

UNITED STATES BANKRUPTCY COURT  
SOUTHERN DISTRICT OF INDIANA

**NEW PROCESS FOR SUBMITTING CM/ECF ISSUES**

On October 12<sup>th</sup>, the Southern District of Indiana will begin using Hesk.com, a cloud-based software, through which customers can ask, and obtain resolution to, CM/ECF-related questions. The program contains a ticketing system and self-service portal for better customer support with a faster response time. Here is a link to this new service: <https://insb.hesk.com/>. You may wish to bookmark this link. You can also access the link through the “Electronic Filing & Helpdesk” tab under our Frequently Asked Questions (FAQs) - Technical Issues heading.

This new software allows the customer to provide more detailed information about the problem, which should improve the Court’s ability to offer a solution. With the transition to the use of this software, contacting our Help Desk through the email [cmecf\\_tier2@insb.uscourts.com](mailto:cmecf_tier2@insb.uscourts.com) will no longer be an option.

Customers are free to contact the appropriate case manager or other Court staff for assistance and may also use the Live Chat feature found at the bottom right of the Court’s main web page. (That service is only available during the Court’s business hours.)

October 6, 2021

/s/ Kevin P. Dempsey  
Clerk