

FAQ's for the CM/ECF Division

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I. Log In/Attorney/Web Address FAQs

1. Why do I need to have an ECF account?

A. Pursuant to the ECF Procedures, all attorneys in good standing and are registered in the United States District Court for the District of Colorado bar, **MUST** have an individual login to ECF, whether they may or may not file pleadings.

2. How do attorneys register for an ECF account?

A. Through the Attorney Services Portal (ASP). The ASP application can be accessed at: <https://www.cod.uscourts.gov/CMECF/Register/Login.aspx>

After completing and submitting the registration information and all information is complete and accurate, it may take up to two business days to process your registration. The e-mail address provided for the ASP login will be used to notify the attorney their ECF login is ready and they can log in to Attorney Services Portal (ASP) to view their ECF login. **NOTE: The login to the ASP is an e-mail address.**

3. After I register for an ECF account, what is my login and/or password?

A. Once your ECF registration is complete, an e-mail is sent indicating you need to log in to the Attorney Services Portal (ASP) to view your ECF username/login. **NOTE: The login to the ASP is an e-mail address.**

4. I think I have an ECF login, but I can't remember it. What can I do?

A. If you know you have an ECF account, but don't recall it, you can log in to the Attorney Services Portal (ASP) to view their ECF login **NOTE: The login to the ASP is an e-mail address.**

5. Can I change my login or password?

A. You cannot change your login. You may change your password. To change your password, login to ECF with your ECF filing account, **click** on "Utilities", then **click** on "Maintain your password." If you have misplaced or forgotten your password, click the link to reset your password provided on the login page.

Note: when changing your password, make sure you write it down as the court will not be able to see the password itself. It will need to be reset if you cannot recall it, or lose the information.

6. How do I add/update/delete an email address?

A. In ECF, click on "Utilities" in the **Blue Bar** at the top, and then click on the "maintain your e-mail" link. You can add, delete, or update email addresses as necessary.

7. What website do I go to get to the Attorney Services Portal (ASP) or the site to file documents?

A. For the Attorney Services Portal (ASP)	https://www.cod.uscourts.gov/CMECF/Register/Login.aspx
For E-filing (ECF)	https://ecf.cod.uscourts.gov or https://10.209.28.243

8. How do I update my mailing address?

- A. You must submit a "Contact Change Request" through the Attorney Services Portal (ASP). The ASP application can be accessed at:
<https://www.cod.uscourts.gov/CMECF/Register/Login.aspx>
Pursuant to United States District Court, District of Colorado Local Rules and ECF Procedures, attorneys must keep attorney contact information up to date, even if you do not regularly practice in federal court.

(Click [here](#) to download the PDF copy of the Local Rules.)

9. I have changed law firms, do I need to get a new login?

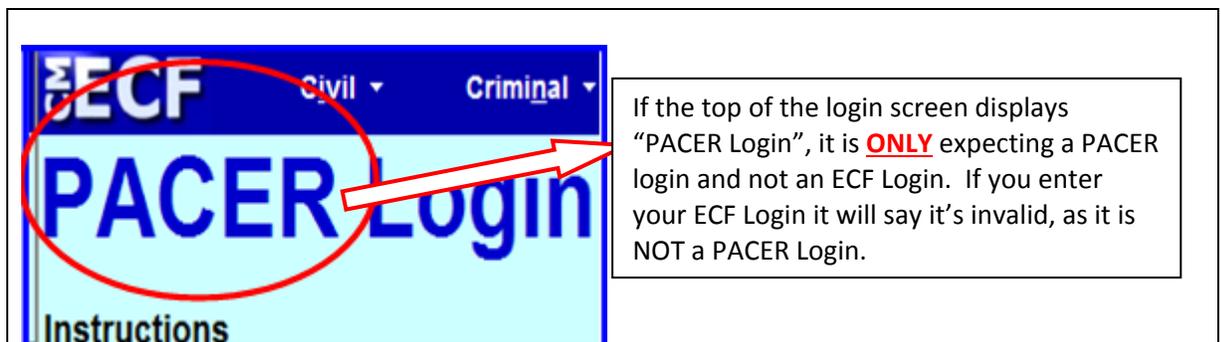
- A. No. ECF accounts are for the individual attorney, not the firm. However, you must submit a "Contact Change Request" through the Attorney Services Portal (ASP) to change your new firm information. If you are leaving cases at the old firm where you were the attorney of record, you must file a motion to withdraw. If you are taking cases from the old firm to the new firm, you must file a notice of change of address and e-mail address in the cases you are taking.

