



Dear Point and Click:

By Raymond Waguespack and Sara Mason

What type of matters are handled by the Court's Help Desk and what matters should be directed to the Case Management or Chambers staff?

Answer: Before submitting a request for assistance to the Court's Help Desk or Case Management staff, it is always a good idea to review the docket (through PACER) if it is a case specific question. For more general matters, the

Court's website may be helpful as it contains a wealth of information and resources that would likely provide answers to your questions. Some of the website resources are highlighted below.

Guidelines for requesting assistance from the Clerk's Office.

For Case Managers: Case specific questions should be directed to a Case Manager. Those may include questions about:

- The status of a case but remember that the most up-to-date case status is available online through PACER.
- Corrective Entries/Error Notifications.
- Deficiency related orders and notices.
- Hearing related questions may be best addressed with a Case Manager; however, this type of question may be referred to Chambers. If you receive a message in CM/ECF that directs you to contact Chambers when filing a Notice of Hearing, those questions must be directed to the Court Room Deputy. The Case Management staff and Help Desk cannot assist with those issues.

A Staff Directory is available on the Court's website, under the Court Information - Locations / Phone Lists link. The directory includes a list of Chambers Staff and Case Managers and the case numbers which the Case Managers handle. Note: The two-digit number following the name of the Case Managers refers to the last two digits of all case numbers that Case Manager handles.

For the Help Desk: In general, the Court’s Help Desk addresses CM/ECF “How To” questions, troubleshooting matters, CM/ECF training questions, user registration questions, account maintenance questions, and other general technical questions concerning the electronic filing process. Such questions may include:

- What event to use when filing a specific paper in CM/ECF. Note that often the event can be determined by using the CM/ECF Search feature.
- Filing new Bankruptcy Cases, Adversary Proceedings, and documents within existing cases. Electronic Learning Modules are available to assist with the document-filing process.
- Login issues and password recovery questions.
- Attorney Change of Address or Change of Law Firm questions.
- Obtaining a CM/ECF user account, including registration and training questions.

The Help Desk addresses questions from all parts of the Middle District of Florida and may be reached by emailing ecfhelp@flmb.uscourts.gov.

Available Resources: The Court has an extensive website, which includes many resources. The Court strives to keep these resources current so they may assist you as you navigate our Court. Some of those resources include:

- **The Source Webpage:** Available via the Court’s main website. The page includes a procedures manual, links to the Court’s Local Rules, Administrative Orders, Opinions, Case Digest, and CLE Credit Training Videos.

The Source: <http://www.flmb.uscourts.gov/thefsource/>

- **CM/ECF Password Recovery:** If you forget your password to the Court’s electronic filing system, a recovery process is available on the Court’s website. To complete the recovery process, you must know your username/login and the primary email address associated with your account.

Password Recovery:

<https://pacer.flmb.uscourts.gov/fwxflmb/ecfpwd/ecfpw.fwx>

- **Change of Address / Change of Law Firm:** If you have a change of address, a name change, your firm relocates, or you change law firms, you must immediately notify the Court, even if you do not intend to maintain a Bankruptcy Practice with your new firm. Online forms are available on the Court's website to facilitate the process. You must also update your address or firm information with the Florida Bar, the United States District Court for the Middle District of Florida, and any other Court in which you may file. Programs used in conjunction with the preparation of documents to be filed in the Court may also require an update.

Change of Address: <http://pacer.flmb.uscourts.gov/cmecf/changeaddress.asp>

Change of Law Firm: <http://pacer.flmb.uscourts.gov/cmecf/changelawfirm.asp>

- **Court Announcements:** The Court's website includes recent announcements about many important topics such as updates to Local Rules, Administrative Orders, the Negative Notice List, and the Accompanying Orders List. Older announcements and email blasts may also be viewed through the appropriate links from the main webpage.

Court's Website: <http://www.flmb.uscourts.gov>

Database of prior email blasts:

<https://ecf.flmb.uscourts.gov/cgi-bin/getemailblast.pl>

Database of older announcements:

<http://www.flmb.uscourts.gov/announcements/>

You may also choose to subscribe to the Court's email blasts or follow us on social media.

Facebook: <https://www.facebook.com/bankruptcycourt>

Twitter: <https://twitter.com/floridamiddle>

Subscribe to email blasts:

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