Troubleshooting ECF Filing Problems

If you are having problems using the ECF Live System:

Check your login and password (ECF vs. PACER)

- The **ECF** login and password must be used to open cases and docket pleadings. ECF login (unless you have changed it) is generally the last name, first letter of first name (i.e. for Joe Attorney, login would be: attorneyj. When necessary, the login includes the first letter of the middle name. Login and password must be entered in lower case. The password is initially randomly assigned by the system. The password must be a minimum of eight (8) characters, and contain at least one (1) upper case alphabetic character and one (1) numeric or special character.
- The **PACER** login is assigned by the PACER Service Center and is in the following format: first two characters are alphabetic and the last four (4) characters are numeric (i.e. aa####). The Login and password must be entered in lower case.

Check the File Format

- The Petition must be in .pdf format
- The Creditor Matrix file must be in .txt format, and must not contain extraneous characters/symbols in the name or address

Delete Temporary Internet Files/Clear Browser Cache

- The temporary internet files folder, also referred to as cache, contains a record of the places you have been and the items you have downloaded from the Web. This folder is stored within your computer system. All of these files take up space. So, from time to time, you should clear the files stored in your cache to free up space on your computer. This is called clearing the cache, or deleting temporary Internet files. Instructions for clearing the cache may differ from browser to browser. Click here to be re-directed to instructions for clearing the cache for a number of the major browsers.

Check the filesize of document(s) (in kilobytes/megabytes vs. number of pages)

- In order to upload and subsequently view documents, files must be no larger than10 megabytes in filesize (10 MB = 10,000 KB = 10,000,000 bytes)

Check scanner settings for documents to be scanned and uploaded

- Mode – must be black & white (even using 'greyscale' will increase the size of the file
- Resolution – must be no greater than 300 dpi (dots per inch)
- Paper Size – must be set to 8 1/2 x 11 inches
- Dithering (if available) – must be set to 'none'

Check the county code in the debtor record

- must be set to a county that is in the jurisdiction of the Eastern District of Virginia. If the debtor resided for the greater portion of the previous 180 days in the Eastern District of Virginia, but has moved, use the county code associated with the debtor's residence in the Eastern District.