Where can I find the Court's ECF Administrative Policies and Procedures?

[ECF Administrative Policies and Procedures](#)

Where can I find out information about Filing Sealed Documents and Ex Parte Motions Electronically?

[Filing Sealed Documents and Ex Parte Motions Electronically](#)

How do I file a new civil case in ECF?

[ECF Tutorial – How to Electronically File a New Civil Case](#)

Can any member of the public use CM/ECF to e-file documents with the court?

No. Access to the filing portion of CM/ECF is only available to registered ECF Users.

Can I file documents after hours?

[After Hours Filing](#)

How can I find events in CM/ECF?

After logging into CM/ECF, click "Search" on the blue menu bar at the top of the screen. The Search screen will appear. Type in the name or part of the name of the event (e.g., Summary Judgment, Declaration, Opposition) and click "search." All the events that include the search term will be displayed as links. Select one to begin e-filing.

Can the general public view CM/ECF cases and the documents in those cases?

Yes, the public can view cases and documents in CM/ECF unless they are sealed or restricted. A PACER login and password are required for remote access.

For those currently not registered with PACER, a PACER account may be obtained at [www.pacer.gov (link is external)](http://www.pacer.gov).

Why am I getting an invalid login error?

Some common problems are as follows:

- Both the login and password should be entered in lower case letters. Be sure you don't have the "all caps" mode turned on.
- Verify that one of the recommended browsers is being used.

The following hardware and software requirements are needed to file documents electronically in the Western District of Kentucky:

- Computer running a standard platform such as Windows or Macintosh;
- Internet access to the web site;
- Browser compatibility requirements
  - NextGen
    - Internet Explorer v.11
    - Chrome up to v.78
    - Firefox up to v.71
    - Microsoft Edge v.42
    - Safari up to v.13
- Word processing software;
- Software to convert documents into PDF (Portable Document Format);
- You can download Adobe's free viewer here. (please note the free viewer will not allow you to create PDF files.
- Personal e-mail account;
- Scanner for imaging documents which do not exist in electronic format (e.g., exhibits);
- PACER (Public Access to Court Electronic Records) Account.

PACER accounts can be established through the PACER Service Center. To do so, visit their website at pacer.gov (link is external) or contact them at:

PACER Service Center
P.O. Box 780549
San Antonio, TX 78278
(800) 676-6856
(210) 301-6440

The browser must be JavaScript-enabled.

How do I recover my Pacer password if I have forgotten it?

Visit the PACER website at www.pacer.gov or call the PACER Service Center at (800) 676-6856.

I am changing firms. Do I need to establish a new e-filing login and password?

No. Your login is issued specifically to you. Even if you change firms, your login remains valid.

However, you must update your address, including any changes to your e-mail address at Pacer, select Manage My Account at the top of the screen, and then select the Maintenance tab. Click Update E-Filer Email Noticing and Frequency, and you can edit your email address. Apply the update to Selected Court. When you are done, click Submit.

How do I change my name?

Changes to your name must be made through your PACER account. Go to **PACER.gov** (link is external) and log in to your PACER account. Click Manage My Account at the top of the screen. Click Maintenance tab. Click Update Personal Information.

Are there separate logins and passwords for PACER and CM/ECF?

No. Prior to September 13, 2021, the system required two separate logins and passwords, one for PACER and the other for CM/ECF. As of September 13, 2021, the Court upgraded to NextGen CM/ECF and a PACER login is only required.

Should I keep my Login and Password secure?

Yes. All logins and passwords must be kept secure. The Court recommends that attorneys only share their account information with staff who are authorized to assist the attorney in e-filing. This helps to prevent unauthorized persons from obtaining access to the Court's e-filing system and using it for malicious purposes. If you believe that a compromise may have occurred to your account, please change your password immediately.

If I am not an attorney, can I e-file?

