

CM/ECF HELPFUL TIPS
AND
ANSWERS TO
FREQUENTLY ASKED QUESTIONS



Helpful Telephone Numbers/Addresses

AR-Western District CM/ECF Help Desk Line (Toll Free) 866-540-5066

CM/ECF Help Desk E-mail CMECF_info@arwd.uscourts.gov

Clerk's Office Website www.arwd.uscourts.gov

Clerk's Office Contact Information

El Dorado - Divisional Office ELD_info@arwd.uscourts.gov
Phone Number 870-862-1202

Fort Smith-Headquarters FSM_info@arwd.uscourts.gov
Phone Number 479-783-6833
Fax Number 479-783-6308

Harrison - Divisional Office
This office is unmanned - Contact Fayetteville staff

Texarkana-Divisional Office TEX_info@arwd.uscourts.gov
Phone Number 870-773-3381
Fax Number 870-772-4802

Fayetteville-Divisional Office FAY_info@arwd.uscourts.gov
Phone Number 479-521-6980
Fax Number 479-575-0774

Hot Springs - Divisional Office HSP_info@arwd.uscourts.gov
This office is unmanned - Contact Fort Smith staff

PACER Service Center (Toll Free) 800-676-6856

AR-Eastern District Clerk's Office Help Desk Line (Toll Free) 866-449-2550

AR-Bankruptcy Clerk's Office - Little Rock 501-918-5500

AR-Bankruptcy Clerk's Office - Fayetteville 479-582-9800

Judge's Email Addresses for Proposed Orders (submit these in WordPerfect or RichText):

Chief Judge P. K. Holmes, III	PKHinfo@arwd.uscourts.gov
Judge Harry F. Barnes	HFBinfo@arwd.uscourts.gov
Judge Timothy L. Brooks	TLBinfo@arwd.uscourts.gov
Judge Robert T. Dawson	RTDinfo@arwd.uscourts.gov
Judge Jimm Larry Hendren	JLHinfo@arwd.uscourts.gov
Judge Susan O. Hickey	SOHinfo@arwd.uscourts.gov
Chief Magistrate Judge Barry A. Bryant	BABinfo@arwd.uscourts.gov
Magistrate Judge Erin L. Setser	ELSinfo@arwd.uscourts.gov
Magistrate Judge Mark E. Ford	MEFinfo@arwd.uscourts.gov
Magistrate Judge James R. Marschewski	JRMinfo@arwd.uscourts.gov

FREQUENTLY ASKED QUESTIONS

Q: How do I register for CM/ECF?

A: Any attorney admitted to the Bar of this Court, including an attorney admitted pro hac vice, may register as a filing user by completing the registration form and submitting the form electronically. There is no fee for CM/ECF registration. The form is located on the public website (www.arwd.uscourts.gov).

To retrieve the form, click the CM/ECF Online Registration link on the left side of the home page in the **Online Resources** menu.

Once the Clerk's Office processes the registration form, the CM/ECF login and password will be emailed to the attorney's primary and secondary email addresses listed on the registration form.

Q: My CM/ECF login and password are not working. What should I do?

A: First, verify that you have accessed the correct CM/ECF website. (<https://ecf.arwd.uscourts.gov>)

NOTE: A common error is to attempt to login to the Bankruptcy Court or the Eastern District of Arkansas CM/ECF sites using the login and password issued from this district.

Second, verify that you are using a login and password issued by the Western District of Arkansas. (CM/ECF users will sometimes attempt to use a login and password issued from another District/Bankruptcy or Appellate court to access CM/ECF in this district.)

Third, if the web address and the login are correct, then likely the password has been changed by the user. Contact the Help Desk line (866-540-5066) to have the password reset.

Q: I have logged into CM/ECF but I do not have any events to select for filing. What's wrong?

A: Look at the blue menu bar.

If you see **Civil, Criminal, Query, Reports, Utilities, Search** and **Logout**, click on either the **Civil** or **Criminal** tab for a list of filing events.

If you see **Query, Reports, Utilities** and **Logout**, you have used your PACER login and password, which only allows a user to view documents and reports. Click **Logout** and enter the filing login and password. The options on the menu bar should change.

Q: What is the file size limit for a document in CM/ECF?

