

Electronic Case Files System User's Manual

Getting Started

Introduction

This manual provides instructions on how to use the Electronic Filing System to file documents with the Bankruptcy Court, or to view and retrieve docket sheets and documents for all cases assigned to this system. It assumes a working knowledge of Internet Explorer, Mozilla Firefox and Adobe Acrobat. Please refer to Internet Explorer, Mozilla Firefox or Adobe Acrobat instruction manuals for specific questions regarding those applications.

Help Desk

Contact the Court's divisional offices at the following numbers for assistance between the hours of 9:00 A.M. and 4:30 P.M., Monday through Friday.

Oakland Division	(510) 879-3554
San Francisco Division	(415) 268-2368
San Jose Division	(408) 278-7500
Santa Rosa Division	(707) 547-5975

Identify the nature of the issue and your call will be transferred to the appropriate person.

In addition, the Court's General ITD Help Desk can be reached at:

(415) 268-2350 or e-mail helpdesk @ canb.uscourts.gov

Capabilities of System

The electronic filing system allows registered participants with Internet access to perform the following functions:

- Access the Court's Web page
- Access the training system comparable to the official "live" system to acquaint yourself with how the system operates

- Electronically file pleadings and documents in actual ("live") cases
- View official docket sheets and documents associated with cases
- View various reports

Hardware and Software Requirements

Minimum System Requirements

- A personal computer running a standard platform such as Windows or Macintosh
- Internet service
- Internet Explorer 5.5 or higher or Mozilla Firefox
- Software to convert documents from a word processor format to portable document format (PDF). Adobe Acrobat, as well as certain word processing programs can perform this function. Both Acrobat Writer version 3.x, or higher meets the CM/ECF filing requirements. Adobe Acrobat Reader is available for viewing documents only, not authoring them.
- A PDF- compatible word processing system such as Windows based versions of WordPerfect and Word.
- A scanner to transmit documents that are not in your word processing or petition preparation systems.

Recommended System Requirements for Better Performance:

When filing new cases and documents with the court, you will be transmitting large files through the Internet. It is possible to do this using a dial up modem, but it could take a very long time to send or to download the files. We highly recommend that you arrange for a digital Internet connection, such as cable or DSL service, which will provide a much faster data transmission rate.

PC System memory for handling large documents - 256MB at a minimum and ideally 512 MB would be better.

Document Preparation

Portable Document Format (PDF)

Only PDF (Portable Document Format) documents may be filed with the Court using the Court's Electronic Filing System. Be sure to view the PDF formatted document before sending it to ensure that it appears in its entirety and in the proper format.

How to View a PDF File

- Start the Adobe Acrobat Reader program.
- Go to the **File** menu and choose **Open**.
- Click on the location and file name of the document to be viewed.
- If the designated location is correct, and the file is in PDF format, Acrobat PDF Reader loads the file and displays it on the screen.
- If the displayed document is larger than the screen or consists of multiple pages, use the scroll bars to move through the document.
- Click on the **View** menu for other options for viewing the displayed document. Choose the option that is most appropriate for the document.

How to Convert Documents to Portable Document Format (PDF)

The conversion process is relatively simple and can be accomplished in one of two ways depending on the word processing program you are using.

- Once your document is complete and with the document to be converted open on your screen.

- Select **File** from the menu bar, then select **Print** (or click the printer icon from your toolbar).
- Use the drop down box to change the current printer to Adobe PDF Writer
- Click **Print**.
- The document will not actually print; instead a Save As box will appear on your screen.
- Select the directory and folder, name your file and click save.

The PDF conversion is now complete. Your *electronic original* is stored in the folder you have designated.

You will still need to save your word processing document as you always have, however, you will only file your PDF document with ECF.