Pursuant to the ECF Policies and Procedures, (d) A party proceeding pro se shall not file electronically, unless otherwise permitted by the court. Pro se filers shall file paper originals of all documents. The clerk's office will scan these original documents into the court's electronic System. Parties must

What should be done when an attorney leaves the firm?

In addition to filing a Notice of Change of Address in your case(s), in PACER you must update your address, including any changes to your e-mail address at, select Manage My Account at the top of the screen, and then select the Maintenance tab. Click Update E-Filer Email Noticing and Frequency, and you can edit your email address. Apply the update to Selected Court. When you are done, click Submit. To update address information, Maintenance tab, update address information, apply the update to selected court and submit.

How do I add counsel to a case?

To add counsel in a case, electronically file a Notice of Appearance or other such document in the specific case. Additional counsel on a pleading will be added by the court during the quality control process.

Why am I having problems with my E-filing login and password?

Confirm the following:

- Are you using the correct login and password?

- Are you on the correct website? Each federal district court has a separate e-filing website. Please confirm you are logging into the link associated with Western District of Kentucky.
- Have you linked your old CM/ECF account to your individual, upgraded PACER account since the Court upgraded to NextGen CM/ECF on September 13, 2021? For more information, please refer to [Preparing for NextGen CM/ECF](#).
- If your login and password still does not work, please e-mail (ECFHelpDesk@kywd.uscourts.gov) or call the CM/ECF Help Desk for assistance and ask for Kelly or Michelle.

In order to e-file in the Western District of Kentucky, attorneys must first have an individual account (that is, not one you share with your whole firm) with PACER (the "Public Access to Court Electronic Records" system). Visit the PACER website ([www.pacer.gov (link is external)](http://www.pacer.gov)) or call the PACER Service Center at (800) 676-6856 to register for a new account.

If all you want to do is to review case dockets or documents filed by others, the PACER account is all you need. To e-file, however, that PACER account must be registered with the Court's electronic filing system (the "Case Management/Electronic Case Filing" system, or "CM/ECF"). Registration is only required once, after which logging in to PACER with your individual PACER account will enable you both to e-file and to review case dockets. This page is designed to guide attorneys through the registration process and to help troubleshoot login issues.

Experienced e-filers should note that both the registration and login processes changed on September 13, 2021, when the Western District of Kentucky upgraded to [NextGen](#), the next generation of CM/ECF software. **You will not be able to e-file after September 13, 2021 until you link your old CM/ECF account to your individual, upgraded PACER account**. The first time you log in to CM/ECF on or after September 13, 2021, you will be required to link your old CM/ECF account to your individual, upgraded PACER account. This only needs to be done once by logging in to your individual PACER account. The linking process is simple, but step-by-step instructions, with screenshots, are available [here](#).

Can I loan my login and password to another attorney who doesn't have one?

No. Each attorney is assigned a unique login and password. It constitutes the filing attorney's signature to the document. As is the case with paper filings, it is the filing attorney's responsibility for the document. If an attorney is not listed as counsel of record, but files a document to the case, they may be added as attorney of record inadvertently.

How can I determine the size of my document?

To check on the size of the document, find your document on your system and either rest your cursor over the file or right click it.

I tried to e-file a document, but I received an error message that says "ERROR: This document cannot be loaded because it is over 75 MB. Submit the document in smaller parts, labeled correctly." What does this mean?

CM/ECF has a per document size limit of 75MB. If the document exceeds the size limit it cannot be uploaded into CM/ECF. You must open your original PDF, Word, or WordPerfect document and split it into multiple smaller documents, each of which is below 75MB in size. Each smaller document should be identified with either a caption page (Fed. R. Civ. P. 10(a)) or a cover page in lieu of a tab (i.e., EXHIBIT 5, APPENDIX II TO MOTION FOR SUMMARY JUDGMENT).

What should I do if I receive a Notice of Deficiency or an Order striking a document filed electronically?

Read the notice or order and confirm whether you are required to re-file the document or are instructed to do anything else. If you are required to re-file the document, make sure it is done as soon as possible or by the deadline stated on the notice or order. Make sure the new document is e-filed as a "Corrected" version of the previously e-filed document.

