

NCWB NextGen FAQ's

NextGen Central Sign-On

Pre-Go-Live	
Question	Answer
Do all attorneys need their own individual PACER accounts for NextGen?	Yes, each attorney filing electronically with the court needs their own individual PACER account. Note: If an attorney shares with a staff member they can use the account at the same time.
Can the firm still continue to use one PACER account for viewing documents?	Yes, one PACER account for support staff and non-attorneys to view documents is acceptable. Only those who e-File will need their own PACER accounts. Those who e-File can view documents with the firm shared account or with their new individual PACER account.
I am concerned that once I upgrade my account, I will no longer be able to get into other court's filing system since they are not on NextGen yet.	You will continue e-filing in non-NextGen Courts via their website using the username and password that court issued to you for CM/ECF. The new/upgraded PACER account will allow you to view documents in any court in the country whether that Court is on NextGen or not.
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. Check the PACER website for their fees.
I forgot my PACER login or password.	Go to PACER.GOV and select Forgot My Password or Forgot My Username. If you forget your user name, you will need your PACER account number or contact PACER directly.
I updated my PACER account and now I can't get into CM/ECF (prior to NextGen Go-Live 10/21/19.)	Prior to the Court going Live on NextGen on 10/21/2019 the Login for CM/ECF and PACER are still separate logins. Are you logging into PACER or CM/ECF? If Yes, you are on the PACER (www.pacer.gov) website, go to www.ncwb.uscourts.gov and click on CM/ECF and use current CM/ECF login and password.

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<p>I upgraded my PACER account prior to the NCWB Go Live date, but when I am in CM/ECF and try to query documents it is not letting me.</p>	<p>You may have previously defaulted your PACER login and password within CM/ECF and therefore it is not recognizing your new PACER login and password.</p> <p>You will need to change the default PACER login within CM/ECF in any non-NextGen court you have defaulted your PACER credentials.</p>
<p>Since attorneys will have their own PACER Accounts do they need to use their own credit card for PACER fees or can they use a firm credit card?</p>	<p>Attorneys can enter whichever credit card they want when registering for PACER. They do not have to use their own.</p>

<h3>PACER Administrative Accounts</h3>	
Question	Answer
<p>If each attorney has their own PACER account, will the firm get several different bills?</p>	<p>The firm can create a PACER Administrative Account (PAA) for central billing for all attorneys.</p> <p>On our website under News & Announcements: NextGen: Central Sign-On Link, there is a section on how to register for a PACER Administrative Account.</p> <p>One person in the firm should be appointed the Administrator and would complete the registration on the PACER website.</p> <p>Once that account is created, (for administrative purposes ONLY). The Administrator can:</p> <ul style="list-style-type: none"> • Add users to the account which will then send a request to that user asking them to accept being a part of the PAA account. • Upon accepting the request, the PAA will get one bill itemized by each attorney. <p>Refer to our NextGen: Central Sign-On page for instructions and the PACER website for information on PAA.</p>

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Post Go-Live							
Question	Answer						
What steps do I take once your court is live?	<p>You will link your newly created or upgraded PACER account with your CM/ECF account. Linking is a one-time process per NextGen Court you file within.</p> <p>You must know your current CM/ECF login and password. Once linked, your PACER login grants access to both PACER AND CM/ECF.</p>						
Where do I log into CM/ECF once you are live?	Go to www.ncwb.uscourts.gov then select e-Filing (CM/ECF) – this will redirect you to the new PACER login screen.						
I upgraded my PACER account and now I can't get into CM/ECF (Post NextGen Go-Live).	<p>Have you linked your PACER account to CM/ECF?</p> <p>Note: Once accounts are linked, you should have access to all events to file as you did prior to the court going live.</p> <p>Once the link is created, you may need to log out then log back in to see the options.</p>						
I do not know my CM/ECF login and password.	<p>A new password will have to be assigned by the court staff handling registrations. Please contact a member of the Court's User Registration Group. They will assist in locating your username and assign a new password.</p> <p>⇒ Users Registration Group:</p> <table border="1" style="margin-left: 40px;"> <tbody> <tr> <td>David J.</td> <td>704-350-7561</td> </tr> <tr> <td>Tim L.</td> <td>704-350-7642</td> </tr> <tr> <td>Charlotte Office Main</td> <td>704-350-7500</td> </tr> </tbody> </table>	David J.	704-350-7561	Tim L.	704-350-7642	Charlotte Office Main	704-350-7500
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Do I need to remember my CM/ECF login after I have linked my accounts?	<p>No. Your PACER login will provide access to CM/ECF for all NextGen courts you are registered to e-File in.</p> <p>NOTE:</p> <ul style="list-style-type: none"> Be sure to link your PACER Account with each NextGen Court you are registered to e-File in. <p>You must continue to use the court issued CM/ECF login for courts which have not gone live on NextGen.</p>						

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<p>I have linked my CM/ECF account and PACER account, but no menus are displaying such as Bankruptcy, Adversary, etc.</p>	<p>Did you follow the steps for linking that are posted on the Courts website? Refer to the website under the CM/ECF NextGen tab – Linking Filing Account to PACER.</p> <p>If you have linked try:</p> <ul style="list-style-type: none">• Clearing Cache• Log out and log back in• Refresh Screen
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