

Notice of Electronic Filings (NEF) and Free Looks: Troubleshooting Tips and Tricks

This guide has been created to give basic assistance to lawyers and support staff who are experiencing problems with receiving and/or viewing Notice of Electronic Filings (NEF) and the link documents.

Key Reminders

Viewing NEF Best Practices

Frequently Asked Questions

Using Email Clients vs. Webmail

Using Safari, AOL Internet Browser or other non-support internet browsers

Key Reminders

- The Court strongly recommends to copy and save the NEF and document(s) to your computer or to print and retain a hard copy in your files.
- The NEF will be emailed to all case participants who have supplied their e-mail addresses to the Court.
- Individuals who receive the NEF via email are permitted one "free look" at the document by clicking on the associated hyperlinked document numbers listed in the NEF
- Pursuant to guidelines set by the Administrative Office of the U.S. Courts, the free look is only available for **15 days** from the date of the filing.
- Subsequent retrieval of the case docket sheet and document from ECF must be made through your PACER account and is subject to regular PACER fees.

Sample Notice of Electronic Filing Email

This is an automatic e-mail message generated by the CM/ECF system. Please DO NOT RESPOND to this e-mail because the mail box is unattended.

NOTE TO PUBLIC ACCESS USERS Judicial Conference of the United States policy permits attorneys of record and parties in a case (including pro se litigants) to receive one free electronic copy of all documents filed electronically, if receipt is required by law or directed by the filer. PACER access fees apply to all other users. To avoid later charges, download a copy of each document during this first viewing. However, if the referenced document is a transcript, the free copy and 30 page limit do not apply.

U.S. District Court
U.S. District Court Minnesota

Notice of Electronic Filing

The following transaction was entered on 08/17/2012 at 10:18:03 AM CDT and filed on 08/17/2012

Case Name: ABC Coporation v. XYZ Corporation
Case Number: [0:12-cv-00114-MJD-FLN](#)
Filer:
Document Number: [2](#) ← Single-click Document Number to view Free Look.

Docket Text:
[NOTICE OF HEARING ON Motion Hearing set for 8/29/2012 10:30 AM in Courtroom 15E \(MPLS\) before Judge Michael J. Davis. \(KLS\)](#)

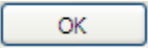
Primary and secondary e-mail addresses

Each primary and secondary e-mail address for case participants receives one free look for all filings with the case. The Court strongly recommends adding at least one secondary e-mail address to your CM/ECF account, such as your assistant, an associate lawyer or any alternative e-mail address (Gmail, Hotmail, or other free e-mail services). Adding secondary emails will give you extra free looks as well as ensure that you will get notice of all NEFs should there be a failure with one of your email addresses.

Attorneys are responsible for maintaining their primary and secondary email addresses and other contact information in CM/ECF. [Click here for instructions - See #29.](#)

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Viewing NEF Best Practices

- The court recommends the following applications:
 - CM/ECF has been tested and works correctly with **Firefox 3.5**, and **Internet Explorer 7 and 8**.
 - Safari does not work properly with CM/ECF. Mac users should use Firefox
 - **Adobe Reader**, which can be downloaded for free.
- Clear your internet browser cache. [Click here for instructions.](#)
- Set Adobe Reader to display in your internet browser.
 - In Adobe, go to *Edit, Preference*.
 - On the left side, click on *Internet*.
 - Check *Display PDF in Browsers*.
 - Click .
- Allow or unblock pop-ups. Do not forward your NEF email.
- **SINGLE-LEFT-CLICK** the document number link. **DO NOT** double-click the link.
- **DO NOT CLICK** on the case number. When you do this, the system thinks you are trying to view the entire case and, accordingly, you will get a PACER login prompt.

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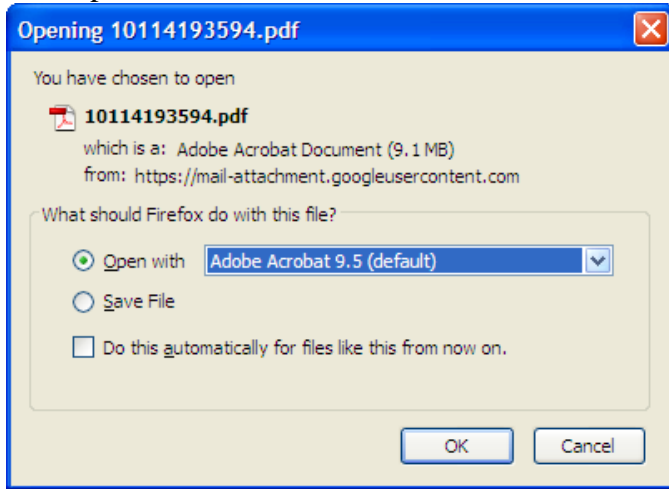
Frequently Asked Questions

- **Why am I being prompted to login? Which login should I use?**

Some case types, such as **Social Security Appeals** and **Immigration** cases, and specific filings are restricted to specific users. In order to view these documents, you need to be authenticated by CM/ECF. When you click the document number from your NEF and you are presented with the *CM/ECF Filer or PACER Login* page, use your CM/ECF login, which should be your bar number.
- **Why can I not see all of the attachments?**

When the filing has multiple attachments, you are first presented with the *Document Selection Menu* page. If your page cannot be resized or has no side scroll bar, click into any open space on the page and use the **TAB** key to browse through the attachments.

- **What should I select when getting a message window instead of having the document open?**
When presented with this window or similar window, select **Open with (default)**.



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Using Email Clients vs. Webmail

Simply put, email clients, such as MS Outlook or Mozilla Thunderbird, are programs installed locally on your computer. Webmail, such as Gmail and Hotmail, are used with your internet browser.

When using an email client, the "free look" link will launch into your default browser. Please see above for setting your default browser to IE or Firefox.

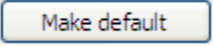
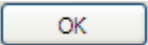
For webmail, use IE or Firefox to access your email.

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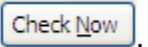
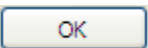
Using Safari, AOL Internet Browser or other non-support internet browsers

At least when viewing your free look, temporarily change your default internet browser to IE or Firefox.

Internet Explorer

- In IE, go to *Tools, Internet Options* from either the menu bar or toolbar.
- Click on the **Programs** tab.
- Click .
- Click .

Mozilla Firefox

- In Firefox, Go to the **Tools** menu and select **Options**.
- Click on the **Advanced** tab.
- Click *Always check to see if Firefox is the default browser on startup*.
- Click .
- Click .

For AOL Mail users, even if you have IE or Firefox as your default browsers, you are actually using the AOL Internet Browser when viewing your AOL Mail. Consider setting up a secondary email address using Gmail, Hotmail or other free e-mail services. **Then use Firefox or IE to access that account.**

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Last Updated December 2012