

PLEASE READ THE FOLLOWING, AND IF YOUR QUESTION IS NOT ANSWERED, SEND AN EMAIL TO: [cod\\_cmecf@cod.uscourts.gov](mailto:cod_cmecf@cod.uscourts.gov).

## **CM/ECF FAQs**

- I. Log In/Attorney/Web Address FAQs
- II. E-filing FAQs
- III. Restricted Documents/Access FAQs
- IV. Technical FAQs
- V. Miscellaneous FAQs

Revised June 2019

# I. Log In/Attorney/Web Address FAQs

## 1. How does an attorney apply for bar membership and register for a CM/ECF account?

A. Attorneys apply for bar membership and register for a CM/ECF account through the Court's Attorney Services Portal (ASP) system (**Note**: this also applies to attorneys who have been administratively removed from the attorney roll). Follow this procedure:

- Create an ASP account in the attorney's name; an email address serves as the ASP account login/username; an ASP account password is required (The link to create an ASP account is <https://www.cod.uscourts.gov/CMECF/Register/Login.aspx>)
- Complete and submit the Combined Bar/ECF Application. (**Note**: the ASP account password can be used as the attorney's CM/ECF password when completing the application).
- Pay the required fee via pay.gov by credit card or direct payment.
- After completing payment, allow up to two business days to process the attorney's Bar/ECF registration.
- An email will be sent to the ASP account email address, informing the attorney that bar admission was granted and that the attorney's CM/ECF username can be retrieved by logging into the attorney's ASP account. **Note**: The CM/ECF login will not be sent over the internet; the CM/ECF password will be as requested in the Bar/ECF application; and the login/username for the ASP account (an email address) is not the CM/ECF login (the CM/ECF login/username begins with "co").

## 2. After I register for a CM/ECF account, what is my login and/or password?

A. Once the attorney's combined Bar/ECF application is processed, an email is sent informing the attorney that the CM/ECF login/username can be retrieved by logging into the attorney's Attorney Services Portal (ASP) account. **Note**: The CM/ECF login/username will not be sent over the internet, and must be retrieved from the attorney's ASP account; the CM/ECF password will be as requested in the Bar/ECF application; and the login/username for the ASP account (an email address) is not the CM/ECF login (the CM/ECF login/username always begin with "co").

## 3. I believe that I have a CM/ECF account and login but I can't remember it. What can I do?

A. To locate your CM/ECF account login, log in to your Attorney Service Portal (ASP) account (the login/username for your ASP account is an email address). Use the following link to access your ASP account: <https://www.cod.uscourts.gov/CMECF/Register/Login.aspx>. You log in to an "Existing Account." **DO NOT CREATE A NEW ASP ACCOUNT; DO NOT FILL OUT A NEW BAR/ECF APPLICATION.** If your email address is no longer active, send an email to [cod\\_attorneyservices@cod.uscourts.gov](mailto:cod_attorneyservices@cod.uscourts.gov) with the attorney's name and email address, and we will update your ASP account with your new email address and send a temporary ASP account password to the new email address. Your CM/ECF account's login will always be in your ASP account and begins with "co" The means to reset your CM/ECF password can be found under the link "My Profile."

## 4. Can I change my login or password?

A. You cannot change your login/username, but you can change your password, and if you change firms we recommend you do so. To change your password, login to CM/ECF with your CM/ECF login/username and password (DO NOT USE YOUR PACER USERNAME AND PASSWORD), click on "Utilities" on the Blue Bar at the top, then click on "Maintain Your Login/Password." If you have misplaced or forgotten your password, the following link can be used to reset your CM/ECF password using either your CM/ECF login/username (begins with co...) or your primary CM/ECF email address: <http://www.cod.uscourts.gov/CourtOperations/PasswordReset.aspx>  
**Note**: The attorney's primary CM/ECF email address must be current to receive the instructions and links necessary to change the CM/ECF password.

