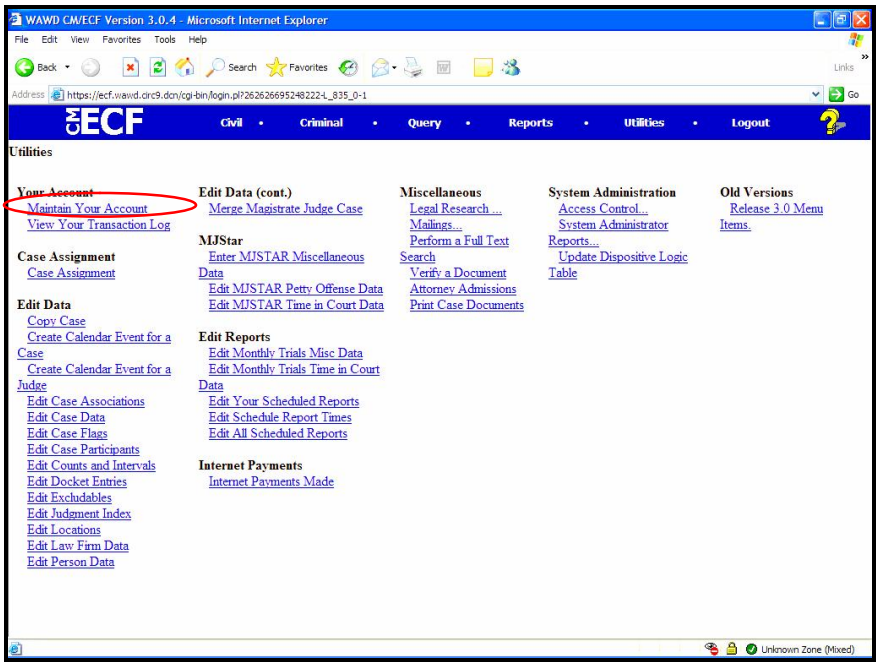
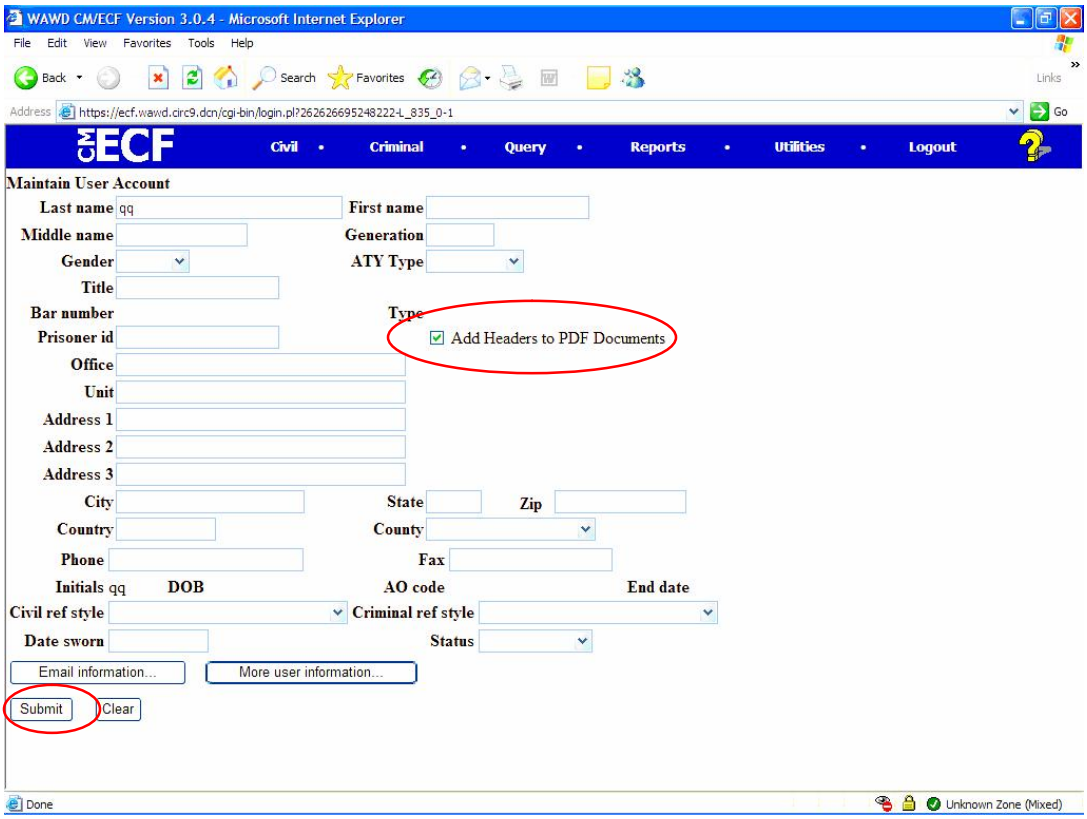
Problem: The "Include PDF Headers" check box in Query is not defaulted to 'checked'.

