



Best Case by Stretto NextGen CM/ECF Instructions Guide

Learn how to:

- **Access NextGen CM/ECF**
- **Link an Upgraded PACER Account to an Existing CM/ECF Account**
- **Retrieve PACER Username & Password**

Accessing NextGen CM/ECF

NextGen CM/ECF requires the use of a single login for both electronic filing and PACER case research. To file a case or individual document in a NextGen district you must upgrade and link your PACER and CM/ECF accounts.

Administrative Office of the U.S. Courts Requirement
You will now be required to upgrade your PACER username and password in order to continue to electronically file cases.

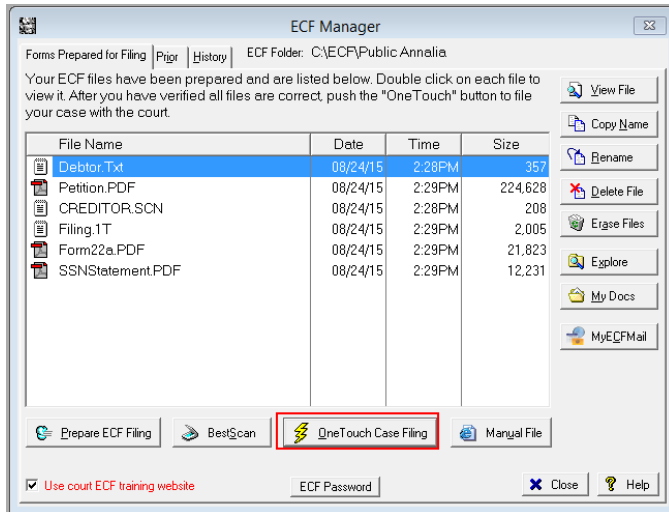
Step 1: Update Best Case

1. **Update Best Case** - *Complete a Check for Update*
 - Open Best Case
 - Click on the **Help** menu
 - Click **Check for Update**
 - Install the Best Case update

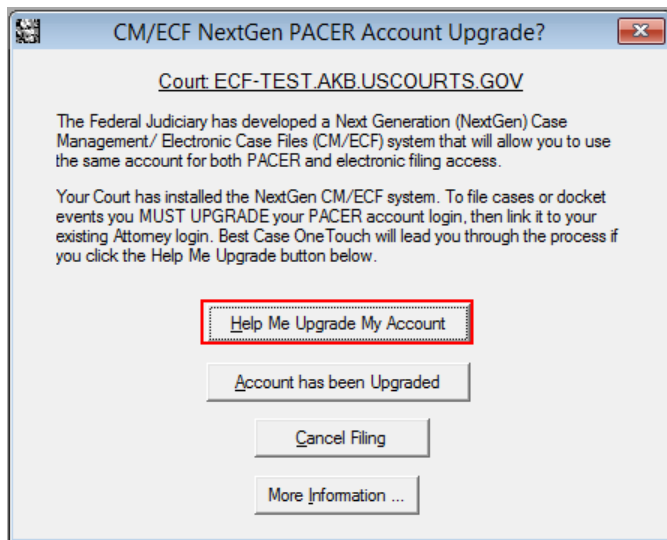
Step 2: Data Configuration in Best Case

2. Enter PACER Account Information – *Set up for Upgrade*
 - Open a case that is ready to be filed
 - Click on the **ECF Manager** button
 - Click **Prepare ECF Filing** button and prepare filing

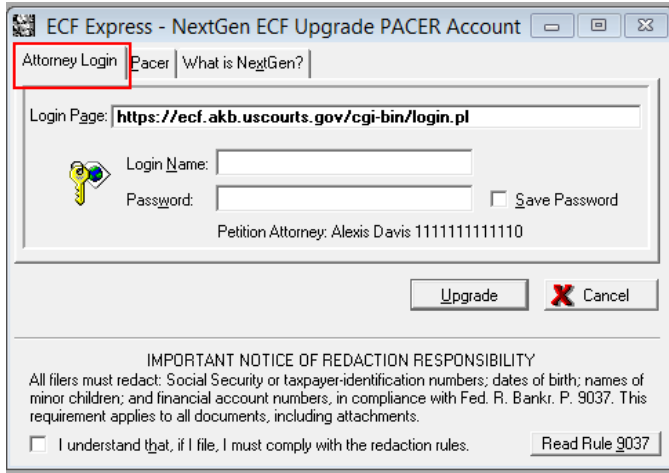
- Click **OneTouch® Case Filing** button on the ECF Manage screen



