

## NextGen Customer Support – Frequently Asked Questions

The court will receive a higher volume of calls as the Court upgrades to NextGen CM/ECF on February 7, 2022. This if/then chart provides answers to Frequently Asked Questions experienced by other courts.

The chart is grouped in the following topics:

- [Passwords](#)
- [PACER](#)
- [CJA](#)
- [Attorney Admissions on or After February 7, 2022](#)
- [Account Maintenance After February 7, 2022](#)

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### Frequently Asked Questions

If the attorney...	Then...
<b>Passwords</b>	
Forgot their CM/ECF password for the District of Arizona...	<ul style="list-style-type: none"> <li>➤ <b>Prior to February 7, 2022:</b> Reset their password using the link on the CM/ECF login screen.</li> <li>➤ <b>On or after February 7, 2022:</b> Contact the Court at 602-322-7200 or via email at: <a href="mailto:ecfhelpphx@azd.uscourts.gov">ecfhelpphx@azd.uscourts.gov</a>.</li> </ul>
Forgot their PACER username or password...	<ul style="list-style-type: none"> <li>➤ Go to <a href="http://www.pacer.uscourts.gov">www.pacer.uscourts.gov</a> and click “<b>Manage Your Account</b>”.</li> <li>➤ Select “<b>Forgot Username or Password</b>” and follow the steps to retrieve your credentials.</li> </ul>
<b>PACER</b>	
Does not have an individual PACER account...	<ul style="list-style-type: none"> <li>➤ Go to <a href="http://www.pacer.uscourts.gov">www.pacer.uscourts.gov</a> and click “<b>Manage Your Account</b>”.</li> <li>➤ Select “<b>Register for an Account</b>” and follow the steps to register for an individual PACER account.</li> </ul>

If the attorney...	Then...
Has a PACER account established before 8/11/14 (legacy)...	<ul style="list-style-type: none"> <li>➤ Go to <a href="http://www.pacer.uscourts.gov">www.pacer.uscourts.gov</a> and login.</li> <li>➤ Next to <b>Account Type</b>, click on the “Upgrade” link.</li> <li>➤ See <a href="#">Update PACER Account</a> on the <b>Training &amp; User Manual</b> section on the court’s <a href="#">E-Filing page</a>.</li> </ul>
Uses a firm or shared PACER account.	<ul style="list-style-type: none"> <li>➤ Each attorney must have their own <b>individual</b> PACER account and must register at <a href="http://www.pacer.uscourts.gov">www.pacer.uscourts.gov</a>.</li> <li>➤ PACER does have “<b>Group Billing Access.</b>” The firm must register for a <b>PACER Administrative Account</b> to manage multiple PACER accounts at <a href="http://www.pacer.uscourts.gov/register-account/group-billing">www.pacer.uscourts.gov/register-account/group-billing</a>.</li> </ul>
Has an upgraded PACER account and a District of Arizona account...	<ul style="list-style-type: none"> <li>➤ <b>On or after February 7, 2022:</b> The user must link their District of Arizona CM/ECF account to their upgraded PACER account.</li> <li>➤ See <a href="#">Link Your CM/ECF Account to PACER</a> on the <b>Training &amp; User Manual</b> section on the court’s <a href="#">E-Filing page</a>.</li> </ul>
Linked the wrong PACER Account to their CM/ECF account...	<ul style="list-style-type: none"> <li>➤ Contact the Court at 602-322-7200 or via email at: <a href="mailto:ecfhelpphx@azd.uscourts.gov">ecfhelpphx@azd.uscourts.gov</a>.</li> </ul>
Successfully linked their PACER account and their CM/ECF account but their menu is missing Civil and Criminal...	<ul style="list-style-type: none"> <li>➤ Refresh browser.</li> <li>➤ Windows: CTRL+F5.</li> <li>➤ Mac: Command+R or Apple+R.</li> </ul>
Believes PACER Account has been deactivated...	<ul style="list-style-type: none"> <li>➤ Contact the PACER Service Center – 1-800-676-6856.</li> </ul>
<b>CJA</b>	
Is a CJA attorney with an existing PACER-Exempt Account...	<ul style="list-style-type: none"> <li>➤ Must activate exempt privileges for the District of Arizona by contacting PACER by phone at 1(800) 676-6856 or email at <a href="mailto:pacer@psc.uscourts.gov">pacer@psc.uscourts.gov</a>.</li> <li>➤ The attorney will have to provide their name, username, and account number. This information can be found under Manage My Account.</li> <li>➤ PACER will email them on how to proceed.</li> </ul>
Is a newly appointed CJA attorney with a PACER account (non-exempt)...	<ul style="list-style-type: none"> <li>➤ Must activate exempt privileges for the District of Arizona by contacting PACER by phone at 1(800) 676-6856 or email at <a href="mailto:pacer@psc.uscourts.gov">pacer@psc.uscourts.gov</a>.</li> <li>➤ The attorney will have to provide their name, username, and account number. This information can be found under Manage My Account.</li> <li>➤ PACER will email an acknowledgement and instructions on exempt usage. The attorney must return the acknowledgement for exempt privileges to be activated.</li> </ul>

