

August 2013 COMMON ECF ISSUES/QUESTIONS - External filers

A. Logins/Password Issues

1. Using the “Reset your Password” function **does not** unlock your ECF account. You still need to wait the number of minutes before you can try logging in again.
2. If the attorney (or their staff) does not know the attorney’s ECF login, the **attorney** must contact the court to obtain it. If the attorney (or their staff) knows the ECF login, the “Reset your Password” function from the ECF login page can be used to reset a password.
3. Pursuant to Local Rule, D.C.COLO.LCivR 5.2(D) 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.)

B. Browser Issues (i.e. Internet Explorer, Mozilla FireFox, Safari, Chrome, Opera)

4. Many customer problems are related to an accumulation of “Temporary Internet Files” commonly referred to as “**cache**.” Browser cache files should be regularly deleted. Please contact your IT staff or the Browser’s Help files for your specific browser.
5. For **Apple/Mac** users, we suggest downloading Mozilla FireFox as your browser. We have found that Safari and some other web browsers do not interface well with ECF.

C. ECF filing Issues.

6. ECF **DOES NOT** have a “serve only” feature to serve discovery like the state filing system.
7. Do **not** use your ECF login to file a document for another attorney. It could result in striking the document or other court initiated action.
8. 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**.
9. Once a filing is completed on ECF (you see the final confirmation screen), the entry **CANNOT** be deleted or 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:
 - a. Is the login used the same as the attorney that signed (s/John Attorney) the pleading?
 - b. View the PDF documents **before** attaching them to be uploaded.
 - c. Make sure you are in the right case.

10. For scanned documents, scanner settings will help minimize the file size of your document. Example settings are:
 - a. Scan as a black and white image (no color; if you are doing a color scan, the file size will be much larger.)
 - b. Set the dpi (dots per inch) resolution to 200 or 300.
 - c. Set page size to 8 ½ x 11 (do not use auto size.)
11. 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.

D. Opening new cases in ECF Issues

12. 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.
13. 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.)
14. The ECF Help Desk number is 303-335-2050 (or 1-866-365-6381.) When you call the general court number (303-335-3433) please **listen to the whole message before making a selection.**

The ECF Support Team hopes this information is helpful to you.

Thank you