A: CM/ECF will accept files no larger than ten (10) megabytes per attachment. There are approximately 1,000 kilobytes in each megabyte. It is recommended that the combined size for all attachments to a single entry be limited to thirty (30) megabytes.

To determine the size of a file, right click on the name of the document and select *Properties*. The size of the document is displayed under the *General* tab.

If a single file is larger than ten (10) megabytes it will be necessary to upload that attachment in parts to avoid a filing error. Label the attachments as:

Exhibit A - Deposition of John Smith, Part 1,
Exhibit A - Deposition of John Smith, Part 2.

Q: What can I do if the combined file size is over the thirty (30) megabyte limit?

A: You should include the main document and as many exhibits as possible to the event docket entry. (Motion, Memorandum Brief in Support, Statement of Facts, etc.)

When there are additional exhibits that should be attached to that event entry, create a cover sheet to use as a main document:

IN THE UNITED STATES DISTRICT COURT WESTERN DISTRICT OF ARKANSAS FORT SMITH DIVISION	
JOHN SMITH	PLAINTIFF
v.	CIVIL CASE NO.: 2:10CV2123
BIG BUSINESS CORPORATION, et al.	DEFENDANTS
SUPPLEMENT TO MOTION FOR SUMMARY JUDGMENT (DOCUMENT 27)	
TO ATTACH EXHIBITS 27 THROUGH 52	

From the Civil or Criminal menu, select the **Supplement** event from the Other Filings->Other Documents event list. Link this Supplement to the original event entry. Upload the cover sheet as the main document and continue to upload the remaining exhibits as if they were being attached to the original event entry.

Make a new cover sheet for each additional Supplement that needs to be filed, specifying exactly what document is being supplemented as well as the attachments that are being included in the entry.

Q: I scanned an exhibit that is only 2 pages but the file size is more than five (5) megabytes. What happened?

A: Check the scanner settings. The issue may be that the settings are set to color, photo or grayscale. Unless those settings are **necessary** for the attachment, use only black and white text.

For additional information, from the court's website (www.arwd.uscourts.gov), click the CM/ECF INFO tab. Scroll to the CM/ECF Training Materials section and review the Scanner recommendations.

Q: My filing deadline is today. Does my pleading need to be filed by close of business?

A: Unless an Order specifies a filing deadline, you have until 11:59:59 p.m. Central Time to complete the filing of your pleading.

Q: I am one (1) of three (3) attorneys who represent a party. Does it matter who signs the pleading?

A: If all attorneys are admitted in this court, any one of the attorneys can sign the pleading. However, the signing attorney must use his/her CM/ECF filer login and password when electronically filing the document.

Sample Signature Block

/s/ Pat Attorney
Pat Attorney, #12345
Attorney at Law
P.O. Box 123
Any Town, AR 72111
(479) 123-4567
pat.attorney@lawfirm.net

Sample Docket Text

MOTION for Extension of Time to File Response/Reply to [17] MOTION for Summary Judgment by John Smith. (Attorney, Pat)

Q: An event is not listed for the pleading that I want to file. What can I do?

A: First, use the Search feature from the blue menu bar and search for any key word(s) of the pleading type. If you cannot locate an event that best fits the description of the document you are filing, contact the Help Desk line (866-540-5066) or any divisional office for assistance.

NOTE: If this is an **EMERGENCY** filing and clerk's office staff is not available for assistance, use the event Notice (Other), from the Other Filings->Notices event list. Add docket text to describe the type of pleading you are filing.

Q. I attached the wrong document to a filing in CM/ECF. How do I correct it?

A: **Contact** the Help Desk line (866-540-5066) or any divisional office for assistance **before** filing the correct document.

Q: How do I file a case initiating document (i.e. Complaint, Notice of Removal, Petition for Writ of Habeas Corpus)?

A: All case initiating documents **must** be filed conventionally (in paper) with the Clerk's Office. Be sure to include a civil cover sheet, the filing fee, a motion/application to proceed in forma pauperis and any summons to be issued. The clerk's office requires that only one (1) original, **signed** document be submitted. Please include the number of copies that you wish to have file marked and returned to you, along with a self-addressed, stamped envelope.