If the attorney...	Then...
Is a newly appointed CJA attorney with no PACER account...	<ul style="list-style-type: none"> <li>➤ Must register for a PACER account at <a href="http://www.pacer.uscourts.gov">www.pacer.uscourts.gov</a>, select the option for a CJA exempt account, and select the jurisdiction where appointed.</li> <li>➤ PACER will email an acknowledgement and instructions on exempt usage. The attorney must return the acknowledgement for exempt privileges to be activated.</li> </ul>
<b>Attorney Admissions on or after February 7, 2022</b>	
Is not sure they are admitted in the District of Arizona...	<ul style="list-style-type: none"> <li>➤ Attorney Admissions Status Inquiry can be made from the <a href="#">For Attorneys</a> tab on the court's website.</li> <li>➤ Contact Beth Stephenson at 602-322-7106 or via email at <a href="mailto:attyadmin@azd.uscourts.gov">attyadmin@azd.uscourts.gov</a>.</li> </ul>
<b>Is not admitted</b> to the District of Arizona bar and is seeking General Admission...	<ul style="list-style-type: none"> <li>➤ Click on the <a href="#">For Attorneys</a> tab on the court's website for membership and application information.</li> </ul>
<b>Is admitted</b> to the District of Arizona bar but does not have an E-Filing account...	<ul style="list-style-type: none"> <li>➤ Go to <a href="http://www.pacer.uscourts.gov">www.pacer.uscourts.gov</a> and login.</li> <li>➤ Select <b>"Manage My Account"</b> and then select the <b>"Maintenance"</b> tab.</li> <li>➤ Select <b>"Attorney Admissions/E-Filer Registration"</b>.</li> <li>➤ Court Type: select <b>"U.S. District Court"</b>.</li> <li>➤ Select <b>"Arizona District Court"</b> and click Next.</li> <li>➤ Select <b>"E-File Registration Only"</b>.</li> </ul>
Is seeking special admission...	<ul style="list-style-type: none"> <li>➤ Click on the <a href="#">For Attorneys</a> tab on the court's website for details.</li> <li>➤ Submit a formal application to appear <i>pro hac vice</i> and a Certificate of Good Standing along with a filing fee.</li> <li>➤ <b>AFTER</b> the application is granted and the fee is paid, the attorney will register for e-filing access on the PACER website.</li> <li>➤ Go to <a href="http://www.pacer.uscourts.gov">www.pacer.uscourts.gov</a> and login.</li> <li>➤ Select <b>"Manage My Account"</b> and then select the <b>"Maintenance"</b> tab.</li> <li>➤ Select <b>"Attorney Admissions/E-Filer Registration"</b>.</li> <li>➤ Court Type: select <b>"U.S. District Court"</b>.</li> <li>➤ Select <b>"Arizona District Court"</b> and click Next.</li> <li>➤ Select <b>"Pro Hac Vice"</b>.</li> <li>➤ Follow instructions for <b>Pro Hac Vice E-File Registration</b>.</li> </ul>