10. I tried logging in to ECF several times and am locked out. What can I do?

- A. Once your login is locked. Using the "Reset your Password" function **does not** unlock your ECF account. You need to wait the number of minutes indicated before you can try logging in again. You will probably need to clear your cache before you try again (see Section IV – Technical FAQs, Number 9). If you continue to have a problem, call the ECF Helpdesk at 303-335-2050.

11. I am having problems logging in. Can you help me?

- A. Check the following:
1. You are at the correct website for the District of Colorado e-filing system (<https://ecf.cod.uscourts.gov/cgi-bin/login.pl>)
 2. Logins and passwords are **case sensitive**. **However, the login should be all lower case.**
 3. Make sure the application is NOT looking for just a PACER login.
 4. Call the court's help desk at 303-335-2050



II. E-filing FAQs

1. How do I file a new case?

- A. To file a new case, you need to utilize the Attorney Case Opening functionality in CM/ECF. The filing fee is paid utilizing pay.gov functionality that is invoked when an initiating document is filed. (NOTE: The first screen at Attorney Case opening provides a listing of case types that must be opened by the court. If you are attempting to file such a case, please provide your initiating document, case information, single use credit card authorization form, and any other pertinent documents by email to newcases@cod.uscourts.gov.

New case filing tips:

- During the process of opening a new civil matter, **do not** hit the back button. If you notice an error, finish processing the transaction and then notify the Clerk's Office at 303-335-3433, option 0.
- When opening a new civil matter, please conduct a broad search for party names. If you are creating a new party, **do not** enter addresses, e-mail addresses, etc.
- (Click [here](#) to download the PDF copy of the User Guide - Attorney Case Opening.)
- (Click [here](#) to download the PDF copy of the Procedural Filing Guidelines Notice of Removal.)

2. I forgot to attach an exhibit/attachment to the document I filed. What do I do now? -or- I attached the wrong document. What can I do?

- A. Please contact the Case Administration Specialist for the presiding judge on your case. The phone numbers can be accessed at: <http://www.cod.uscourts.gov/AbouttheDistrict/ContactUs.aspx> to have them give you further information/assistance to check your noticing status.

3. How do I file a notice of removal?

- A. You file a notice of removal by opening a new case with the Attorney Case Opening functionality in CM/ECF. Upon filing a notice of removal, all necessary documents should be attachments to the Notice of Removal filing. The filing fee is paid utilizing pay.gov functionality that is invoked when the initiating document is filed. Refer to the Notice of Removal Procedural Filing Guidelines at <http://www.cod.uscourts.gov/Documents/CMECF/AttachmentBProceduralFilingGuidelinesNotice-of-Removal-5-1.pdf>

4. I can't locate the name of the pleading (event) I want to file. What should I do?

- A. Courts make a number of events available for e-filers to use. However, the pleading caption you have may not match directly with available events. Go to **Reports > Other Reports > > Civil Events List (atty)** [or **Criminal Events List (atty)**].

The report(s) provide a real time display of events by category that are available for filing pleadings into ECF. You may print the list out, perform a search (by pressing and holding the **CTRL** key and the **F** key and entering the name of your document in the search box. If your search is unsuccessful, call the help desk at 303/335-2050.

5. Can I file in paper format?

A. The District of Colorado is a mandatory e-filing court. Attorneys may apply to file in paper for good reason and their application must be approved by the Chief Judge before filing in paper.

6. I'm filing a large number of attachments to my filing and ECF aborts before finishing? Can I file in paper?

A. The District of Colorado is a mandatory electronic filing court. You cannot file documents in paper without obtaining leave of the court to file such attachments in paper. Please refer to the most current version of the [ECF Procedures](#) found on our web site.

7. Can I attach an audio or video file to my filing?

A. At this time, there are no events available to allow filers to attach audio/video files to the document(s) they are filing. Please refer to the most current version of the [ECF Procedures](#) found on our web site.

8. When I'm filing a PDF document and try to attach it, I get an error message saying the PDF document "may be malformed" or the PDF "document is damaged". What should I do?

A. There are a number of reasons why the error message appears and there is no one specific answer. In many cases, customers have used the "convert to PDF" icon found on the toolbar in the word processing software. You should try to re-create the PDF by using the **File > Print** (selecting the PDF software as the printer) process to create the PDF. If you still have difficulty creating the PDF document, you should contact your technical support local computer administrator for assistance.

9. When I'm retrieving a PDF document from ECF, I get an error message saying the PDF document "may be malformed" or the PDF "document is damaged". How can I get the document?