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

A. You can change (but not delete) your primary email address; you can add, change or delete secondary email addresses. Log into your CM/ECF account, click on “Utilities” on the Blue Bar, and then click on “Maintain Your E-mail.” Click on “Add Email Address” to add a secondary email address. Use your cursor to click on an existing email address you want to affect. The email address will open to the right in a box that you can now change or, if a secondary email address, delete. Check the Configuration Option for that email to ensure that email will receive notices of electronic filings. You can turn off noticing for any email address, but we recommend you delete any secondary email addresses not in use. For more on Configuration Options, see Chapter 8 of the Electronic Case Files User Manual (Version 6.1)

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

A. For the ASP <https://www.cod.uscourts.gov/CMECF/Register/Login.aspx>  
For E-filing (CM/ECF) <https://ecf.cod.uscourts.gov>

**7. How do I update my mailing address?**

A. You must submit a “Contact Change Request” through your ASP account. The link to submit a change of contact request form is found at: <https://www.cod.uscourts.gov/CMECF/Register/Login.aspx> under a link styled “My Profile.” You must also submit a Notice of Change of Address/Contact Information in any active cases in which you are counsel of record to inform opposing counsel or pro se parties of the change in contact information.

**8. I have changed law firms; do I need to get a new login?**

A. No. A CM/ECF account belongs to the individual attorney, not the attorney's firm. However, you may want to change your CM/ECF password to protect your CM/ECF account from unauthorized use. You must submit a Contact Change Request through your ASP account to inform the Court of your new contact 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/Contact Information in the cases you will continue serving as counsel of record to inform opposing counsel and pro se litigants of the change in your contact information.

**9. I tried logging in to CM/ECF several times and am locked out. What can I do?**

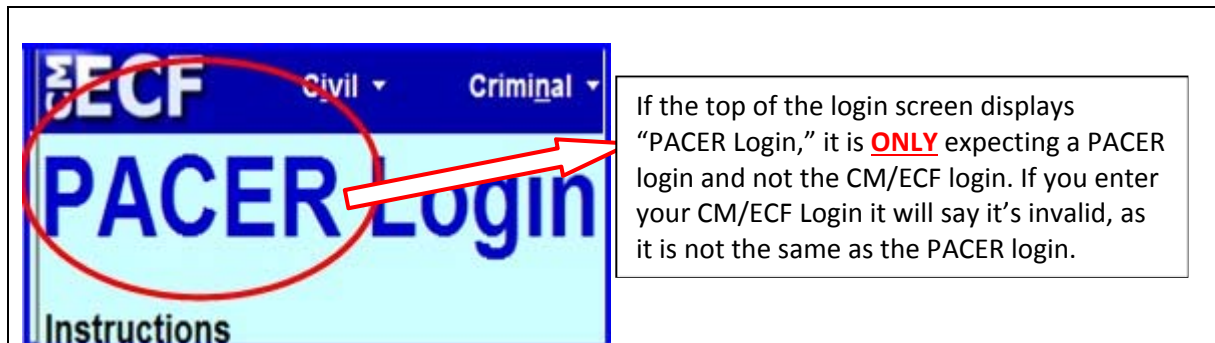
A. Once your login is locked, using the “Reset your Password” function does not unlock your CM/ECF account. You need to wait the number of minutes indicated before you can try logging in again. You will probably need to clear your cache before you try again.  
(see Section IV – Technical FAQs, Number 9).

**10. I am having problems logging in. What should I do?**

A. Check the following:

- Be sure you are at the correct website for the District of Colorado's-filing system: (<https://ecf.cod.uscourts.gov/cgi-bin/login.pl>).
- Remember all letters of your CM/ECF login/username will be lower case and your login/username will begin with “co....”
- Remember your CM/ECF login/username and password are case sensitive.
- Remember your CM/ECF password is as you requested in your Bar/ECF application unless you reset it.
- Remember the “**CM/ECF Filer or PACER Login**” screen has dual functionality; it can allow you to file documents with your CM/ECF login/username or view document with your PACER login and password. Make sure you are using your CM/ECF login and password for filing and not your PACER login and password. If you enter your PACER information on the “**CM/ECF Filer or PACER Login**” you will not see CIVIL and CRIMINAL on the blue banner and will not be able to file.

- If your login screen is showing PACER your CM/ECF login and password will fail. If you are filing, you should see CM/ECF Filer or PACER Login at the top of the page and not PACER alone as in the example below:



## 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 event in CM/ECF. The filing fee is paid during the filing sequence 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](mailto: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 303-844-3433, 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, email addresses, and do not enter parties in CAPS. (Click [here](#) to go to the CM/ECF web page to download the PDF copy of the User Guide - Attorney Case Opening or a 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?