If the attorney...	Then...
Is a federal government attorney...	<ul style="list-style-type: none"> <li>➤ Federal attorneys will register for E-File access on the PACER website.</li> <li>➤ Go to <a href="http://www.pacer.uscourts.gov">www.pacer.uscourts.gov</a> and login.</li> <li>➤ Select “<b>Manage My Account</b>” and then select the “<b>Maintenance</b>” tab.</li> <li>➤ Select “<b>Attorney Admissions/E-Filer Registration</b>”.</li> <li>➤ Court Type: select “<b>U.S. District Court</b>”.</li> <li>➤ Select “<b>Arizona District Court</b>” and click Next.</li> <li>➤ Select “<b>Federal Attorney</b>”.</li> <li>➤ Follow instructions for <b>Federal Attorney E-File Registration</b>.</li> </ul>
<b>Account Maintenance on or After February 7, 2022</b>	
Needs to update name...	<ul style="list-style-type: none"> <li>➤ Go to <a href="https://pacer.uscourts.gov">https://pacer.uscourts.gov</a> and login.</li> <li>➤ Select “<b>Manage My Account</b>” and then select the “<b>Maintenance</b>” tab.</li> <li>➤ Select “<b>Update Personal Information</b>”.</li> <li>➤ Apply update to “<b>Open Cases</b>”.</li> <li>➤ See <a href="#">Maintain NextGen CM/ECF</a> Account on the <b>Training &amp; User Manual</b> section on the court’s <a href="#">E-Filing page</a>.</li> </ul>
Needs to update mailing address...	<ul style="list-style-type: none"> <li>➤ Go to <a href="https://pacer.uscourts.gov">https://pacer.uscourts.gov</a> and login.</li> <li>➤ Select “<b>Manage My Account</b>” and then select the “<b>Maintenance</b>” tab.</li> <li>➤ Select “<b>Update Address Information</b>”.</li> <li>➤ Apply update to “<b>Open Cases</b>”.</li> <li>➤ Point the attorney to <a href="#">Maintain NextGen CM/ECF</a> Account on the <b>Training &amp; User Manual</b> section on the court’s <a href="#">E-Filing page</a>.</li> <li>➤ Reminder: A <b>Notice of Change of Address</b> should be filed in all active cases.</li> </ul>
Needs to update their Primary E-mail Address...	<ul style="list-style-type: none"> <li>➤ Go to <a href="https://pacer.uscourts.gov">https://pacer.uscourts.gov</a> and login.</li> <li>➤ Select “<b>Manage My Account</b>” and then select the “<b>Maintenance</b>” tab.</li> <li>➤ Select “<b>Update E-Filer Email Noticing and Frequency</b>”.</li> <li>➤ Select “<b>Arizona District Court</b>” to apply the update to this court.</li> <li>➤ Enter the Primary E-mail, Frequency, and Format and click <b>Submit</b>.</li> <li>➤ See <a href="#">Maintain NextGen CM/ECF</a> Account on the <b>Training &amp; User Manual</b> section on the court’s <a href="#">E-Filing page</a>.</li> </ul>

If the attorney...	Then...
Needs to add/edit/delete Secondary E-mail address...	<ul style="list-style-type: none"> <li>➤ Go to <a href="https://pacer.uscourts.gov">https://pacer.uscourts.gov</a> and login.</li> <li>➤ Select “<b>Manage My Account</b>” and then select the “<b>Maintenance</b>” tab.</li> <li>➤ Select “<b>Display Registered Courts</b>” and select “<b>Arizona District Court</b>”.</li> <li>➤ Select the “<b>DISTRICT OF ARIZONA – Document Filing System</b>” link.</li> <li>➤ Select the <b>Utilities</b> menu and “<b>Maintain Your E-mail</b>”.</li> <li>➤ In the <b>Secondary e-mail Addresses</b> section, click on “<b>Add New E-mail Address</b>” and enter the e-mail address under <b>Configuration Options</b> field.</li> <li>➤ <b>OR</b> highlight the existing e-mail to edit/delete.</li> <li>➤ Select <b>Submit All Changes</b>.</li> <li>➤ See <a href="#">Maintain NextGen CM/ECF</a> Account on the <b>Training &amp; User Manual</b> section on the court’s <a href="#">E-Filing page</a>.</li> </ul>
Wants to receive Notice of Electronic Filing (NEF) on a case for which they’re not an attorney of record...	<ul style="list-style-type: none"> <li>➤ Go to <a href="https://pacer.uscourts.gov">https://pacer.uscourts.gov</a> and login.</li> <li>➤ Select “<b>Manage My Account</b>” and then select the “<b>Maintenance</b>” tab.</li> <li>➤ Select “<b>Display Registered Courts</b>” and select “<b>Arizona District Court</b>”.</li> <li>➤ Select the “<b>DISTRICT OF ARIZONA – Document Filing System</b>” link.</li> <li>➤ Select the <b>Utilities</b> menu and “<b>Maintain Your E-mail</b>”.</li> <li>➤ Click on the applicable e-mail address to add the case number under “<b>Case Specific Options</b>” and click <b>Add Case(s)</b>.</li> <li>➤ Select “<b>Submit all Changes</b>”.</li> </ul>