A. There are a number of reasons why the error message appears and there is no one specific answer. ECF will not accept a bad PDF document when they are filed. In many cases, clearing the cache (Temporary Internet Files) will solve the problem. Based upon the browser, version, and operating system, clearing cache is done differently. You should contact your local computer administrator for assistance and directions as to clearing cache. If you still have a problem, contact the court's help desk at 303-335-2050.

10. How do I access documents in Social Security (Nature of Suit 861, 862, 863, 864, and 865) and Immigration (Nature of Suit 462, 463, and 465) cases?

A. You must be a party to the case or utilize a public terminal in the clerk's office to access Social Security and Immigration cases. When accessing a document for one of these cases from a NEF you receive, you must first enter your ECF account to allow ECF to verify that you are a party to the case. If you are accessing the document outside of the free-look, you will need to login into ECF with your ECF account, then click on query. You will then need to login with your PACER account so the proper billing will occur. If you have problems, please contact the ECF help desk at 303-335-2050.

11. A motion to withdraw was filed and granted and we are still getting Notices of Electronic Filing (NEFs)?

A. If your motion to withdraw from a case has been granted and you are still receiving NEF notices, please contact the Case Administration Specialist for the presiding judge on your case. The phone numbers can be accessed at: <http://www.cod.uscourts.gov/AbouttheDistrict/ContactUs.aspx> to have them check your noticing status.

12. What event should I use for an entry of appearance? What event should I use for a motion titled "" ?

A. Under the **Reports** category in ECF, there are two reports, one titled **Civil Events List (atty)** and another titled **Criminal Events List (atty)** . The **Civil Events List (atty)** provides a real time display of all the events available to e-filers for civil cases. The **Criminal Events list (atty)** provides a real time display of all the events available to e-filers for criminal cases. You may print the list, perform a search (by pressing and holding the **CTRL** key and the **F** key and entering the name of your document in the search box. If your search is unsuccessful, call the Case Administration Specialist for the presiding judge on your case. The phone numbers can be accessed at: <http://www.cod.uscourts.gov/AbouttheDistrict/ContactUs.aspx>

13. How do I convert my document to a PDF document?

A. All documents uploaded into ECF must be in PDF document format. Adobe Acrobat as well as other third party products will allow you to create a PDF document. As a general rule, you should create the PDF by using the **File > Print** (selecting the PDF software as the printer) process to create the PDF. If you still have difficulty creating the PDF document, you should contact your local computer administrator for assistance.

14. Can I use another attorney's login to e-file a document when the pleading is signed by a different attorney in the firm?

A. Do **not** use a different attorney's ECF login to file a document for the attorney "signing" the document to be filed. It could result in striking the document or other court initiated action.

15. When I opened a case and filed the complaint, the docket shows that the plaintiff was filing against the plaintiff. What happened?

A. When filing in ECF, please take the time to read the screens. Often times, they are requiring different information or selections. For example, one screen asks you to select the filing party and the very next screen will ask who it's being filed against.

16. After I filed a pleading, I realized I attached the incorrect document. Can the filing be deleted or the wrong document be replaced by the correct one?

A. Once a filing is completed on ECF , the entry **CANNOT** be deleted or an incorrectly filed document(s) be changed out. The filing is on the court's live database. To better ensure your filing is correct, keep in mind the following items:

- Is the login used the same as the attorney that signed (s/John Attorney) the pleading?
- View the PDF documents before attaching them to be uploaded.
- Make sure you are in the right case.

III. Restricted Documents/Access FAQs

1. I have a protective order in my case. Does it allow me to file restricted documents?
 - A. Unless the protective order (or other court issued document) specifically addresses the filing of restricted documents, a Protective Order is not a guarantee that you can file restricted documents without meeting the requirements of D.C.COLO.LCivR 7.2 and D.C.COLO.LCrR 47.1.

2. Can I access documents in a **restricted case**?
 - A. Parties (Counsel) of record will receive a NEF for documents being filed in a restricted case. Depending on the attorney's access permissions, the restriction level of the document, and who the filing party is, some counsel on the case may not be able to access the filed document. Attorneys properly designated in a restricted case and logged in correctly into ECF and PACER may access documents in the restricted case. Note: PACER charges will apply to the document access.

3. Can I access **restricted documents**?
 - A. Parties (Counsel) will receive a NEF for restricted documents being filed a case. Depending on the restriction level of the document and who the filing party is, some counsel on the case may not be able to access the filed document. When accessing a restricted document from a NEF you receive, you must first enter your ECF account to allow ECF to verify that you are a party to the case. If you are accessing the document outside of the free-look, you will need to login into ECF with your ECF account, then click on query. You will then need to login with your PACER account so the proper billing will occur. If you get a "**You do not have permission to view this document**" message, you are not in the access group to access the document. If you believe that you should have access, please call the Case Administration Specialist for the presiding judge on your case. The phone numbers can be accessed at: <http://www.cod.uscourts.gov/AbouttheDistrict/ContactUs.aspx> If you continue to have problems, please contact the ECF help desk at 303-335- 2050.