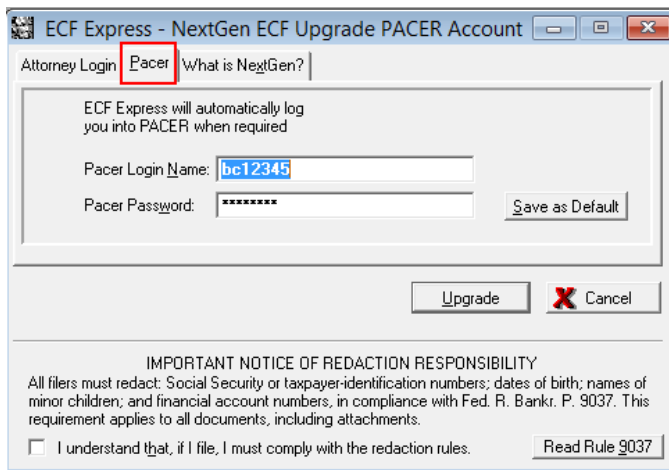
- CM/ECF NextGen PACER Account Upgrade dialog box opens
- Click **Help Me Upgrade My Account** button to upgrade PACER Account



- Enter your Court issued CM/ECF Login Name and Password on the ECF Express - NextGen ECF Upgrade PACER Account screen
- Click **Save as Default** button (Best Case automatically saves this information so that it will not have to be re-entered each time)



- Click **Pacer** tab at the top of the screen
- Enter your Pacer login name and password
- Click **Save as Default** button (Best Case automatically saves this information so that it will not have to be re-entered each time)

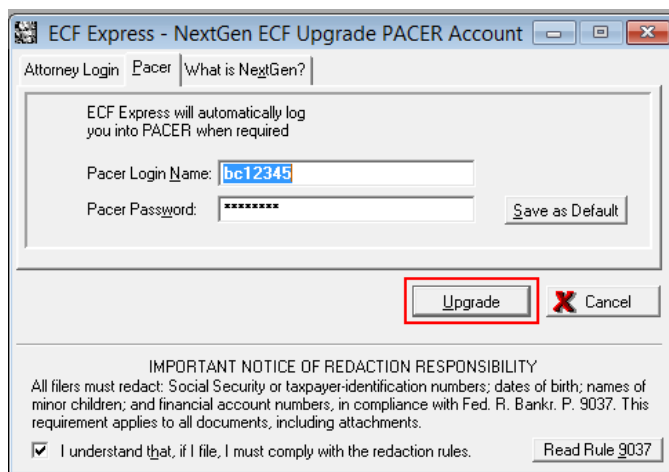


NOTE: If you have forgotten your existing PACER username or password, see page 10.

Step 3: Upgrade a PACER Account

The upgraded PACER account will have new security features, including self-service login retrieval and password reset. This feature requires you to add the following information to the account: a valid email address, a security question and answer, and the user's date of birth.

- To upgrade a current PACER account, click **Upgrade** button



ECF Express - NextGen ECF Upgrade PACER Account

Attorney Login Pacer What is NextGen?

ECF Express will automatically log you into PACER when required

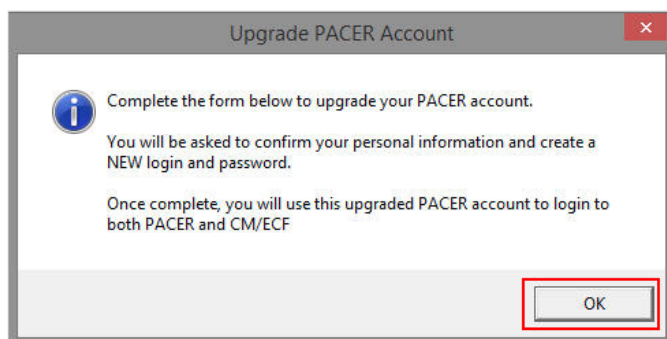
Pacer Login Name:

Pacer Password: Save as Default

IMPORTANT NOTICE OF REDACTION RESPONSIBILITY
All filers must redact: Social Security or taxpayer-identification numbers; dates of birth; names of minor children; and financial account numbers, in compliance with Fed. R. Bankr. P. 9037. This requirement applies to all documents, including attachments.

I understand that, if I file, I must comply with the redaction rules.

- The application will log you into PACER and navigate to the account upgrade form. Click **OK** button



Upgrade PACER Account

i Complete the form below to upgrade your PACER account.

