Client Code](#)
- [Review Billing History](#)
- [View PACER Account Information](#)
- [Link a CM/ECF Account to my PACER account](#)

Link a CM/ECF account to my PACER account

This utility links your PACER account with your e-filer account in this court.

If you use CM/ECF for PACER only, no action is necessary.

If you had a CM/ECF e-filing account in this court before the court converted to NextGen CM/ECF, enter your old CM/ECF login and password below and press Submit. You will be prompted to confirm that you want to link your PACER account to your old CM/ECF e-filing account. Press Submit to link the accounts (or go back if the names don't match).

CM/ECF login:

CM/ECF password:

[Forgot login/password](#)
[More about Upgraded PACER account](#)

<https://www.flnb.uscourts.gov/nextgen-information-hub>

> “Link a CM/ECF Account to my PACER account”

Enter your **CM/ECF** login and password.

The “Forgot login/password” link will open an email dialog box where you can email our help desk request for us to reset your login information.

Please **do not register for a new account through PACER**. We can reset your password and email you the login and new password for your account.

Link a CM/ECF account to my PACER account

Do you want to link these accounts?

CM/ECF	Hagar T. Horrible
PACER	Hagar T. Horrible

After you submit this screen, your old e-filing credentials for the CM/ECF account will be permanently linked to your upgraded PACER account. Use your upgraded PACER account to e-file in this court.

CM/ECF	Hagar T. Horrible
PACER	Hagar T. Horrible

Submit Clear

Link a CM/ECF account to my PACER account

Your PACER account has been linked to your CM/ECF account

<https://www.flnb.uscourts.gov/nextgen-information-hub>

24

Dates to Know

Thursday, December 2, 2021

Midnight, Eastern Time

- CM/ECF will be taken offline and remain unavailable all weekend
- Please see our website for emergency filing procedures, if needed

Monday, December 6, 2021

8:00 AM, Eastern Time

- CM/ECF Next Generation will be live
- You must have an upgraded PACER account to access NextGen at FLNB

<https://www.flnb.uscourts.gov/nextgen-information-hub>

We will shut down CM/ECF at midnight, Eastern Time, on Thursday, December 2nd.

We anticipate CM/ECF NextGen being available to you by 8:00 AM, Eastern Time, the morning of Monday, December 6th. Once we have completed the upgrade, we will post an announcement on our website and send out an email blast to all our registered users advising that the system is back online.

Once the upgrade is complete, all filers must have an upgraded PACER account to access CM/ECF in our court.

Please plan accordingly.

Resources

UNITED STATES BANKRUPTCY COURT
Northern District of Florida
Honorable Karen K. Specie, Chief Judge | Traci E. Abrams, Clerk of Court

Home | Filing Without an Attorney | Online Filing | Filing Requirements | SBRA (Sm Bus Reorg Act) | Mortgage Modification Mediation | Student Loans | Calendars | Forms | Court Resources | Judges | Contact Us

COVID-19 COURT OPERATIONS UPDATE (READ HERE)

Case Locator (PACER) »
E-Filing (CM/ECF) »
ECF HelpDesk »
Filing Without An Attorney? Click Here for Requirements & Resources »

TALLAHASSEE

Local Rules and Local Rules Links
"Our Mission: To administer justice fairly while providing excellent assistance to those we serve."

RENTAL ASSISTANCE PROGRAMS

Countdown to NextGen: 17d 21h 56m 54s
The Next Generation of CM/ECF (NextGen) is coming on December 6, 2021.
Filers must upgrade their PACER accounts before accessing NextGen.
[CLICK HERE](#) for more information.

<https://www.flnb.uscourts.gov/nextgen-information-hub>

Because we add or update information as changes are made available to us, we recommend that you visit this page frequently. We also use notifications through GovDelivery to notify our CM/ECF users of updates to this page.



Resources

PSC NextGen Information

- www.pacer.uscourts.gov/file-case/get-ready-nextgen-cmecf

Register for a PACER Account

- Attorney Users: <https://pacer.uscourts.gov/register-account/attorney-filers-cmecf>
- Non-Attorney Users: <https://pacer.uscourts.gov/register-account/non-attorney-filers-cmecf>

Upgrade or Check Your PACER Account Status

- www.pacer.uscourts.gov/help/pacer/upgrading-your-pacer-account

Linking Your PACER and CM/ECF Accounts

- www.pacer.uscourts.gov/sites/default/files/files/Linking_FilingAccount_to_PACER_BKDC.pdf

Register for a PAA

- www.pacer.uscourts.gov/register-account/group-billing

U.S. Bankruptcy Court for the Northern District of Florida

- www.flnb.uscourts.gov
- FLNB NextGen Information www.flnb.uscourts.gov/nextgen-information-hub
- Help Desk Email: CMECF_HelpDesk@flnb.uscourts.gov

Questions?

NextGen Information

General Information • Links • FAQs,
Step-by-Step Instructional Documents

www.flnb.uscourts.gov/nextgen-information-hub

FLNB Help Desk Email

Applications for Filing Agent Accounts
Account Reset Requests • NextGen Questions

CMECF_HelpDesk@flnb.uscourts.gov

Please notify us immediately if you experience any unexpected problems or errors when filing documents or opening cases in CM/ECF NextGen. Help Desk emails will be prioritized to address system errors immediately.

In your email, please include as much information as possible such as:

- A description of your problem or the error message you received
- Which internet browser you are using
- Screen shots (if possible)
- Contact information in case we need more information from you