4. How do I access transcripts?
 - A. During the initial 90 days after the transcript is electronically filed, individuals must purchase a copy of the transcript – either in paper or electronic form from the court reporter, transcriber, or courtroom deputy. If an attorney in the case has purchased a transcript, that attorney will be given access to the transcript through the court's ECF system.

After the 90 day restriction period, if there are no redactions pursuant to the [Policy Concerning Electronic Availability and Redaction of Transcripts](#), an un-redacted transcript will then be available remotely to view, download, or print from PACER at \$.10 cents per page or from the Clerk's Office public terminal at \$.10 cents per page.

For more information regarding the redaction of transcripts, please see the [Guide to Transcript Redaction](#).

IV. Technical FAQ's:

1. I am having problems attaching documents. I keep getting an error message. What is wrong?
 - A. ECF will generally provide an error message when there is a problem with the PDF document you are trying to attach. The message may indicate the PDF size is too large, it's not a PDF formatted document, the PDF may be malformed, or the PDF is damaged. If the size is too large, you must split the larger PDF into multiple parts before filing. If the message indicates it's not a PDF formatted document, you did not properly create the PDF document. If the message is related to the malformed or damaged PDF, there may be a number of reasons for the error. In most cases, customers have used the "convert to PDF" icon found on the toolbar in the word processing software. You should try to re-create the PDF by using the **File > Print** (selecting the PDF software as the printer) process to create the PDF. If you still have difficulty creating the PDF document, you should contact your local computer administrator for assistance, or contact the help desk at 303/335-2050.
2. How do I convert my document to a PDF document?
 - A. All documents uploaded into ECF must be in a PDF document format. Adobe Acrobat as well as other third party products will allow you to create a PDF document. As a general rule, you should create the PDF by using the **File > Print** (selecting the PDF software as the printer) process to create the PDF. If you still have difficulty creating the PDF document, you should contact your local computer administrator for assistance, or contact the help desk at 303/335-2050.
3. Scanning documents. What scanner options should I use when scanning documents to a PDF.
 - A. There are many scanners available on the market and the court cannot help you with your individual scanner settings. You will need to contact the manufacturer or your IT department.

However, the following scanner settings will help optimize the PDF file size:
 1. Scan as a **black and white image** (no color; if you are doing a color scan, the file size will be much larger.)
 2. Set the **dpi (dots per inch) resolution to 200 or 300.**
 3. Set page size to **8½ x 11** (do not use auto size.)
4. What's the PDF size limit for documents to be filed in ECF?
 - A. Currently, the max size per PDF document is 5MB (or 5,120 Kb). Courts may change the maximum size. To get the most current information on the maximum size, **click on Utilities, > Court Information** to find the *Maximum PDF File Size* under *Court Details*.

5. What is the maximum number of pages per PDF document?
 - A. There is “no maximum number of pages” limit. The maximum is the **file size** of the PDF document. There is no correlation between the number of pages to PDF file size. The PDF file size is based upon numerous factors such as the software creating the PDF, scanner settings, resolution, and the actual copy/scanner equipment.
6. How do I get the court’s PDF Header on the PDF document?
 - A. By default, when an e-filer is set up, their account is set up to automatically display PDF headers when accessing documents from the NEFs they receive. If you do not want to have PDF headers displayed, contact the help desk at 303/335-2050 and ask the option to include headers is removed.
7. How do I remove the court’s PDF Header from the PDF document?
 - A. By default, when an e-filer is set up, their account is set up to automatically display PDF headers when accessing documents from the NEFs they receive. If you are not getting PDF headers when accessing the document from the NEF, contact the help desk at 303/335-2050 to have your account checked.
8. What browsers work with ECF?
 - A. ECF has been tested with various versions of Internet Explorer and Mozilla Firefox. ECF does NOT work well with Safari on MAC/APPLE products and other browsers such as Firefox or Chrome would be other alternatives. However, other browsers such as OPERA and CHROME have not been extensively tested nor used extensively by the court.
9. What is cache and why do I need to clear it out? How do I clear it?
 - A. Browsers (i.e. Internet Explorer, Chrome, Firefox, and Safari) are applications used to access the internet and ECF. When using a browser, the browser software is designed to save web pages which allow you to click on the forward/back navigation buttons to re-display screens. Cache is also known as Temporary Internet Files. These Temporary Internet files will build up and may affect the speed of the browser process and inadvertently display old pages of information. Thus, it is a good idea to clear the browser’s cache file. There are different versions of all the browsers mentioned and with each new version, the process to clear cache may be different. For example, under Version 11 of Internet Explorer, **click on tools, > click “Internet Options” > click the Delete button in the Browsing history section > In the Delete Browsing History dialog box, have only the “Temporary Internet files and website files” and “Cookies and website data” checkboxes checked. (un-check all other check boxes) > click the Delete button. You will be returned to the “Internet Options” dialog box. After you see the notification that Internet Explorer has finished deleting the selected browsing history, click the “OK” button. Once you have gone through this process, attempt your filing, etc. once again in ECF. If you continue to have problems, please contact the help desk at 303/335-2050.**

