Click to Select...

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PASSWORD PROBLEMS

Forgotten Password

If you have forgotten your password, contact the Pacer Service Center at (800) 676-6856 or
https://www.pacer.gov/psco/cgi-bin/cmecf/ea-reqpswd.pl.

Locked Out

If you are locked out after too many login attempts, contact the Clerk's Office Help Desk at
404-335-6125.

Login and Password Are Not Recognized

Your login credentials will not be recognized until after the court has processed your ECF
registration and you have received an email stating it was approved.

If you enter the wrong login or password on a PC, you will receive an error message stating
incorrect login and/or password. If you enter the wrong credentials on a Mac, it erases your
login and password, but doesn't produce an error message. If you are certain your login
credentials are correct, but they are not being recognized, clear your browser's cache and
cookies. If you are still unable to login, contact the Pacer Service Center at (800) 676-6856.

RECOMMENDED BROWSERS

Internet Explorer is the recommend browser for Windows computers and Safari is the recommended browser for Mac computers.

JAVA PROBLEMS (Unable to get past black screen with WARNING)

1. Open Internet Explorer or Safari and go to www.java.com. Select *Do I have Java? > Verify Java version*. If it doesn't say you have the recommended version of Java, you need to update or install Java.

2. Once you have updated or installed Java, close the browser, open a new browser, return to www.java.com and select *Do I have Java? > Verify Java version*. It should say *Congratulations! You have the recommended Java installed*.

3. When you have the recommended version of Java, try to login. If you are unable to get past the black screen, you may need to enable Java.

   a. Enable Java with Safari.
      i. Leave the browser with the black screen open and go to *Safari > Preferences*.
      ii. Select the *Security* tab and click the *Plug-in Settings* button.
      iii. You will see a list of websites with corresponding drop down menus. Make sure the setting for both *ecf.ca1.uscourts.gov* and *java.com* is *On*, then click *Done*.
      iv. Refresh the black screen. When it asks if you want to leave the page, select *Leave Page*. The black screen will reload and the *Startup Page* should open.

   b. Enable Java with Internet Explorer.
      i. Leave the browser with the black screen open and go to *Tools > Internet Options*.
      ii. Select the *Security* tab and click the *Custom level* button
      iii. Scroll down to *Scripting of Java applets* and make sure the *Enable* radio button is selected. Click *OK* to save the setting.
      iv. Refresh the black screen. When it asks if you want to leave the page, select *Leave this page*. The black screen will reload and the *Startup Page* should open.

4. If enabling Java doesn't resolve the problem, open the *Java Control Panel*.

   a. If you have a PC, click on the *Start* button, type *Java* in the search field and select *Configure Java* to access the *Java Control Panel*.

   b. If you have a Mac, go to *System Preferences* and click on the *Java* icon to access the *Java Control Panel*.

5. Under the *Security* tab, uncheck *Enable Java content in the browser*, click *Apply* and save the change. Once it has processed, reselect *Enable Java content in the browser*, click *Apply* and save that change. You will end up with the same setting you started with. The purpose of this exercise is to toggle the setting, not to change it.

6. Also under the *Security* tab, verify https://ecf.ca11.uscourts.gov appears in the *Exception Site List*. If it isn't listed, use the *Edit Site List* button to add it.

7. If you still can't login, contact the Clerk's Office Help Desk at (404) 335-6125 or the Pacer Service Center at (800) 676-6856.

SAFARI PROBLEMS

Menu Does Not Work

If nothing happens when you select a menu option, minimize and then maximize the **Startup Page** to activate the menu. If you are unable to minimize the **Startup Page**, click on the **Court Information** link located on the **Startup Page**. You can close the **Court Information** window as soon as it opens and return to the **Startup Page**. The menu should work now.

Unable to Browse for Documents

In order to browse for documents, you must allow the CM/ECF application to run in unsafe mode.

Run in Unsafe Mode on Newer Operating Systems:

1. Login to CM/ECF.
2. Go to **Safari > Preferences > Security**.
3. In the **Internet plug-ins** section, make sure **Allow Plug-ins** is checked and click **Plug-in Settings**.
4. Select **Java** in the left panel.
5. You will see *ecf.ca1.uscourts.gov* listed in the main panel, next to a drop down menu. Open the menu. The only options will be **Ask**, **Off** and **On.** Select **On**.
6. Press the **Option** key on your keyboard. With the **Option** key pressed down, reopen the menu next to *ecf.ca1.uscourts.gov*. You should see two additional options: **Enable Security Protection** and **Run in Safe Mode**. Uncheck **Run in Safe Mode**. When you are asked if you trust the court's website, click **Trust**. To recap, you want the menu next to *ecf.ca1.uscourts.gov* set to **On** with **Run in Safe Mode** unchecked.
7. Click **Done** to close the window.
8. Close the browser, open a new browser and login.