Otherwise, you can wait to see if the judge provides any further instruction.

For any follow-up questions, please feel free to contact the ECF-Helpdesk.

I tried to e-file a document, but it says "format not recognized"—what am I doing wrong?

All documents must be submitted in PDF (portable document format) with an extension of ".pdf" (that is, a file name that ends in ".pdf"). Two common errors occur. First, a user thinks that he/she saved the document in PDF. The user then tries to file the Word or WordPerfect version of the document, not the saved PDF version. Second, a user fails to indicate the full path name for the PDF file he/she wants to upload. Because the system could not find the file, it responded with the "format not recognized" message. The solution: provide the full path name when identifying the file (example: "c:\documents\motion.pdf") during the upload process.

I e-filed a document incorrectly that should have been filed under seal. What do I do?

Call the helpdesk immediately so that access to the document may be restricted and for further instructions.

I'm about to file a Notice of Appeal. How do I pay the fee?

The fee should be paid online at the time the Notice of Appeal is filed. The fee should be paid by credit card using "pay.gov," a secure government-wide collection portal, to which the CM/ECF system will direct the filer at the time of filing. Information about "pay.gov" is available at pay.gov.

Why can't a document filed in error just be deleted?

The Clerk's Office may not delete any e-filed document without a judicial order. Pursuant to The ECF Policies and Procedures (f) In the event a Filing User electronically files a document in the wrong case, the incorrect PDF document is attached, or a sealed document is filed in error, the Clerk of Court, or his designee, shall be authorized to strike the document from the record. A notice of the action striking a document from the record shall be served on all parties in the case.

How do I view and/or download multiple documents at the same time?

To view and/or download multiple documents for a particular case, check the "view multiple documents" box located on the Docket Report selection criteria screen. The docket report will include a new column, with check boxes for all documents that are electronically attached to the docket sheet, between the document number column and the docket text column.

Select the documents to be viewed or downloaded by placing a check in the box next to the document number. The selection of the document will include all attachments to the main document.

Two buttons appear at the end of the Docket Report: "View Selected" and "Download Selected." (NOTE: If "View" is selected, the documents will be in a combined PDF file for viewing. If "Download" is selected, CM will create a ZIP file of the documents for downloading.)

If either button is clicked and one or more documents are selected, CM/ECF computes the projected size of the document(s) and compares it with the maximum allowable file size, 35 MB. If the combined size of the documents selected is close to or over the allowable file size, each document will appear with the file size and documents can be deselected in order to comply with the size requirements. If no documents were selected, an error message will appear. Just go back and select the document(s).

A single PACER billing receipt page will be displayed for PACER users. The billing receipt will contain multiple receipts, for each document selected, with a confirm button. If the PACER user confirms the amount of the billing and "VIEW" was selected, the selected documents (including their attachments) will be displayed for viewing. If the PACER user confirms the amount of the billing and "Download" was selected, the selected documents (including their attachments) will be combined in a ZIP file and a dialogue box will be displayed for the user to select a destination folder for the downloaded ZIP file.

Restricted Documents: Prior to viewing or downloading restricted documents, a screen appears to warn users about any specific document restrictions for documents to be contained in the PDF or ZIP file.

I'm not counsel of record in a case but I want to monitor a case. Is this possible?

Yes. Go to Utilities on the blue menu bar, click on Your Account/Maintain Your E-Mail Address. Click on your email address on the left ("Primary e-mail address"). In the middle of the screen, under "Case-specific options," type in the case number you wish to monitor, then

click "find this case" and add it to your list. WARNING: You will receive all ECF activity in the selected case(s) -- it is not limited to certain documents.

What should I do if I attached the wrong document to an entry?

Call the helpdesk immediately for instructions, who will direct you to file a Notice of Docket Correction re: PDF.

