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|  | U.S. District Court – Southern District of Ohio | |
| | Department Name | Clerk's Office |
| | Procedure Name | NextGen Frequently Asked Questions |
| | Last Reviewed/Update Date | 7/28/2020 |
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NEXTGEN FREQUENTLY ASKED QUESTIONS

Purpose

This is a list of frequently asked questions by the public. We have listed the questions and the answer.

Scope

This procedure applies to all CM/ECF user in the Southern District of Ohio.

Responsibilities

Clerk's Office: If you have a question that isn't addressed below in the FAQs, please call the Clerk's Office at:


Cincinnati: 513-564-7500




Columbus: 614-719-3000



Dayton: 937-512-1400


Frequently Asked Questions

| Question | Answer |
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| How do I register for a new PACER account? | <p>Visit the PACER website at https://pacer.uscourts.gov/</p> <p>Once you are on the PACER website, you should click Register for an Account and then click PACER – CASE SEARCH ONLY from the pull down menu.</p> |

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| | <p>Then click "Register for a PACER Account" and follow the directions. The account type you want is "Individual".</p> <p>For additional assistance, call the PACER Help Desk (800-676-6856).</p> | | | | |
| Can the attorneys use a firm PACER account? Can they share accounts? | <p>The firm can keep that one PACER account for viewing cases only; however, each attorney who wishes to continue electronic filing in this court needs his/her own individual PACER account.</p> <p> Note: Attorneys cannot share accounts.</p> | | | | |
| Can the firm continue to use one PACER account for viewing documents? | <p>The firm can still have one PACER account for support staff and non-attorneys to share for viewing only (no e-filing privileges). Attorneys who e-file will need individual PACER accounts.</p> | | | | |
| How can the firm sign up for a PACER Administrative Account (PAA) for centralized billing for attorneys? | <p>Visit the PACER website https://pacer.uscourts.gov/</p> <p>Click Register for an Account and then select Group Billing from the pulldown menu. Then click "Register for a PACER Account" and follow the directions.</p> <p>For additional assistance, call the PACER Help Desk (800-676-6856).</p> | | | | |
| How can I tell if I have an upgraded PACER account? | <p>Visit the PACER website at https://pacer.uscourts.gov/</p> <ol style="list-style-type: none"> Log in to PACER by hovering over Manage Your Account and then select Manage My Account Login When logged in, look at Account Type. If it says Legacy account, click the UPGRADE link. <table border="1" data-bbox="712 1409 1385 1465"> <tr> <td>Account Type</td> <td>Legacy PACER Account (upgrade)</td> </tr> </table> <ol style="list-style-type: none"> If it says Upgraded account, you are ready for NextGen. <table border="1" data-bbox="712 1570 1385 1627"> <tr> <td>Account Type</td> <td>Upgraded PACER Account</td> </tr> </table> | Account Type | Legacy PACER Account (upgrade) | Account Type | Upgraded PACER Account |
| Account Type | Legacy PACER Account (upgrade) | | | | |
| Account Type | Upgraded PACER Account | | | | |
| I forgot my PACER login or Password. | <p>Go to https://pacer.uscourts.gov/ and hover over Manage Your Account and select Forgot Username or Password?</p> <p>If you forgot your username, you will need your PACER account number or you will need to contact PACER directly.</p> | | | | |

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| | <p> Note: Once the court is live on NextGen and the attorney has completed the linking of their current CM/ECF and PACER account, we can no longer reset logins and passwords. They need to go to PACER to recover that.</p> |
| I am trying to log in to PACER and I get a PACER User Inactive error. | <p>This means your PACER account has not yet been activated and you should contact PACER to have it activated.</p> <p>If you did not enter a credit card number during the registration process, the activation will come in the mail from PACER. You can still file, but you will not be able to view the docket reports or documents.</p> |
| I upgraded my PACER account and now I can't get into NextGen CM/ECF | <p>Once NextGen is live you must link your CM/ECF account to your upgraded PACER account using your CM/ECF login. You can go to our website and follow the linking instructions on the NextGen page.</p> <p> Note: Once your account is linked you will have access to all events to file as you did prior to NextGen CM/ECF.</p> |
| I do not know my CM/ECF Login and Password. | <p>You will need to contact the Clerk's Office to have it reset.</p> <p>Cincinnati: 513-564-7500 Columbus: 614-719-3000 Dayton: 937-512-1400</p> |
| I am concerned that once I upgrade my account, I will no longer be able to get into another court's filing system if they are not on NextGen yet. | <p>You will still be able to view documents in any federal court in the country whether or not that court is on NextGen.</p> <p>Your PACER login will also become the login used to e-file in all federal courts in the country, once those courts are live on NextGen.</p> <p>You will still have to use the username and password issued by those court in order to file in the courts that are not on NextGen.</p> <p> Note: As more courts upgrade to NextGen you will be able to link your existing Upgraded PACER login and password to each of those courts. Eventually, when all federal courts have upgraded, the PACER login and password will be the only one that you will need to maintain for all federal courts, including the bankruptcy, district, and appellate levels.</p> |
| Do I need to remember my | <p>No. After you link your accounts your PACER login and password will be used for all NextGen courts where you are</p> |