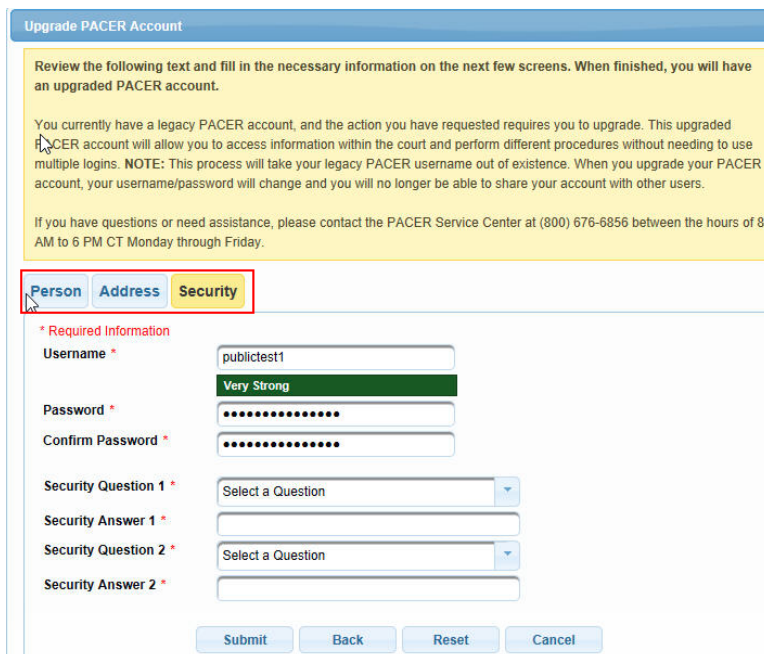
You will be asked to confirm your personal information and create a NEW login and password.

Once complete, you will use this upgraded PACER account to login to both PACER and CM/ECF

- Take a moment to review the information about account upgrades. Once you upgrade a PACER account, the upgraded account can be used for read-only PACER access to all courts and for filing access to CM/ECF NextGen courts.

Once the upgrade is complete, the user can no longer use the old PACER username and password.

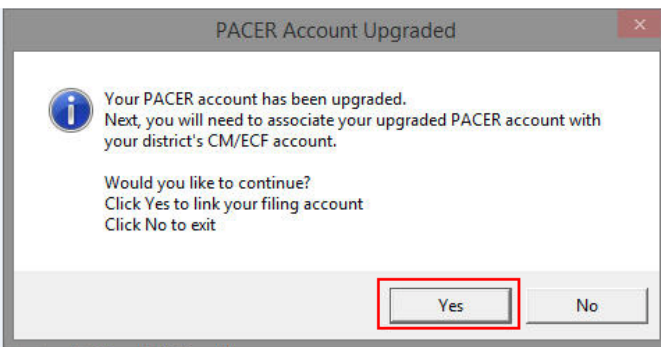
- Scroll down to the next section of the screen for adding person information. Some fields may be filled with information from the current PACER account. Complete any required fields (marked with a red asterisk) that are not already filled. When all required fields are completed, click the **Next** button at the bottom of the screen
- On the Address screen, edit or add new text to each required field. Click **Next** button at the bottom of the screen
- On the Security screen, enter a new username and password and complete the security questions and answers. On-screen help is available for each field



The screenshot shows the 'Upgrade PACER Account' form with the 'Security' tab selected. The form contains the following fields and instructions:

- Upgrade PACER Account** (Section Header)
- Review the following text and fill in the necessary information on the next few screens. When finished, you will have an upgraded PACER account.
- You currently have a legacy PACER account, and the action you have requested requires you to upgrade. This upgraded PACER account will allow you to access information within the court and perform different procedures without needing to use multiple logins. NOTE: This process will take your legacy PACER username out of existence. When you upgrade your PACER account, your username/password will change and you will no longer be able to share your account with other users.
- If you have questions or need assistance, please contact the PACER Service Center at (800) 676-6856 between the hours of 8 AM to 6 PM CT Monday through Friday.
- Navigation tabs: **Person**, **Address**, **Security** (selected)
- * Required Information**
- Username ***: publictest1
- Password ***: [Masked] (Strength: **Very Strong**)
- Confirm Password ***: [Masked]
- Security Question 1 ***: Select a Question (Dropdown)
- Security Answer 1 ***: [Text Field]
- Security Question 2 ***: Select a Question (Dropdown)
- Security Answer 2 ***: [Text Field]
- Buttons: **Submit**, **Back**, **Reset**, **Cancel**