Q. How do I file a document under seal?

A: Sealed documents must be filed conventionally (in paper) with the Clerk's Office. All requests to seal a document must be made by motion. If the motion is granted, affix a cover sheet to the exterior of the envelope containing the sealed document with the following information:

- 1) Case Caption;
- 2) The Name of the document, if it can be publically disclosed; otherwise an appropriate title by which the document may be identified on the public docket;
- 3) The name, address and telephone number of the person filing the document.

(Please see the sections: **Documents Filed Under Seal** as contained in General Orders 36 or 37 for more details. General Orders can be found on the court's public website (www.arwd.uscourts.gov) on the left side of the home page in the **Online Resources** menu.)

Q: I represent multiple parties in a case. How do I select them from the Pick Filer list?

A: If all of the parties are listed together you can left click to select the name of the first person, continue to hold the left mouse down, then scroll and select all other parties. You can also left click to select the name of the first person, hold the **shift** key and left click to select the name of the last person. This will select all parties between the two (2) names.

If the parties are **not** listed together you can left click to select the name of the first person, hold the **control** key, and continue to left click to select the other party names. Once all parties have been selected, you can release the control key.

Q: The Judge has granted permission to file an Amended Complaint. How do I file this pleading?

A: If the Amended Complaint changes only claims, this document can be filed electronically using the CM/ECF system. From the Civil menu, select **Amended Complaint** in the Initial Pleadings and Service ->Complaints, Other Initiating Documents list.

If the Amended Complaint adds or changes parties, this document **must** be filed conventionally (in paper) with the Clerk's Office. At the time of filing, the attorney should also submit a summons to be issued for each new party. The clerk's office requires that only one (1) original, **signed** document be submitted. Please include the number of copies that you wish to have file marked and returned to you, along with a self-addressed, stamped envelope.

Note: Amended Complaints must be filed in accordance with the Federal Rules of Civil Procedure, Rule 15(a), 21 and Local Rule 5.5(e). When filing a motion for leave to amend the complaint, the moving party **must** attach a copy of the proposed amended pleading to the motion to amend. The motion **must** contain a concise statement setting out what exactly is being amended in the new pleading.

Q: I want to file a Motion to Intervene, but my client is not listed on the Pick Filer screen and I can not add a party. What can I do?

A: You can submit the motion, together with the proposed Intervenor Complaint, to the clerk's office conventionally (in paper), or you can contact the Help Desk Line (866-540-5066) or any divisional office and have your client added as a movant for the purpose of filing the motion. If the motion is granted, the clerk's office will change the party type, but the Intervenor Complaint **must** be filed conventionally (in paper). The clerk's office requires that only one (1) original, **signed** document be submitted. Please include the number of copies that you wish to have file marked and returned to you, along with a self-addressed, stamped envelope.

Q: How do I file an Answer to a Counterclaim?

A: From the Civil menu, select **Answers to Complaints** in the Initial Pleadings and Service list. Select your client in the Counter Defendant (cd) role as the filing party. Link the entry to the original Answer and Counterclaim or Counterclaim event by checking the box to the left of the docket entry.

Q: My Motion, or Response, has an accompanying Brief in Support. Can this document be an attachment to the main document (Motion/Response)?

A: No. A Memorandum Brief in Support of a Motion or Response **must** be filed as a stand alone document. The event is located in the Motions and Related Filings menu -> **Support Documents – Motion/Response** list.

Q: I am filing a Motion for Summary Judgment. What event do I use to file the Statement of Facts?

A: The **Statement of Facts** event is located in the Motions and Related Filings menu -> **Support Documents – Motion/Response** list.

Q: I have a motion to file, but I cannot find the appropriate event. What can I do?

A: First, use the **Search** feature found on the blue menu bar and search for any key word(s) of the motion type. If you cannot locate an event that best fits the description of the motion you are filing, use the generic motion event, **Miscellaneous Relief**. Use the text entry box within the event transaction to specify the relief sought. (i.e. Motion *to allow parties to bring electronic devices into the courtroom.*)

Q: I am filing a Reply to a Response to a Motion, but I can not link the Reply to the Response. Why not?