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| <p>CM/ECF Login after I have linked my accounts?</p> | <p>registered to e-file. You must continue to use your CM/ECF login for any court that has not live on NextGen.</p> |
| <p>What do I have to do once your court is live?</p> | <p>You must link your upgraded PACER account with your current CM/ECF account that can be found here. The linking is a one-time thing.</p> <p> Note: Once your accounts have been linked you will use your PACER username and password to login into CM/ECF and you will no longer need to retain the current CM/ECF login credentials.</p> |
| <p>I am trying to link my CM/ECF account with my new PACER account and I get an error?</p> | <p>There may be a linking error when trying to link if the CM/ECF password is very old and not in the most recent password format.</p> <p>If this occurs contact the Clerk's Office and ask that your password be updated.</p> |
| <p>Where do I log into CM/ECF once you are live?</p> | <p>The same place you logged in prior to NextGen. You can log in through our court website www.ohsd.uscourts.gov and select E-Filing (CM/ECF) and this will redirect you to the new PACER login screen. You can also log in through PACER's website.</p> |
| <p>I have linked my CM/ECF account and PACER account, but no menus are displaying such as Civil or Criminal.</p> | <p>Make sure you followed the steps for linking accounts on our website under the NextGen tab. If you have properly linked your accounts, first try clicking on any menu item except Logout. If still not showing all menus, refresh your screen (F5), clear cache (i.e., browser history), or log out and log back in (closing the browser helps).</p> |
| <p>My PACER account is linked to my CM/ECF account. However, when I click on Query, I get an error which says: "There is currently an issue with your PACER account..."</p> | <p>This means your PACER account has not yet been activated.</p> <p>You should contact PACER to have it activated or if you did not enter a credit card number you could wait until activation comes in the mail from PACER.</p> <p> Note: E-filers can still file if PACER is not active yet, you just cannot view documents.</p> |
| <p>If each attorney has their own PACER account,</p> | <p>Pacer Administrative Accounts ("PAA") - Firms may centralize Pacer billing through a PACER Administrative Account to help manage attorney accounts and have</p> |

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| will the firm get several different bills? | individual accounts centrally billed for PACER access fees. To register for a PACER Administrative Account, you will need to visit https://pacer.uscourts.gov/register-account/group-billing |
| How do I store my credit card information in PACER to pay filing fees in CM/ECF? | <p>A. Go to https://pacer.uscourts.gov/</p> <p>B. Click Manage Your Account – Manage My Account Login</p> <p>C. Go to the Payments tab and click Manage My Stored Payment Information</p> <p>D. Click Add Credit Card and enter payment and address information</p> <p>E. Select the checkbox for E-filing fees default</p> <p> Note: This is optional, and you do not need to set it. When you file a document which requires a fee, this credit card will be displayed (with last 4 digits only). You can select to pay with this credit card or choose to pay with a different credit card.</p> |
| Can attorneys use a firm credit card for PACER fees or do they have to use a personal account? | You can enter a credit card when you are registering for PACER. It can be a personal or business account. |
| I don't want to get a PACER account because I don't want to pay. | There is no fee to register for PACER. There is only a fee for viewing documents, which is the same as it was prior to NextGen. Visit https://pacer.uscourts.gov/ for information on billing and fees. |
| My credit card for PACER was not authorized, now what do I do? | You will have to contact PACER to activate it if you can't wait the 7-10 days for the activation to come in the mail. |
| What if I'm a CJA Attorney? | You will only need one PACER account for filing and viewing in NextGen. A toggle allows you to change PACER Exemption status between exempt and not exempt status while logged in and a link under Utilities – Your Account – Change PACER Exemption Status has been added to allow you to change between statuses without logging out. |