When I view a document the header that includes the filed date appears in the middle of the document making it difficult to view the document. Why does this happen?

This is a view setting on your browser. Check with your IT department on how to adjust your view settings.

Why can't I see PDF documents that have been filed in criminal or social security cases through the Notice of Electronic Filing (NEF) e-mail?

Access to the PDF document may be restricted in these case types for the following reasons:

1. Only the attorneys of record in a Social Security or immigration case may view documents filed in these cases online. The general public cannot access these documents electronically from outside the courthouse. Counsel of record, when logged in to PACER using their personal PACER account credentials, should be able to view the documents. These documents are available for public viewing from the public computer terminals in the Clerk's Office.
2. The document may have been filed prior to the Court becoming a full e-filing court. Check to see if there's a link (a line) under the document control number. If not, the case was most likely not subject to electronic filing when the document was filed. Those documents may be available in hard copy at the courthouse Records Section in the traditional manner.

Can any attorney access or view documents in cases where they are not counsel of record?

Yes, unless a particular case or document is under seal or subject to limitations on remote access, like those in place for Social Security

What is the procedure for requesting a modification to the default "summary" e-mail notification setting associated with the individual attorney record?

Attorneys may choose to receive Notices of Electronic Filing ("NEFs") in either "summary" or "individual" form. While logged in, click "Utilities," then "Maintain Your E-Mail Address," then select the email address for which you want to adjust the settings. Choices will appear under "configuration options."

Who is responsible for redacting documents?

The responsibility for redaction of documents rests solely with the filer of the documents, not the Court.

What does Page Not Available mean when I use the back button during an e-filing session?

The "Page Not Available" message means that your document has been dropped from the docket entry and must be reattached. It is usually best to just start over by clicking on the Civil or Criminal Menu. However, you can just use the back button until a CM/ECF e-filing screen appears then continue your e-filing by reattaching your document(s) to the docket entry.

Why can't I access a previous page viewed by clicking on the "Back" button?

A web browser may open multiple windows. The previous page may be open in a different window.

How do I access the Docket Report to view activity for a specific case?

While logged in to CM/ECF, click "Reports" on the menu bar at the top of the screen. Then select "Docket Sheet."

Alternatively, you may click "Query" instead of "Reports," then enter your case number.

How can I be sure I'm attaching the correct document?

When you browse to the appropriate document name, highlight the document name and right click it. Then click "open." This will open the document so you can see whether or not you've chosen the right document. If it's the correct one, close the image and double click on the file name to attach it in the browse screen.

How do I attach a document to an entry?

When prompted to attach a document during the filing process, click on the "browse" button and locate the folder on your computer system where the PDF document you want to attach has been saved. Then select the name of the document or pleading to be e-filed and double click on the image file or click "open." The file path to the document appears in the box that says, "file name." If you do not have any additional attachments to the main document, click on the "Next" button.

In the field for category type, select the dropdown arrow and a list of options will be displayed. Select the type of attachment (e.g., appendix, exhibit, etc.). If none of the selections apply, do not select anything in the dropdown menu.

You must enter a description for the attachment in the description box. This enables the Court and counsel to know exactly what the attachment is (i.e., Motion for Summary Judgment pages

25-50, Exhibits 2-10, etc.). If the description is not there, only "(Attachments:) 1, 2, 3, 4," etc. will display on the docket entry and in the attachment list.

The system will add the selected document as an attachment to the document. Once all attachments have been added to the attachment window, select the "next" button to proceed to the next screen.

How can I learn who is receiving Notices of Electronic Filing in a case, and who is not, so I know who I need to serve by other means?

Click "Utilities" on the menu bar at the top of the screen. On the resulting screen, under "Miscellaneous," click "Mailings," then "Mailing Info for a Case." Enter the case number and click "Submit."

Why doesn't the Search menu in CM/ECF work?

