

Notice re: Bounce-back Emails

Bounce-back E-Mail

A bounce-back email means that a Notice of Electronic Filing (NEF) or an electronic communication from the CM/ECF system (ECF) was not delivered.

Most bounce-backs in our Court occur from inactive, incorrect or disabled e-mail addresses; however, a bounce-back e-mail may occur from a variety of situations:

- Counsel's failure to maintain a current e-mail address in their ECF account;
- The receiving computer system's settings reject the NEF as spam; or
- The receiving computer system does not maintain sufficient capacity to receive the transmitted NEF.

ECF Policy

Registration as an ECF Filing User constitutes consent to electronic service of all documents. It is the responsibility of the Filing User to maintain a current and correct e-mail address in their ECF account.

Bounce-backs are Not Monitored

As a courtesy, Clerk's Office staff began to monitor bounce-back e-mails related to electronic entries when the Court went live on ECF. Due to the volume of bounce-back e-mails and reductions in staff, the Clerk's Office is no longer able to contact counsel to take corrective action.

Reminder to Counsel of Record

The Clerk's Office reminds counsel:

- It is the responsibility of the Filing User to maintain a current and correct e-mail address in their ECF Account;
- Ensure all e-mail addresses listed on your ECF account are current;
- If a withdrawal/substitution of counsel has not been filed prior to an attorney leaving the firm, designate someone in the firm to check the e-mail account for ECF Notices until substitution of counsel is filed with the Court;
- When an attorney leaves a firm and takes active cases from the firm, the attorney must change the e-mail address listed on the ECF account as soon as possible;

- If a support staff employee (e.g. Administrative Assistant, Paralegal, etc.) leaves a firm and are listed as a secondary e-mail account for an attorney (s), those secondary e-mail accounts will need to be removed. Failure to remove them will result in bounce-back emails on those accounts.
- File a notice of any change in your physical address in the official record for each active case and update your Filing User account by going to “Maintain User Accounts” in the “Utilities” section of ECF.
- Regularly check the ECF docket sheet for your cases.