

NextGen FAQs

After June 7, 2021 Go Live Date	
Issue	Answer
1. I have yet to upgrade my PACER account.	Click here Upgrading Your PACER Account
2. I need to register for a new PACER account.	Click here www.pacer.uscourts.gov > Register For a New Account
3. I forgot my PACER login and/or password.	Click here www.pacer.uscourts.gov > My Account and Billing > Forgot User Name or Password?
4. I have an upgraded PACER or newly created PACER account, what do I do now? NOTE: This step is required for all PACER account holders (attorneys, filing agents, trustees, etc.)	You must link your existing CM/ECF account to your upgraded PACER account. Click here Linking Your CM/ECF Account to Your Upgraded PACER Account
5. Where do I log into NEXTGEN CM/ECF?	https://ecf.nynb.uscourts.gov > Document Filing System; or www.pacer.uscourts.gov > File a Case > Court CM/ECF Lookup
6. I do not know my NYNB CM/ECF login and/or password.	Call: Albany Help Desk 518-257-1616 Syracuse Help Desk 315-295-1618 Utica Help Desk 315-266-1118
7. Do I need to remember my current NYNB CM/ECF login and password after I link my account(s)?	No, your PACER login will provide you with access to CM/ECF for all NextGen courts in which you are registered to e-file.
8. I have upgraded my PACER account and cannot access CM/ECF.	Confirm that your PACER account is actually an upgraded account by looking at your PACER login name. If it is eight characters or longer, it is an upgraded account. If it is six characters, it is an old (Legacy) account and you should refer to question #1 above. If your PACER account is upgraded, follow the linking procedure. See question #4. If you do not know your NYNB CM/ECF login and/or password, see question #6.
9. I have linked my CM/ECF and PACER account, but the Bankruptcy and	Try: <ul style="list-style-type: none">• Clearing Cache (in browser, click control, shift and delete at the same time)• Logging out and back in again

<p>Adversary menus are not displaying.</p>	<ul style="list-style-type: none"> • Refreshing the screen <p><i>If nothing works, in CM/ECF:</i></p> <ul style="list-style-type: none"> • Click Utilities > Link a CM/ECF account to my PACER account • Enter current CM/ECF (not PACER) credentials; click submit <p><i>If this does not work, call:</i></p> <p>Albany Help Desk 518-257-1616 Syracuse Help Desk 315-295-1618 Utica Help Desk 315-266-1118</p>
<p>10. I have linked my CM/ECF and PACER account, but I am unable to query documents and receive an error message</p>	<p><i>If you can see the following menus: Bankruptcy, Adversary, Query, contact PACER to confirm that your account is activated at 1-800-676-6856</i></p> <p><i>If you cannot see the menus, see question #9 above.</i></p>
<p>11. I am trying to link my CM/ECF and PACER account and am getting an error message.</p>	<p><i>Contact PACER at 1-800-676-6856</i></p>
<p>12. Any questions having to do with credit card payments not being authorized or activated.</p>	<p><i>Contact PACER at 1-800-676-6856</i></p>
<p>13. I am trying to log into PACER and am getting an error message.</p>	<p><i>Contact PACER at 1-800-676-6856</i></p>
<p>14. How do obtain e-filing privileges? (Caller has no NYNB login credentials)</p>	<p><i>Confirm you are admitted to NDNY by following this link:</i> https://www.nynd.uscourts.gov/attorney-information-lookup</p> <p><i>If you are not admitted, refer to LBR 2014-2. If you are admitted go to www.pacer.uscourts.gov > Manage My Account > Maintenance > EITHER – Attorney Admissions/E-File Registration OR Non-Attorney E-file Registration</i></p> <p><i>The application comes to our court and we process it. The applicant will receive an email from the court when the application is approved or rejected.</i></p>