

Frequently Asked Questions Index

- 1. Why aren't my screens showing up?**
- 2. How do I pay?**
- 3. How Secure is CM/ECF?**
- 4. How do I sign documents?**
- 5. Can I register my credit card with the Bankruptcy Court?**
- 6. What are the size limits for documents?**
- 7. What if my document is too big?**
- 8. How do I receive a login/password?**
- 9. I only want to file Proofs of Claims, how do I do it?**
- 10. I am a Petition Preparer, may I receive a login/password to file petitions and related documents?**
- 11. What are the system requirements?**
- 12. Why am I not receiving my emails?**
- 13. Is there a fee to file electronically?**
- 14. What is the procedure for uploading orders?**
- 15. Why can't I pay my account?**
- 16. Why can't I get my free look?**
- 17. I use an upload program, what are the "office codes" needed to set up my files for bankruptcy upload?**
- 18. How do I change my Attorney information, address, telephone number, or e-mail address in ECF?**
- 19. How do I file A Proof of Claim?**
- 20. How do I file an Amended Proof of Claim?**

ADDITIONAL WEBSITE INFORMATION FOR THE PRO SE DEBTOR, FILING FEES, CLEARING CACHE AND CM/ECF EVENTS

1. Why aren't my screens showing up?

You are locked out for failure to pay. To pay, go to Utilities, select Outstanding Internet Payments or Credit Card Payments due and then pay your amount due. After paying, you will have to "clear cache" - go to Tools - select Internet Options - Select Delete files (these are temporary internet files) - select OK.

[Back to top.](#)

2. How do I pay?

You may use a debit or credit card.

[Back to top.](#)

3. How Secure is CM/ECF?

CM/ECF has passed an evaluation by the National Security Agency. Access is only allowed via a court issued login and password.

[Back to top.](#)

4. How do I sign documents?

Using your court assigned login and password to file a document is considered your signature. The accepted format for filing an electronic signature : /s/ John D. Debtor

[Back to top.](#)

5. Can I register my credit card with the Bankruptcy Court?

No, you will need to input your credit or debit card information every time.

[Back to top.](#)

6. What are the size limits for documents?

5.0 MB is the size limit for each file uploaded or approximately 80-100 pages.

[Back to top.](#)

7. What if my document is too big?

If you use a scanner, you need to change the dpi size on your scanner to a smaller size. If you are not using a scanner and your document is still too big, then you need to break your document into separate files.

[Back to top.](#)

8. How do I receive a login/password?

Training is required for attorneys. Training is scheduled in Indianapolis, Terre Haute, Evansville and New Albany. The dates and times are located on our website under “Pacer/CMECF”/”CM/ECF-General Information”/Attorney/Limited User Training” as well as the ECF Attorney Registration form.

Upon completion of training, a login/password is issued to each attorney.

[Back to top.](#)

9. I only want to file Proofs of Claims, how do I do it?

The Southern District of Indiana allows for Limited Participants to file Proofs of Claims, Transfer of Claims, Withdrawal of Claims, Appearances and Reaffirmation Agreements. In order to file these documents, you need to fill out a Limited Participant Registration form located on our website under “Pacer/CMECF”/”CM/ECF-General Information”/Attorney/Limited User Training”

The form needs filled out and returned to us. In turn, you will receive a login/password via email.

[Back to top.](#)

10. I am a Petition Preparer, may I receive a login/password to file petitions and related documents?

The Southern District of Indiana does not issue logins/passwords to non-attorneys for filing anything except Proofs of Claims, Appearance and Reaffirmation Agreements.

[Back to top.](#)

11. What are the system requirements?

- Windows 95/98 or higher (2000 or higher is recommended)
- Word Processor of choice
- Internet connection of at least 56k for dial up
We recommend all time connection (ie: DSL, cable modem or T1)
- Adobe Acrobat 5.0 or higher
- Scanner

[Back to top.](#)

12. Why am I not receiving my emails?

You need to allow the court email addresses to come through your spam blocker. To do so, you need to add the following two email addresses as acceptable to come through your spam blocker:

[Back to top.](#)

13. Is there a fee to file electronically?

No. There are no additional fees to file electronically. The only fees you incur are for PACER and normally scheduled fees at the time of filing.

