

## Frequently Asked Questions (FAQ's)

If you have an ECF question and can't find it (or its answer) here, please contact the [ECF Helpdesk](#).

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### **Account Maintenance**

Q – How often must I change my ECF password?

A – The ECF system does not require you to change your password. You may change your password as often as you like.

Q – How do I change my password?

A – Passwords are changed in ECF via the Maintain Your Account section found in the Utilities menu. See the User Manual pages 60-63 for details.

Q – How do I enter additional email addresses so that they also receive Notices of Electronic Filing (NEF's)?

A – Email configuration is performed in ECF via the Email information portion of the Maintain Your Account section (Utilities, Maintain Your Account, Email information). See the User Manual page 60-62 for details.

### **Attachments**

Q - When I file, I often have several attachments, i.e. promissory notes, mortgages, etc. Would I make each exhibit an attachment or would I go by the number of pages and make the first 25 pages of the exhibits an attachment and so on?

A - Each exhibit should be filed as a separate attachment even if each exhibit is only one page in length.

Q – If I'm filing paper documents, do I need to create a separate PDF placeholder for each paper document?

A – No, you may list each document (or exhibit) on a single PDF placeholder.

Q - Is there a DPI limit on scanned documents?

A – No, but there is 2 megabyte (MB) limit on file size. We recommend a scanner DPI setting of 150 or less to keep the PDF file size as small as possible.

## **Authentication**

Q – Can I use both upper and lower case letters in my ECF password?

A – Yes, the ECF authentication system is case sensitive thereby allowing for mixed case passwords.

## **Browser**

Q – I use Internet Explorer version 6.0 as my web browser. Will ECF work for me?

A – The ECF system has been tested and verified for use with Netscape Navigator 4.5 and Internet Explorer versions 5.5 and 6.xx.

## **Filing**

Q - Regarding cases filed BEFORE Jan 1, 2003 - Is it OPTIONAL for filings to be made electronically? Or is it FORBIDDEN for filings to be made electronically?

A - It is FORBIDDEN to file electronically in any case commenced prior to Jan 1, 2003.

Q - When filing a reply, the screen that asks the user to link the reply to does not show the response they are replying to. What do I do?

A – You must select the underlying motion when filing a reply, not a response or a reply. In fact, responses and replies will not appear as an option to link to.

Q – How do I file a certificate of service?

A – A certificate service should be filed as the last page of the main document.

Q – How do I file a document that requires more than one signature, such as a stipulation of dismissal?

A – The Administrative Procedures Governing the Filing and Service by Electronic Means states that the document must list the names of the other signatories by means of a “/s”typed name of signatory for each signatory. By submitting such a document, the filing attorney is certifying that each of the signatories has expressly agreed to the form and substance of the document and given the filing attorney their authority to file the document electronically.

Q – Must I scan affidavits so that when I file it in ECF the court has the original signatures?

A – No, affidavits, like most every documents filed in ECF should be electronically converted and filed with “/S/” convention. The original document shall be kept on file by counsel in accordance with the Administrative Procedures.

Q – I’m filing a certificate of service. How do I find out who is getting electronic notification and who will need traditional paper notification?

A – Mailing information for a case may be obtained via the Utilities menu in the ECF system (Utilities, Mailings, Mailing Info for a Case).

Q – I’m filing in a civil case. How do I know which menu item to select to begin the process?

A – A list of civil menu choices and a list of criminal menu choices may be obtained via the Reports section of ECF. These reports (the Attorney Civil Events and Attorney Criminal Events) are maps of the entire ECF system.

## **Hardware**

Q – Do I have to have a document scanner to use ECF?

A – No. While a scanner may be useful in certain circumstances, it is not required equipment for using the ECF system.

## **Initiating Documents**

Q - What are the new cases email addresses?

A – Email initiating documents in Bangor cases to [newcases.bangor@med.uscourts.gov](mailto:newcases.bangor@med.uscourts.gov). The address for Portland cases is [newcases.portland@med.uscourts.gov](mailto:newcases.portland@med.uscourts.gov)

Q – How do I file a Notice of Removal?

A – The Notice of Removal, Civil Cover Sheet, and all pleadings from the State Court shall be filed via email in PDF format. Note, the pleadings from State Court may be scanned, but must be scanned individually rather than as a single PDF document.

Q – What's the process for obtaining a signed and sealed summons?

A - PDF Summons are available on the Court's website. These forms shall be completed electronically and emailed to the Clerk's Office at the new cases address listed above. The Clerk's Office will electronically sign and file the summons, which will then be returned to you via a Notice of Electronic Filing.

## **Notice of Electronic Filing (NEF)**

Q - We have received a NEF for a 2001 case - should that be happening?

A - Yes, it should. All ECF registered attorneys will receive notices of electronic filing and paper notification in all active cases commenced prior to January 1, 2003. However, attorneys may only file electronically in cases commenced on or after January 1, 2003.

Q – Does 'one free look" apply to attachments?

A – Yes. Effective 12/16/04 one free look applies to all attachments, with the exception of transcripts.

## **Portable Document Format (PDF)**

Q – Will ECF accept PDF documents with added security settings that prohibit changes to be made to the document?

A – No, ECF will not accept PDF documents with added security settings of any type.

## **PACER**

Q – Now that I have an ECF login and password, should I ever use my (or my firm's) PACER login and password again?

A - Your PACER login and password are still required to view anything via the PACER system. Your ECF login and password will only allow you to file documents and view documents linked via a Notice of Electronic Filing [NEF]

## **Registration**

Q - I am admitted in both Maine and Massachusetts and am uncertain whether I need two separate ECF passwords or only one. Could you please advise me?

A - You will need a separate ECF login and password for each court in which you practice as ECF registration is court specific.

Q – Is credit card registration mandatory?

A – No, it is only necessary if you choose to file your case opening documents via email.