A: CM/ECF requires that the *Reply to Response to Motion* event be linked to the **original** motion. The final docket text will read: "Reply to Response to Motion [name of the original motion]." By linking the Reply to the Motion, the Judge will be able to review the Motions Report and see all documents that have been filed that are related to the original motion, including the Reply.

Q: How do I file a Surreply?

A: There is no filing provision for a Surreply and therefore no corresponding event in CM/ECF. If necessary, obtain leave of Court to file the Surreply. Use the **Reply to Response to Motion** event found in the Civil menu, Replies and Responses list. Link the document to the original motion. For clarification, you may add the word "Surreply" to the final docket text.

Q: I want to file Initial Disclosures pursuant to FRCvP 26(a)(1), but I can not find an appropriate event. What can I do?

A: Initial Disclosures pursuant to FRCvP 26(a)(1) are **not** to be filed. This applies to other Discovery type documents in pending civil cases, as well. (Please refer to *Guidelines for Filing Discovery Documents in All Pending Civil Cases*, which can be found on the court's public website (www.arwd.uscourts.gov) under the ONLINE DOCUMENTS tab, for further information.)

Q: I am filing a Response to a Petition for Habeas Corpus (2254/State Habeas Petition). What event do I use?

A: From the Civil menu, select **Answers to Complaints** in the Initial Pleadings and Service list. Select the Petition as the document you are answering when the list displays. The final docket text will be correctly converted to "RESPONSE to Petition for Writ of Habeas Corpus."

Q: I am filing a Response to a Petition for Habeas Corpus (2255/Federal Habeas Petition). What event do I use?

A: From the Criminal menu, select the **Response to Motion** event in the Responses & Replies event list. Link the Response to the Petitioner's Motion to Vacate.

Q: I have a Notice of Appeal to be filed. A filing fee is due. Can I file the Notice of Appeal electronically?

A: Yes. A Notice of Appeal can be filed electronically, even when a filing fee is due. The fee can be paid using Pay.gov when docketing the event or it should be sent **immediately** to the appropriate Divisional Office for processing.

Q: My contact information has changed. How can I update my information?

A: Using your CM/ECF (filing) login and password, click on the *Utilities* tab on the blue menu bar. Under *Your Account*, select each of the following links to update your information:

Maintain Your Address;

Maintain Your E-mail;

Maintain Your Login/Password.

(It is recommended that you change your password periodically, but especially if you change Law Firms.)

Be sure to click the **Submit** button after making **any** changes.

It is recommended that a Notice of Change of Address be filed in each pending case in this District to alert all counsel and the Court to the change in contact information.

Note: It is the responsibility of any attorney who has filing access for the CM/ECF system to keep all contact information, including e-mail addresses, updated and current.

Q: Why am I not receiving e-mail notifications of filings?

A: First, review the docket sheet to see if the attorney is listed as counsel of record and be sure the listing states: *ATTORNEY TO BE NOTICED*.

NOTE: If an attorney does not properly associate him/herself at the time an Entry of Appearance or other pleading is filed, the notice feature may not have been turned on, which will suppress the notice of electronic filing (NEF) from being sent. Contact the Help Desk line (866-504-5066) or any divisional office to have the notice feature turned on, when necessary.

If the attorney settings appear correct, review the most recent NEF to see if the attorney was listed as a recipient and verify that the e-mail address is correct. If the Notice feature is correctly set and the e-mail address is correct, the attorney needs to check his/her spam filters to make sure that the CM/ECF address is not being identified as spam.

The following are legitimate addresses for emails that are generated by the court:

NEF@arwd.uscourts.gov (for case activity)
or CMECF_info@arwd.uscourts.gov (for informational)
or do_not_reply@arwd.uscourts.gov (for informational)

Q: How do I file a proposed order?

A: Proposed orders are **not** filed. Rather, a proposed order should be submitted to the Judge by e-mail in either WordPerfect or RichText Format.