[Back to top.](#)

14. What is the procedure for uploading orders?

Orders are now uploaded from the ECF system. The format for the orders is located on our website under Local Rules/Court Notices/Forms for Orders Effective March 7, 2005.

[Back to top.](#)

15. Why can't I pay my account?

You may have a pop-up blocker enabled. You will need to disable your pop-up blocker then you will be able to continue pay.

[Back to top.](#)

16. Why can't I get my free look?

In your email, click on the hyperlink for the document. At the CMECF/PACER login prompt, use the CM/ECF login/password information. This will take you to the docket for the free look.

[Back to top.](#)

17. I use an upload program, what are the "office codes" needed to set up my files for bankruptcy upload?

Our jurisdictional boundaries by county are listed on our website
<http://www.insb.uscourts.gov/map.htm>

Once the divisional office has been determined by county - the office codes are:

- Office Code 1 = Indianapolis
- Office Code 2 = Terre Haute
- Office Code 3 = New Albany
- Office Code 4 = Evansville

In order for your bankruptcy upload to work correctly, you MUST have these office codes listed in your file build.

[Back to top.](#)

18. CHANGING ECF ACCOUNT INFORMATION:

Attorneys will inquire about how they change existing ECF Account information (i.e.: address, phone, email, etc.). Each User is responsible for maintaining their account information. Let the requester know that the Clerk's Office does not maintain User Account information. The responsibility rests upon each individual/office to ensure accuracy. Go to **"Utilities"/"Maintain Your ECF Account"** under the *Your Account* section. This screen contains basic contact information such as: Name/Office/Address/Phone/Fax. To change **E-Mail information**, go from the "Maintain Your ECF" screen, to **"Email Information"** to access. This screen includes the Primary E-Mail address, Additional E-Mail addresses, Additional Cases in which the requester wants notification for and Notice Preferences (whether they want their e-mail notifications once a day in a summary or every time something is filed in a case in which they are involved). To exit the e-mail info screen click "Return to Account Screen". To change a **Password**, go from the "Maintain Your ECF" screen, to **"More User Information"** located on initial screen to access. To exit the e-mail info screen click "Return to Account Screen".

NOTE: YOU MUST CLICK "SUBMIT" AND "NEXT" TO TAKE EFFECT. YOU MUST ALSO CLEAR CACHE* FOR CHANGES TO TAKE EFFECT.

19. HOW DO I FILE A PROOF OF CLAIM?

Go to Bankruptcy/File Claims. On the first screen, enter the case number, but leave the name of creditor field blank. {If you type in that name field, you will be prompted to formally add the creditor and pay a fee.} After leaving that field blank, the next screen will provide you with a drop down box containing all creditors on the case in which to choose from. Should you not find the name of creditor you are looking for, or if the address for that creditor is not correct, you can select "add a creditor" and type in the information without being prompted for payment or additional filings.

20. HOW DO I FILE AN AMENDED PROOF OF CLAIM?

Go to Bankruptcy/File Claims. Skip the creditor name, click on the box that asks if you are amending a claim and click Next. Pick your creditor from the list and click next. Do NOT plug in the claim number which you are amending. Instead, click on "Amend" and double click on the claim you are amending. Basically, the computer wants to pick the claim for you instead of you putting in the claim number. You should then be able to continue as usual.

FOR THE PRO SE DEBTOR:

On our Website we have a section called "Bankruptcy Information and Filing Assistance" which has links to "Bankruptcy Basics", "Free Bankruptcy Legal Helpline" and "Filing Bankruptcy Without an Attorney". We also have a link to the Bankruptcy Forms and Instructions.

FILING FEES are found on the **Internet** under "General Information" / "Fee Schedule".

***CLEARING CACHE**

Instructions for Clearing Cache is found in our Procedures Manual. Use the Search function. Type in "Clear Cache".

CM/ECF EVENTS can be found on the **Internet** under "Pacer/CMECF" / "CM/ECF-General Information" / "CM/ECF EVENTS"/ *Attorney* Events or *Trustee* Events.