

United States District Court  
District of Massachusetts



Office of the Clerk

**ELECTRONIC CASE FILES - INFORMATION SHEET FOR ATTORNEYS**

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What if....

***I haven't yet applied for an account?***

If you are receiving e-mail notices from the Court, you already have an ECF account (see next question). Otherwise, use the application on our web page at <http://www.mad.uscourts.gov/attorneys/bar-application.htm>

A login and password will be issued to you approximately 7 business days after receipt of your application.

***I think I have an ECF account, but don't know my login and password?***

You may check to see if you have an ECF account by going to our web page at [www.mad.uscourts.gov](http://www.mad.uscourts.gov) and clicking on the 'MA-Federal Bar Search' link under 'Attorneys' then 'Admission.' Search for your name there, and if found, contact the ECF Help Desk at 866-239-6233 or by e-mail at [ecfhelp@mad.uscourts.gov](mailto:ecfhelp@mad.uscourts.gov). We will arrange to have the login and password reissued to you.

***I don't know how to use the system?***

Check out our training opportunities at <http://www.mad.uscourts.gov/training/cmecf-training-info.htm>

***I have filed a notice of appearance but I'm not receiving notices?***

If you have filed your notice of appearance using your own ECF login and password, did you check the appropriate box to link yourself to your client on the docket (and leave the box for 'Notice' checked)? If you did, contact the ECF Help Desk. If you failed to check the association box, or unchecked the notice box, contact the docket or courtroom clerk for the assigned Judicial Officer.

If the notice was filed on your behalf using another attorney's login and password, contact the docket or courtroom clerk for the assigned Judicial Officer and then file the notice again using your own ECF login and password.

***I've moved my office or changed my e-mail address?***

Log into the ECF system to update your account, using the 'Maintain Your Account' feature under the Utilities menu. Instructions are available in the ECF User Guide (Training Manual), available on our web page under 'Training Information.' If you encounter a problem updating your street address, refer to the FAQ page on our web page for more information or contact the ECF Help Desk.

Answers to other Frequently Asked Questions are available on our web site, at <http://public.mad.uscourts.gov/cgi-bin/faq.html>

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What if....

***I'm no longer involved in a case but I'm still receiving e-mails?***

You should file a notice of withdrawal of appearance. If you have filed the notice of withdrawal and are still receiving e-mails, contact the ECF Help Desk.

***I receive e-mails from the Court, but I just can't read the body of the message?***

Check the settings on your ECF account. Be sure that you have selected the proper format ('html format' or 'text format'). Contact your Internet service provider for advice on what choice is best for you.

***I open the document, but all I see is a blank screen?***

Try refreshing your screen - that normally solves the problem. You may also want to clean out your temporary Internet files if the problem persists.

***There is no hyperlink to a document number in the body of the e-mail message?***

In the past the Clerk's Office would copy the margin order and mail it to counsel. The Clerk's Office has established a practice of entering those orders onto the docket as 'Electronic Orders,' including any and all text from the Judicial Officer, and since there is no entry attached to the document, there is no hyperlink. Attorneys not yet receiving e-mail notice from the Court will receive a copy of the receipt generated by the CM/ECF system. (NOTE: the same is true of certain other Court generated documents, such as notices and clerk's notes of court proceedings.)

***I'm the attorney of record in a Social Security case, but I still can't view the documents?***

You must first login to the ECF system using the Court-issued login and password, and then when you see a second login screen, enter your PACER login and password.

***I want to file a responsive document, but the document in question is not yet on the docket?***

All documents received over the counter (or by other traditional means) should be entered into the ECF system within 48 hours of receipt by Clerk's Office staff. If more than that time has elapsed, or if the document in question is an emergency, contact the docket or courtroom clerk for the assigned Judicial Officer.

Answers to other Frequently Asked Questions are available on our web site, at  
<http://public.mad.uscourts.gov/cgi-bin/faq.html>