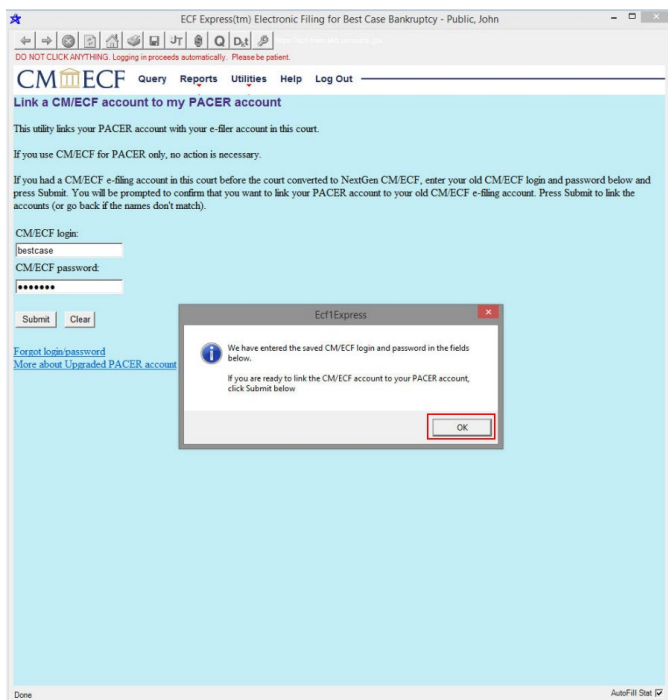
- When the password, username, and security questions and answers are complete, click **Submit** button at the bottom of the screen. This is the final step in upgrading a PACER account. Once you click Submit, the username and password will provide access to PACER and to CM/ECF NextGen courts
- The **Upgrade Complete** dialog box opens to confirm that the account has been upgraded
- Click **Yes** button



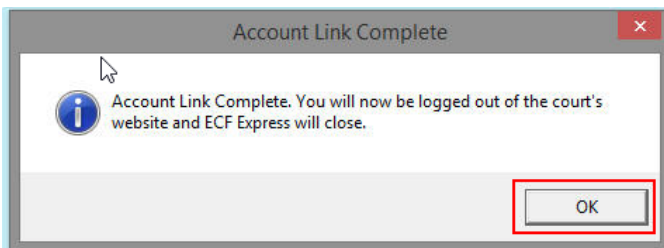
Step 4: Link an Upgraded PACER Account to an Existing CM/ECF Account

Once the upgraded PACER account is created, the next step is to link the upgraded PACER account to an existing CM/ECF account for e-filing in your district.

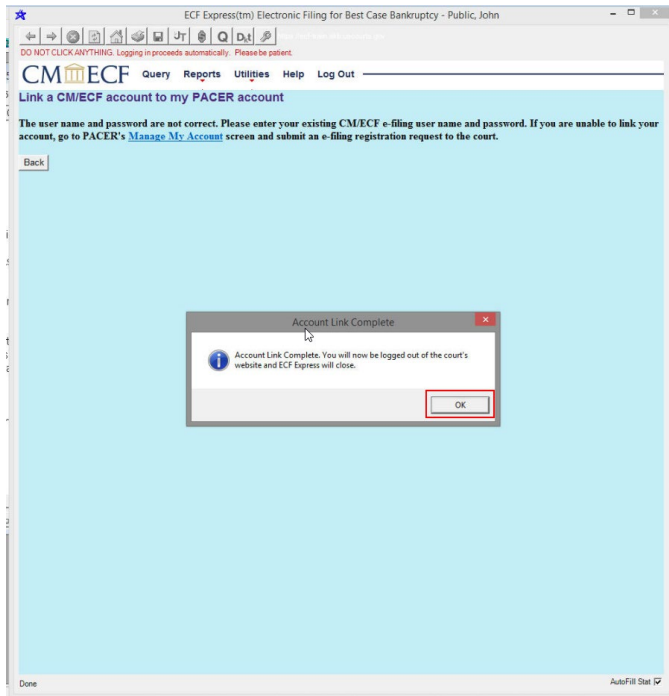
- Click **OK** button



- When the system completes the link between your upgraded PACER account and existing CM/ECF account, the Account Link Complete screen opens
- Click **OK** button



- Once the PACER account is upgraded and linked to your existing CM/ECF e-filer account in your court, you are ready to use NextGen CM/ECF
- Click **OK** button. The application will close and you will be returned to Best Case



TIP If you are a filer with an upgraded PACER account who does not have a current CM/ECF e-filer account please contact your bankruptcy court.

Retrieve PACER Username & Password

If you have forgotten the existing PACER username or password, click the [Forgot Your Password?](#) or [Forgot Username?](#) hyperlinks to retrieve the username or password.

MANAGE MY ACCOUNT

Enter your PACER credentials to update personal information, register to e-file, make an online payment, or to perform other account maintenance functions.

A screenshot of the PACER login interface. It features a blue header with the word "Login". Below the header, there is a red asterisk followed by the text "* Required Information". There are two input fields: "Username *" and "Password *". Below the input fields are three buttons: "Login", "Clear", and "Cancel". At the bottom of the form, there are three links: "Need an Account?", "Forgot Your Password?", and "Forgot Username?". The "Forgot Your Password?" link is highlighted with a red rectangular box. At the very bottom of the form, there is a small "NOTICE" section with text regarding restricted government website access.

If you need help upgrading or linking your PACER account, please contact PACER support at 1.800.676.6856. If you need assistance adding your upgraded PACER login into Best Case, visit www.bestcase.com/nextgen or call 800.492.8037 (Mon-Fri, 7:00am-5:30pm CT).