



Best Case Solutions
Wolters Kluwer Law & Business
P.O. Box 32
Evanston, IL 60204
Toll-free: 1.800.492.8037
Facsimile: 1.847.492.8038
E-mail: info@bestcase.com
Web: www.bestcase.com

Getting Started with CM/ECF

Preparing for Electronic Filing

It's easier with Best Case Bankruptcy!

With CM/ECF coming to your district, we at Best Case Solutions would like make sure you have all the available knowledge and resources to enable you to file your bankruptcy cases quickly and effectively. For those unfamiliar with electronic filing, the transition to CM/ECF may seem intimidating. However, as a Best Case Bankruptcy customer, you're already ahead of the game! Thousands of people file with Best Case Bankruptcy every day. Some of the features in Best Case include:

- ❖ **OneTouch®**: Allows you to file complete, first time filings on the CM/ECF website with the touch of a button!
- ❖ **ECF Express™**: Simplifies the process of uploading amendments, adding creditors, and submitting supplemental documents by automating certain processes on the court's website.
- ❖ **Pay Now Express™**: Helps you pay filing fees via the Internet after the case number has been received.

Best Case is the easiest, most reliable way to file electronically. Once you learn how to file electronically with Best Case, you'll wish you had made the transition a long time ago.

This document describes the required training, technical requirements, and available resources to ease your transition to Electronic Filing. If you have any further questions about getting your practice up to speed, please call us at 1.800.492.8037. Our knowledgeable Technical Support team will be happy to assist you with any questions you have.

TRAINING

To begin, an attorney in your office will need to attend an ECF training class at your local bankruptcy court. The class usually teaches basic operations for filing electronically, including how to create PDF files using Adobe, navigate through the court's CM/ECF website, and browse for your electronic files for upload. Part of the training should also include practice filings on the court's training website. **Upon completion of the training, you will receive your CM/ECF login and password, which is used to access the live CM/ECF website.** It is also recommended that all other key filers in your office (attorneys and support staff) should attend the training for educational purposes.

- ❖ *NOTE: Your Best Case Bankruptcy software has a **FASTER** and **EASIER** way to create and file electronic files than what is commonly taught at the training class. Before performing practice filings on the training website, we recommend that you look at our video tutorials on Electronic Filing, refer to the Electronic Filing blue book that came with your Best Case software, or check our on-line help file.*

TECHNICAL REQUIREMENTS

Before filing electronically, you should equip your office computer with the following basic tools:

- ❖ **Internet access**: Though you can file a case with a dial-up connection, a high-speed connection such as DSL, Cable or T1/T3 is recommended.
- ❖ **Anti-Virus software** that is kept up-to-date, such as **Symantec's Norton AntiVirus™**.
- ❖ **PDF viewing software**, such as Adobe® Acrobat Reader. Go to www.adobe.com to download the software for free.
- ❖ **Get the latest Windows updates (Internet Explorer, etc.)**: Go to www.windowsupdate.com and run Scan for Updates to get the latest changes.
- ❖ **Run Check for Update to update your Best Case Bankruptcy® software**: To use Check for Update, follow these simple steps. If you are using a network version, make sure all other users have exited Best Case. Make sure your computer is connected to the Internet, and then start your Best Case® Bankruptcy program.

1. Close all open windows so that you have just a blank grey screen open in your Best Case® Bankruptcy program.
2. At the top of the screen, next to File, Edit, and Setup, click Help/Check for Update.

3. Follow on-screen prompts to download and apply the changes.

NOTE: You need to be covered by the Best Case® Bankruptcy maintenance plan to use web services such as Check for Update and OneTouch, and ECF Express. When you click the About button in the Best Case toolbar, your maintenance expiration date is displayed. If this screen shows that your maintenance is expired, but you think you have renewed, you may have forgotten to enter your new unlock code provided on your receipt. Contact Best Case at 1.800.492.8037 to get your unlock code faxed or to renew your maintenance plan.

OTHER AVAILABLE RESOURCES

- ❖ **See our video tutorials on the Web:** The video tutorials described below can help you and your co-workers learn all about the great electronic filing capabilities that Best Case has to offer. With a click of a button, these short, informative video tutorials can walk you through entire processes screen by screen! Just go to our Video Tutorial Home Page at www.bestcaseupdate.com/video/playnow.html.
 - **Introduction to Best Case Bankruptcy and the OneTouch System:** This comprehensive and informative video provides a general introduction to Best Case Bankruptcy and an overview of basic functions, including creating electronic files and uploading them using our OneTouch system.
 - **ECF Guide:** Provides a quick step-by-step guide for using ECF features in Best Case Bankruptcy, including our exclusive OneTouch Electronic Filing feature, ECF requirements, creating electronic files, and adding PDF attachments.
- ❖ **Check the Electronic Filing page on our website:** Go to www.bestcase.com/efiling.htm to find out more about ECF, find links to many specific filing instructions, take a quick ECF tour to see how easy electronic filing is in Best Case Bankruptcy, read some of our customers success stories, and more!
- ❖ **Call Best Case toll-free at 1.800.492.8037!** Our knowledgeable and friendly staff has assisted electronic filers in every live district. Occasionally, we have to do some investigating to correct an unusual error, but we have been very successful in helping everyone who calls.