Run in Unsafe Mode on Older Operating Systems:

1. Login to CM/ECF.
2. Go to **Safari > Preferences > Security**.
3. In the **Internet plug-ins** section, make sure **Allow Plug-ins** is checked and click **Manage Website Settings**.
4. Select **Java** from the left panel.
5. You will see *ecf.ca1.uscourts.gov* listed in the main panel, next to a drop down menu. Open the menu and select **Run in Unsafe Mode**.
6. If you are asked if you trust the court's website, click **Trust**.
7. Click **Done** to close the window.
8. Close the browser, open a new browser and login.

FIREFOX PROBLEMS

Firefox on a Mac

1. Verify you have the recommended version of Java. You must use Safari to verify, update or install Java. Go to www.java.com and select ***Do I have Java? > Verify Java version***. If it doesn't say you have the recommended version of Java, you need to update or install Java.
   a. To update Java, go to ***System Preferences*** and click on the ***Java*** icon to access the ***Java Control Panel***. Select the ***Update*** tab and click on ***Check for Updates***. Follow the prompts to update Java.
   b. To install Java, go to www.java.com and select ***Free Java Download***. Follow the prompts to install Java.
2. When you have the recommended version of Java, open a Firefox browser and try to login. A message will indicate you have chosen to open a k2ajnlp.jsp file.
3. Check the box ***Do this automatically for files like this from now on***, then select ***Open with*** and click ***Choose***.
4. A new window will open with a series of icons across the top. Select the icon that looks like a rectangle with two vertical lines dividing it into three parts.
5. To the right of the icon is a drop down menu, which is probably defaulted to the ***Applications*** folder. Use the small up and down arrows on the right side of the menu to find ***Macintosh HD*** and select it. You will find ***Macintosh HD*** in the drop down list, *not* in the ***Applications*** folder.
6. Select ***System*** from the panel on the left.
7. Select ***Library*** from the next panel.
8. Select ***CoreServices*** from the next panel.
9. Select ***Java Web Start*** from the next panel. You may have to use the vertical scroll bar to find it. If you don't see ***Java Web Start*** in the list, it could be located inside a folder in the list.
10. Click ***Open***, then ***OK***.
11. If you still can't login, contact the Clerk's Office Help Desk at (404) 335-6125 or the Pacer Service Center at (800) 676-6856.

Firefox on a PC

The recommended browser for PC users is Internet Explorer. If you want to use Firefox instead, you have two options, open Firefox with Java Web Start or download Firefox ESR. For help with either of these options, contact the Pacer Service Center at (800) 676-6856.

EDGE BROWSER

Edge, which is the default browser for Windows 10, does not support Java. The icons are very similar, differentiated primarily by the absence of a ring around the Edge icon. You will need to pin the Internet Explorer icon to your task bar and use that browser, not the Edge browser, to open CM/ECF.

INTERNET EXPLORER

EDGE

1. On your keyboard, press the Windows flag key and the "r" key at the same time to open the **Run** window. Type *iexplore* in the **Open** box and click **OK**.
2. A browser will open and the Internet Explorer icon will appear on the task bar at the bottom of your screen. Right click on the icon and select **Pin this program to taskbar** to save the icon for future use.

CLEAR CACHE AND COOKIES

Clearing your browser's cache and cookies may help resolve random problems, such as the error that states "A small problem has occurred."

1. Internet Explorer
   a. Close all browsers except one.
   b. Go to **Tools > Internet Options**.
   c. Select the **General** tab and click the **Delete** button in the **Browsing history** section.
   d. Select **Temporary Internet files** and **Cookies**, then click **Delete**.
   e. Close the browser, open a new browser and login.
2. Safari
   a. Close all browsers except one.
   b. Go to **Safari > Preferences > Privacy** and click **Manage Website Data**.
   c. When a window opens and asks if you're sure you want to remove all data stored by websites on your computer, click **Remove All > Remove Now > Done**.
   d. Close the browser, open a new browser and login.
3. Firefox
   a. Close all browsers except one.
   b. Click the menu button ☰ and select **History > Clear Recent History**.
   c. Set **Time range to clear** to **Everything**.
   d. Click on the arrow next to **Details** to expand the list.
   e. Select **Cookies** and **Cache**, then click **Clear Now**.
   f. Close the browser, open a new browser and login.