Chief Judge P. K. Holmes, III (PKH)	PKHinfo@arwd.uscourts.gov
Judge Harry F. Barnes (HFB)	HFBinfo@arwd.uscourts.gov
Judge Timothy L. Brooks (TLB)	TLBinfo@arwd.uscourts.gov
Judge Robert T. Dawson (RTD)	RTDinfo@arwd.uscourts.gov
Judge Jimm Larry Hendren (JLH)	JLHinfo@arwd.uscourts.gov
Judge Susan O. Hickey (SOH)	SOHinfo@arwd.uscourts.gov
Chief Magistrate Judge Barry A. Bryant (BAB)	BABinfo@arwd.uscourts.gov
Magistrate Judge Erin L. Setser (ELS)	ELSinfo@arwd.uscourts.gov
Magistrate Judge Mark E. Ford (MEF)	MEFinfo@arwd.uscourts.gov
Magistrate Judge James R. Marschewski (JRM)	JRMinfo@arwd.uscourts.gov

Q: How do I stop receiving e-mail notifications in a case?

A: Local Rule 83.5(f) states that “No attorney shall withdraw from an action or proceeding except by leave of Court...” If an attorney wants to withdraw from a case, he/she must file a motion to withdraw or a motion to substitute.

Once an order is entered that grants the motion, and the attorney does not want to receive email notification for that specific case, the Clerk’s office can disable the notice feature on a case-by-case basis. Contact the Help Desk line (866-540-5066) or any divisional office for assistance.

Q: I cannot view a document. When I click on the document number, only a blank page/screen appears. What should I do?

A: First try clicking the “REFRESH” or “RELOAD” button, located at the top of your browser window. (IE has a REFRESH button. It appears as 2 arrows pointing in opposite directions. Firefox has a RELOAD button. It appears as 1 circling arrow.) If this does not remedy the problem, your browser may have a full cache box.

Cache is a location on the hard drive where data is stored. When you search the Internet, your computer keeps track of every page you have visited and saves this information on your hard drive. If this file becomes large (i.e. many pages have been searched), the result may be loss of data.

To clear your cache, follow these steps:

In Internet Explorer (IE) *Be sure to **deselect** the Preserve Favorites website data.

- 1) Click the **Tools** menu item
- 2) Select **Internet Options** in the pop-up window
- 3) Under Browsing history, click the **Delete** button
- 4) On the next pop up window, be sure at least, Temporary Internet Files is selected and click the **Delete** button

This process may take a few minutes. Once the Temporary files have been cleared, close your IE window to complete the process and then re-open IE.

In Firefox

- 1) Click the **Tools** menu tab
- 2) Select **Clear Recent History** in the pop up window
- 3) Be sure at least, the Browsing History and Cache boxes are selected and click the **Clear Now** button

This process may take a few minutes. Once the Browsing History and Cache files have been cleared, close your FireFox window to complete the process and then re-open Firefox.

When working in CM/ECF, it is recommended that you periodically clear your cache.

Q: I represent a party but when I try to view a document, the system displays a message that says I ‘do not have permission to view this document’. Why not?

A: Due to the sensitive nature of the information contained in the pleadings in a Social Security Appeal case, those documents are restricted to case participants, court users and the court’s public terminal(s). Other events are also restricted to case participants and court users and still others to only court users.

When you receive an email notification (NEF) that a document has been filed and if, after clicking on the document number, you are presented with a login screen, the instructions on that screen include:

“If you received this login page as a result of a link from a Notice of Electronic Filing email:

Enter your CM/ECF filer login and password. The system prompts customers for a CM/ECF login and password when attempting to view certain types of documents.”

Once the system recognizes you as a case participant, you will be able to view a document that has been restricted to case participants.

For detailed instructions regarding restricted pleadings, please see the documents: [How an Attorney Retrieves a Restricted Document](#) and [How an Attorney Files a Restricted Document](#) which are available on the Court’s public website: www.arwd.uscourts.gov -> CM/ECF Info -> CM/ECF Restricted Documents.

Note: If you enter your PACER login and password, you will not have permission to view the document. A PACER account is not recognized as being unique to an attorney since it may be shared within a firm. You **must** enter your CM/ECF filer login and password as these are unique to each attorney.

Q: My PACER login is not working. What should I do?

A: A PACER account allows users to view public documents posted on any federal district, bankruptcy or appellate court’s website in the country. Since PACER is nationwide, this court does not have access to PACER account information. Contact the PACER Service Center for assistance. (800-676-6856)

For all other inquires, please contact the Help Desk line (866-540-5066) or any divisional office for assistance.