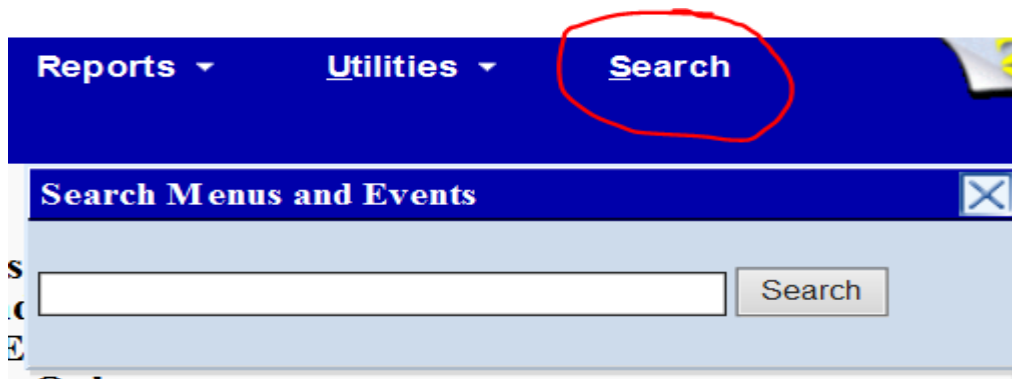
- A. For assistance, contact the Case Administration Specialist for the presiding judge on your case. The phone numbers can be found at: <http://www.cod.uscourts.gov/AbouttheDistrict/ContactUs.aspx>.

### 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 event 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/CourtOperations.aspx>

### 4. I cannot 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. The easiest procedure for finding an event name is to use the CM/ECF "Search" feature in the blue menu bar. Type the name of the event you believe you want and every event option with that name will appear.



Clicking on an event will select that event and begin the filing sequence. **Note:** take care not to choose a criminal event for a civil case and vice versa.

There is also lists of events available. 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 categories that are available for filing pleadings into CM/ECF. You may print the list out; perform a search (by simultaneously pressing and holding the CTRL key and the F key, then entering the name of your document in the search box. If you do not find an exact match, use the event that most closely relates to your filing.

**5. I am filing a large number of attachments to my filing and CM/ECF aborts before finishing? Can I file in paper?**

A. No. 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. You should check the file sizes of the documents you are trying to attach to ensure they are under the file size limit.

**6. I attach an audio or video file to my filing?**

A. No. Please refer to the most current version of the [ECF Procedures](#) found on our [web site](#) regarding conventionally filed materials.

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

**8. When I'm retrieving a PDF document from CM/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. CM/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.

**9. 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 CM/ECF account to allow CM/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 CM/ECF with your CM/ECF account, then click on query. You will then need to login with your PACER account so the proper billing will occur.

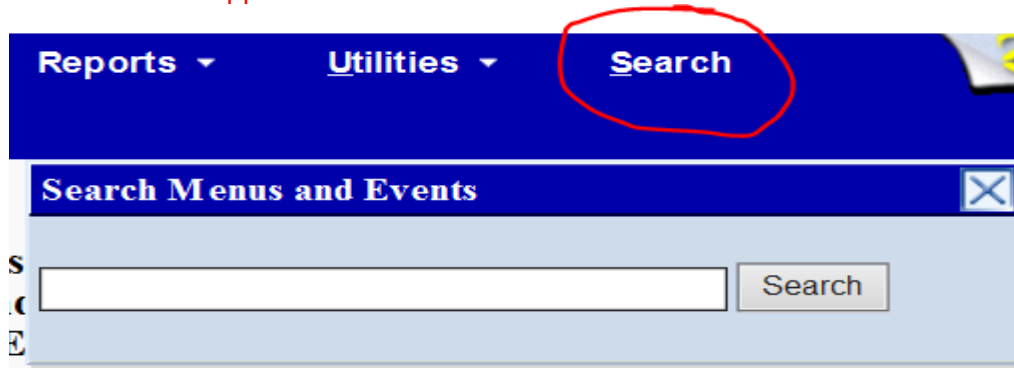
## 10. A motion to withdraw was filed and granted and we are still getting Notices of Electronic Filing (NEFs)?

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.

