

CHAPTER 1
INTRODUCTORY MATERIAL

HELP DESK

HARDWARE/SOFTWARE
REQUIREMENTS

GLOSSARY TERMS

Help Desk

Thank you for utilizing our Electronic Case Filing system.
We have established a Help Desk at each office for your convenience.

Orlando

Help Desk E-mail: ecfhelp.ori@flmb.uscourts.gov

Help Desk Support Staff: Christine Baker
Steffanie Sibio
Jill Norris

Jacksonville

Help Desk E-mail: ecfhelp.jax@flmb.uscourts.gov

Help Desk Support Staff: Susan Baldwin
Michael Schumpert
Ray Readdick

Tampa / Ft. Myers

Help Desk E-mail ecfhelp.tpa@flmb.uscourts.gov

Help Desk Support Staff: Sara Mason

Deborah Kerkes

Charo Vargas

Sarah Zavacky

Hardware and Software Requirements to Participate in CM/ECF

- , Personal computer (Pentium class recommended) running a standard platform such as Windows 95, 98, Me, 2000, XP with at least 128 MB of RAM. Macintosh equivalents are also acceptable.
- , Internet access via Cable modem, DSL (Digital Subscriber Line), ISDN (Integrated Services Digital Network) or T1 line. Standard Dial-up modem access (56 K speed) is not recommended because its connection speed from the Internet to the CM/ECF will be very slow when downloading/uploading files from the server.
- , An Internet Service Provider using point-to-point protocol (PPP). America On Line is not endorsed for use with ECF.
- , Internet Explorer (IE) 5.5 or newer (6.0) or Netscape Navigator version 4.6X or 4.7X.
- , Software to convert documents from a word processor format to portable document format (PDF). Adobe Acrobat PDF Writer, as well as certain word processing programs can perform this function. Acrobat Writer Version 5.0 and earlier versions, 3.X, 4.X meet the CM/ECF filing requirements. Adobe can be contacted at 1-888-724-4508. For viewing documents, not authoring them; only Adobe Acrobat Reader is needed.
- , A PDF-compatible word processing program, such as WordPerfect or

Microsoft Word. (Macintosh word processing software allowing PDF file conversion is also acceptable.)

- , A scanner to transmit documents that are not in your word processing system. A scanner equipped with an automatic document feeder is recommended for faster scanning of multiple page documents.