10. I received a NEF and I am clicking on the document hyperlink, but it looks like I am being charged. What happened to my free look?
- A. The NEF (Notice of Electronic Filing) contains a free-look document hyperlink. The free look is only available the first time the hyperlink in the email is clicked. The document hyperlink in the NEF will expire after the first use or after **14 days**. Any time the hyperlink is accessed after it has expired, the user will be charged PACER fees to view the document. All users are advised to save or print the document during the initial viewing period to avoid future charges. If you get a PACER login screen and this is the first time you've attempted to access the document, contact the help desk at 303/335-2050.
11. What's the difference between PACER and ECF?
- A. Logging into PACER or ECF is accomplished from the same login page. Using your PACER login will only allow you to query case information and run various reports. You are charged for most PACER activity. **You CANNOT file using the PACER login.** Logging in with your ECF login will allow you to file documents electronically. You may also access query and report options. **However, you will need to also enter your PACER login, if not linked by default, so you will be properly charged for the PACER activity.**
12. Can I get help after normal working hours for ECF?
- A. The ECF help desk is staffed Monday through Friday from the hours of 8:00 am until 5:00 pm (excluding holidays). During normal hours the help desk may be contacted by e-mail at cod_cmecef@cod.uscourts.gov or by phone at 303-335-2050 (In Colorado and outside of the metro calling area at 1-866-365-6381).
13. Is there training available for ECF? How much does it cost?
- A. ECF training is scheduled monthly (civil and criminal). You may register for classroom training at [Http://www.cod.uscourts.gov/CMECF/CMECF_trnReg.aspx](http://www.cod.uscourts.gov/CMECF/CMECF_trnReg.aspx)
The cost is free. There are some basic online overview modules available via the PACER website. However, the material is based on a previous version of ECF and should be used only as an overview, not current training.

IV. Miscellaneous FAQ's:

1. Does ECF have a "Serve only" function like the state court system?

- A. ECF **DOES NOT** have a "serve only" feature to serve items like discovery, etc.

2. How do I register my credit card in ECF?

- A. Your credit card is not registered in ECF. If you wish to pay a fee by credit card, a completed Single Use Credit Card Authorization Form should be provided to the Court and can be access [here](#). If you are filing a new case with a complaint, petition, notice of removal, etc. you must pay the filing fee utilizing pay.gov during the filing of the initiating document. **NOTE:** PACER has the ability to have you register a credit card for PACER payment of PACER charges. If you have questions related to PACER, you may contact the PACER Service Center at 1-800-676-6856 or go to their web site at www.pacer.gov

3. How do I receive notice only in certain cases?

- A. There are basically two scenarios for receiving notices on specific cases. The first is to receive notices on a case where the attorney **IS NOT** an attorney of record. When you add those cases, PACER charges will apply for accessing documents from the NEF. The second is to have e-mail address(es) set up to be noticed **ONLY** on specific case where the attorney is the attorney of record. In the second scenario, e-mail recipients will not be charged for accessing the document from the NEF. Either of the following documents:

http://www.cod.uscourts.gov/Portals/0/Documents/CMECF/ECF_User_Manual_Version_6.1-final-12-28-15.pdf

http://www.cod.uscourts.gov/Portals/0/Documents/CMECF/CM-Archived/cm_4_1_changes.pdf

will detail how to set up the noticing. If you have questions, please contact the help desk at 303/335-2050.

4. How do I get my noticing turned off?

- A. Generally, noticing will be turned off when the attorney has filed a motion to withdraw and an order to withdraw is granted. If the party in the case is **no longer pending (terminated)** and the attorney has not withdrawn, the attorney may file a notice requesting service be turned off for the specific case.

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