

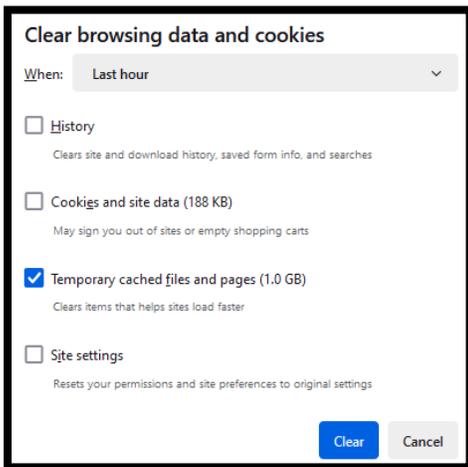
# Attorney Frequently Asked Questions

## 1) What are the PDF size limits?

- a) Maximum PDF file size is 50 MB.
- b) Maximum merge document size 250 MB.

## 2) Why is CM/ECF is not working?

- a) Try **clearing your cache** by clicking your mouse inside the browser and simultaneously selecting the **CTRL- Shift- Delete** buttons in Firefox, Chrome, and Edge browsers. Select **Command – Shift – Delete** buttons on Mac.



- i) Select the “**Clear**” button then close the browser. The browser should be refreshed when it is opened.

## 3) Why do I not have the option to file documents?

- a) You are not signed into [ARWD CM/ECF](#) if you do not have the Civil and Criminal links at the top of your page.



- b) You are logged into Pacer if you only have the Query, Reports, and Utilities options at the top of your page.



- i) Try clearing your cache and relaunching the browser if you are unable to get the Civil or Criminal links to appear.

#### 4) Where can I find a list of the Western District of Arkansas divisional offices?

- a) See [28 U.S.C. 83 \(b\)](#) for a list of the divisional offices.
- b) [Western District of Arkansas](#) map.

#### 5) How do I file a civil complaint?

- a) Complete the civil [cover sheet](#) and email the cover sheet to the appropriate [divisional office](#).
- b) See the complaint filing [instructions](#) for additional information.

#### 6) How do I file a Notice of Removal?

- a) Complete the civil [cover sheet](#) and email the cover sheet, notice of removal, last filed state court complaint, and other state court documents to the appropriate divisional office.
  - i) The following PDF documents **must** be submitted separately:
    - (1) Civil cover sheet,
    - (2) Notice of Removal,
    - (3) Last filed state court complaint,
    - (4) Last filed state court answer (if applicable),
    - (5) Any pending state court motion that needs to be filed in the Western District of Arkansas (if applicable),
    - (6) Any response(s) to the pending state court motion (if applicable),
    - (7) You may combine the remaining state court documents into one PDF.
- b) The Clerk will docket a **Clerk's Notice Regarding Filing Fee**. Instructions on how to pay the Notice of Removal filing fee are provided on the notice.

CLERK'S NOTICE REGARDING FILING FEE. The following document was received and filed without the appropriate filing fee: [2](#) Notice of Removal.

**You MUST pay the filing fee of \$405.00 or file a motion to proceed In Forma Pauperis, if appropriate, within 2 business days.**

**If the proper fees or motion are not received for case initiating documents, your case may be subject to dismissal.**

Present your payment to the appropriate Divisional Office or [Pay Online](#), using the [Civil -> Other Documents -> Filing Fee Submitted](#) event. Filing Fee due by 1/29/2024 ( )

c) See the complaint filing [instructions](#) for additional information.

## 7) Why am I unable to file in the Western District of Arkansas?

a) If you are admitted to practice in the Western District of Arkansas, then you will need to link your previous CM/ECF account with your NextGen account.

(1) You can request the clerk to link your account by following the [E-filing](#) instructions.

b) If you are admitted in the Eastern District of Arkansas, then you can request [E-filing](#) access.

## 8) How do I update my contact information?

a) The primary email address must be updated through [PACER](#).

i) Manage My Account → Maintenance → Update E-Filer Email Noticing and Frequency.

b) The secondary email address(es) must be updated through CM/ECF.

i) Utilities → Your Account → Maintain Your Email

## 9) How do I file Proposed Orders?

a) All proposed orders must be submitted in Word format so that the Court has the flexibility to edit such orders. Email the proposed order to the assigned Judge.

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|--|--|
| i) Judge Timothy L. Brooks               | <a href="mailto:tlbinfo@arwd.uscourts.gov">tlbinfo@arwd.uscourts.gov</a> |
| ii) Judge Susan O. Hickey                | <a href="mailto:sohinfo@arwd.uscourts.gov">sohinfo@arwd.uscourts.gov</a> |
| iii) Magistrate Judge Barry A. Bryant    | <a href="mailto:babinfo@arwd.uscourts.gov">babinfo@arwd.uscourts.gov</a> |
| iv) Magistrate Judge Christy D. Comstock | <a href="mailto:cdcinfo@arwd.uscourts.gov">cdcinfo@arwd.uscourts.gov</a> |
| v) Magistrate Judge Mark E. Ford         | <a href="mailto:mefinfo@arwd.uscourts.gov">mefinfo@arwd.uscourts.gov</a> |

## 10) How do I request a Certificate of Good standing?

a) Contact the Clerk's Office by calling the local [divisional](#) office or sending an email to [FAY\\_info@arwd.uscourts.gov](mailto:FAY_info@arwd.uscourts.gov).

b) The Clerk will prepare a certificate after the \$21.00 certificate of good standing [fee](#) has been paid.

- i) An electronic copy of the certificate of good standing can be emailed to you. **However**, if you request a physical copy of the certificate of good standing, please provide a self-addressed stamped envelope for the Clerk to mail the certificate.

**11) How do I file Discovery Documents?**

- a) Review the [Guidelines for Filing Discovery Documents](#).

**12) How do I receive a refund for a filing fee I mistakenly paid twice via pay.gov?**

- a) Follow the instructions on the [Application for Refund of Fees Paid Electronically](#).