## 11. What event should I use to file an entry of appearance?

### What event should I use for...?

A. Courts make a number of events available for e-filers to use. The easiest procedure for finding an event name is to use the CM/ECF "Search" feature in the blue menu bar. Type the name of the event you believe you want, e.g. "Notice of entry," or "Appearance," and every event option with that name will appear.



Clicking on an event will select that event and begin the filing sequence. **Note:** take care not to choose a criminal event for a civil case and vice versa.

There is also lists of events available. 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 categories that are available for filing pleadings into CM/ECF. You may print the list out; perform a search (by simultaneously pressing and holding the CTRL key and the F key, then entering the name of your document in the search box. If you do not find an exact match, use the event that most closely relates to your filing.

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>

## 12. How do I convert my document to a PDF document?

A. All documents uploaded into CM/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.

**13. 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 CM/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.

**14. 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 CM/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?

**15. 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 CM/ECF, the entry cannot be deleted or an incorrectly filed document(s) be changed out without a judicial order. Please contact the Case Administrative Specialist for the presiding judge on your case to notify of the erroneous filing. The phone numbers can be accessed at:  
Specialist for the presiding judge on your case. The phone numbers can be accessed at:  
[http:// www.cod.uscourts.gov/AbouttheDistrict/ContactUs.aspx](http://www.cod.uscourts.gov/AbouttheDistrict/ContactUs.aspx)

To better ensure your filing is correct, keep in mind the following items:

- i. Is the login used the same as the attorney that signed (s/John Attorney) the pleading?
- ii. View the PDF documents before attaching them to be uploaded.
- iii. 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 CM/ECF and PACER may access documents in the restricted case. Note: PACER charges will apply to the document access after the first free look.

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 CM/ECF account to allow CM/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 CM/ECF with your CM/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>

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 CM/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 found at the [ECF page](#).



## IV. Technical FAQs

**1. I am having problems attaching documents. I keep getting an error message. What is wrong?**

A. CM/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.

**2. How do I convert my document to a PDF document?**

A. All documents uploaded into CM/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.

**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 **82x 11** (do not use auto size.)

**4. What's the PDF size limit for documents to be filed in CM/ECF?**

As of the latest date shown in the footer (Revised MMMM YYYY), the max size per PDF document is 15MB (Megabytes). To ensure that this is the most current information on the maximum size, **click on Utilities, > Court Information** to find the *Maximum PDF File Size* under *Court Information*.

**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.

**7. How do I remove the court's PDF Header from the PDF document?**

A. You cannot remove the header. The document's header indicates that the document was

obtained/printed from the actual case docket. 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.

## 8. What browsers work with CM/ECF?

- A. CM/ECF has been tested with various versions of Internet Explorer and Mozilla Firefox. CM/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 CM/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 CM/ECF.**

## 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 expires 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.

## 11. What's the difference between PACER and CM/ECF?

- A. Logging into PACER or CM/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 CM/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 CM/ECF?

- A. There is no longer a CM/ECF help desk. Instead, please send questions to by e-mail at [cod\\_cmecf@cod.uscourts.gov](mailto:cod_cmecf@cod.uscourts.gov), which is manned from 8:00 am to 5:00 pm, Monday-Friday, MST except for federal holidays.

**13. Is there training available for CM/ECF? How much does it cost?**

- A. Training information and documentation is available on the Court’s webpage under Quick Link “Electronic Case Filing (CM/ECF)” page:  
<http://www.cod.uscourts.gov/CourtOperations/CMECF.aspx>  
There is no charge for the self-paced training.

## V. Miscellaneous FAQs

**1. Does CM/ECF have a “Serve only” function like the state court system?**

- A. CM/ECF does not have a “Serve only” feature to serve items like discovery, etc.

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

- A. Your credit card is not registered in CM/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 accessed from the [Forms page](#). 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](http://www.pacer.gov)

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

- A. By default, attorneys of record in a case should always receive notice of filings along with secondary e-mail addresses set up (and active.)

Maintaining e-mail addresses and notifications are the attorney’s responsibility. The ECF User Manual (Version x.x) [specifically the “Utilities” chapter] details e-mail options the attorney can apply to the e-mail addresses tied to their account.

The ECF User Manual (Version x.x) can be accessed at the [CMECF page](#) of the web site.

**4. How do I get my noticing turned off?**

- A. Generally, noticing will be turned off after 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.

-