



Dear Point & Click: Answers to Technical Questions

Question: I have forgotten the password associated with my Bankruptcy Court CM/ECF filing account; how do I obtain a new one?

Answer: Once a login (user name) and password are issued to this Court's CM/ECF System, the password cannot be retrieved by Clerk's Office personnel.

You can obtain a new password through the Court's on-line Password Recovery Program. A link to the program is available on the Court's website, www.flmb.uscourts.gov, or through the following link: <https://pacer.flmb.uscourts.gov/fwxflmb/ecfpwd/ecfpw.fwx>. You will be required to provide your login name and the primary e-mail address associated with your filing account when completing the form.

Before completing the form, it is important to remember the following:

- Generally, each court unit requires a separate login for access to the CM/ECF System. Additionally, PACER logins are required for viewing case related reports and documents, in every Federal Court. Some Courts have moved to the "Next Generation" of CM/ECF, which includes *Central Sign On*, a feature that, once all Courts have migrated, will allow electronic filers to use the same login and password to file electronically in any federal court. **The United States Bankruptcy Court for the Middle District of Florida has not yet moved to the "Next Generation" of CM/ECF.** Entering the correct login in the form will ensure a new password is created. This Court's logins do not include your bar identification number.
- Logins are case sensitive and, generally, do not include capital letters. Make sure your "Caps Lock" setting on your keyboard is off when entering your login information.
- The e-mail address entered in the recovery form must be the primary email address associated with the filing account. If you have changed law firms, or otherwise changed your email address, the recovery process will not work. Please contact the HelpDesk.

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If the information entered in the password recovery form corresponds with the information the Court has, an e-mail containing a new password will be sent to the e-mail address contained in the form. The new password is contained in a link within the e-mail. **The e-mail cannot be forwarded to another e-mail address or the password will be void.**

If you do not receive an e-mail, within 15 minutes, there was an issue with the recovery process. Please contact the HelpDesk.