Some browsers, such as Google Chrome, do not support the Search menu function.
If you are using Microsoft Internet Explorer version 11, you may activate this feature by following these steps:

1. Log in to CM/ECF for e-filing
2. Click on the Tools menu
3. Select "Compatibility View Settings"
4. In the pop-up window, click on the "Add" button to have the CM/ECF site added to Compatibility View
5. Close the pop-up window

The Search menu should now be activated. If you still encounter issues, please contact your IT department.

How do I know if my electronic filing was successful?

The last screen you see when you electronically file a document is a copy of the Notice of Electronic Filing (NEF). If you see the NEF, you know that your filing was successful. Another way to verify your filing is to view a copy of the case docket. However, if you do this, PACER fees may be incurred.

I have logged into CM/ECF, but I do not see all of the docket entries on the Docket Sheet. Why?

First, make sure that the Filed/Entered Dates on the report criteria selection screen cover the appropriate dates.

If that doesn't solve the problem, the cache on your computer may be full. Cache is a location on your hard drive where data from your browser is stored. When you search the internet, your browser keeps track of every page you have visited and saves this information on your hard

drive. If this file becomes large (i.e., many pages have been searched), the result may be a loss of data. Clear your cache for whichever browser you have been using.

Can I view or print a Notice of Electronic Filing from the docket?

Login to CM/ECF, then click "Reports" in the blue menu bar at the top of the screen. Select "Docket Sheet." Enter the case number and make sure that the "Include links to notices of electronic filing" box is checked. Click "Run Report." From the docket, click the round silver ball next to the docket entry for which you wish to view or print the Notice of Electronic Filing.

When I click on the document link in a Notice of Electronic Filing email, it prompts me for a login and password. When I enter my Pacer login and password, it tells me my login failed. Why? What do I do?

> 1. In civil cases, the first time anyone (you, your staff, or anyone to whom you forward the email) clicks on a document link within an NEF, the system should display the document without requiring a login. For each subsequent viewing, you will be required to log in to PACER and be subject to incurring PACER fees.

> 2. In criminal cases, even the first time you click on a document link within an NEF, the system will require you to enter your PACER login and password, Though you will not be charged the first time you view the document. For each subsequent viewing, you will be required to login to PACER and be subject to incurring PACER fees.

> 3. Certain cases or documents (for instance, Social Security appeals) are subject to additional viewing restrictions and can only be accessed online by counsel of record. Therefore, even the first time you click on a document link within an NEF the system will require you to enter your PACER login and password. You will not be charged the first time you view a document. For each subsequent viewing, you will be required to log in to PACER and be subject to incurring PACER fees.

How do I check the date and time a document was e-filed ?

This information is included in the Notice of Electronic Filing (NEF). From the docket, click the silver ball next to the docket entry for the document at issue.

What happens if I change firms or email addresses and do not update the information (via PACER)

Your email notifications will bounce back to the Court as non-deliverable as soon as the firm removes or deletes your old email account. If you are no longer at the address on record, the email address – and all secondary addresses associated with your account – will be deleted, your e-filing privileges will be disabled, and you will not receive electronic service of any documents until an update is made. You must submit an address/email update via PACER, once everything is updated your account will be reactivated.

Why is the blue electronic stamp missing from the top of documents that were e-filed?

Some pdf documents, especially those that have been scanned, might contain metadata which will cause this problem. Do not re-file the document unless so directed by the Court. For future filings, please flatten or sanitize your pdf document prior to e-filing.

I want to copy and paste from a PDF document, but I can't seem to select any text. How do I copy and paste?

If you are using an Adobe product, you must first select the text tool (look for the T on the toolbar) instead of the hand. Then select the text, and either right-click and choose copy, or use the copy icon. If you cannot select the text, then the PDF is a scanned image. Scanned documents in PDF act just like photographs. You will not be able to copy and paste from a scanned image.

Can I copy a PDF text file to my word processor?

If a PDF document contains text, as opposed to an image, you can select text and do a normal copy and paste. Using the Acrobat Reader, you can select no more than a page at a time.

When I print an image from CM/ECF, the right edge gets cut off.

After you click the print icon, click the 'shrink to fit' box on the printer setup screen. Once the setting has been changed, it should remain this way for all PDF documents.

Is the optimum way of viewing PDF files within the browser or in a separate window?

This is more of a matter of personal preference. Some of the functionality of the Reader is lost when the PDF document is opened in a browser window. However, most of the functions accessible either using the menu or shortcuts when the Reader opens in its own window can be accessed using the various button icons that remain available when the Reader is opened within the browser.

Is it possible to have the Adobe Acrobat Reader open in a separate window, one not a part of my browser; or, alternatively, if the Adobe Reader opens on my PC as a separate Window, is it possible to make it open within the browser?

The answer to both questions is "yes." In Adobe Acrobat or the Adobe Reader, click on "File", then "Preferences", then "General". In the Options section at the bottom of the window labeled "General Preferences," check the box (by clicking on it if it is blank) beside "Web Browser Integration" to make a PDF document open within the browser. Uncheck that box (by clicking on it if it is checked) to cause Acrobat or the Adobe Reader to open in a separate window.

What does this error message mean? ERROR: Document contains code which may cause an external action (such as launching an application). This PDF document cannot be accepted.

If your PDF contains any password security, it will not be accepted. All PDF documents which include embedded JavaScript that use the OpenAction syntax will be rejected. Some petition preparation software contains JavaScript to perform calculations which uses OpenAction syntax. If your PDF is rejected, please contact your PDF software vendor or petition preparation vendor and speak with them regarding the use of JavaScript OpenAction syntax. OpenAction JavaScript commands can be used to track those who view a PDF and to install malware and viruses.

It may be that the PDF software you are using contains an advertisement. This is not acceptable in CM/ECF and must be removed before the document can be e-filed.

CM/ECF will not accept PDFs with any imbedded security or JavaScript code.

What does this error message mean? ERROR: Document is not a well-formed PDF document (no further information is available).

There are two possibilities for this error: First, please be sure all documents to be e-filed are in pdf format ONLY. Word or WordPerfect documents cannot be e-filed. Second, the error may be a result of manually typing in the file location of a document on your computer rather than clicking on the "browse" button to search.

How do I make a PDF document?

There are several ways in which you can get a document from a word processing program into the PDF format. The newer versions of some common word processors include the ability to publish a document to PDF built right into the word-processing software. In WordPerfect 9 and 10, you can click on File and then "Publish to PDF" to convert your WordPerfect file (.wpd) to PDF. MS-Word (up to version XP) does NOT have this capability). Adobe, the inventors of the PDF format, can be found at http://www.adobe.com (link is external), where you can find both the free reader version of the software, which can be used to retrieve documents from CM/ECF, and the writer version, which can create documents for posting. When you've installed Acrobat, you can make PDF files right out of your word-processing software simply by "printing" the document and selecting the "printer" called "Acrobat PDFWriter" from the drop-down list of available printers. That process will actually save a file in PDF format, with a ".pdf" file extension, on your hard drive. There are many other vendors besides Adobe who provide software to create PDF documents. Please note that the Federal Judiciary does not endorse or recommend any specific PDF software. Since there are so many different applications, and we could not depict instructions for all, we have chosen to depict all our instructions with reference to Adobe.

How do you determine which version of Acrobat Reader is installed on your computer?

Launch Acrobat Reader, select "Help" menu option, and select "About Acrobat Reader." If you are using version 5.0.5 or higher, you do not need to upgrade. If you are using version 4 or below, please visit Adobe's website at http://www.adobe.com/products/acrobat/readstep2.html (link is external) to download a free upgrade to the latest version of Acrobat Reader.

Is it true that the only way to make a document into PDF format is by using a scanner?

No. In fact, the vast majority of documents can be easily converted to PDF format without scanning. Any document that you create on your computer can be converted to PDF by your computer as long as you have the appropriate software installed and configured properly.