Solution: Users can follow a series of steps to reset their settings. Below are the steps to be taken:

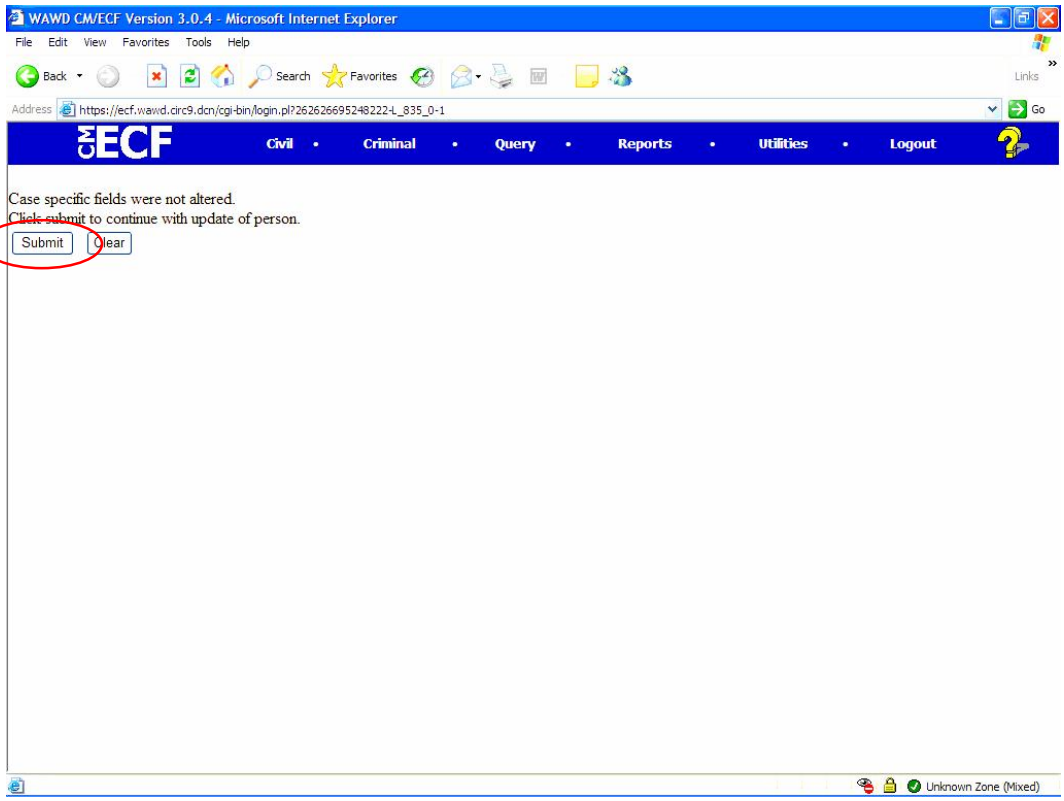
1. Login to ECF. Click on 'Utilities' and select 'Maintain Your Account'.



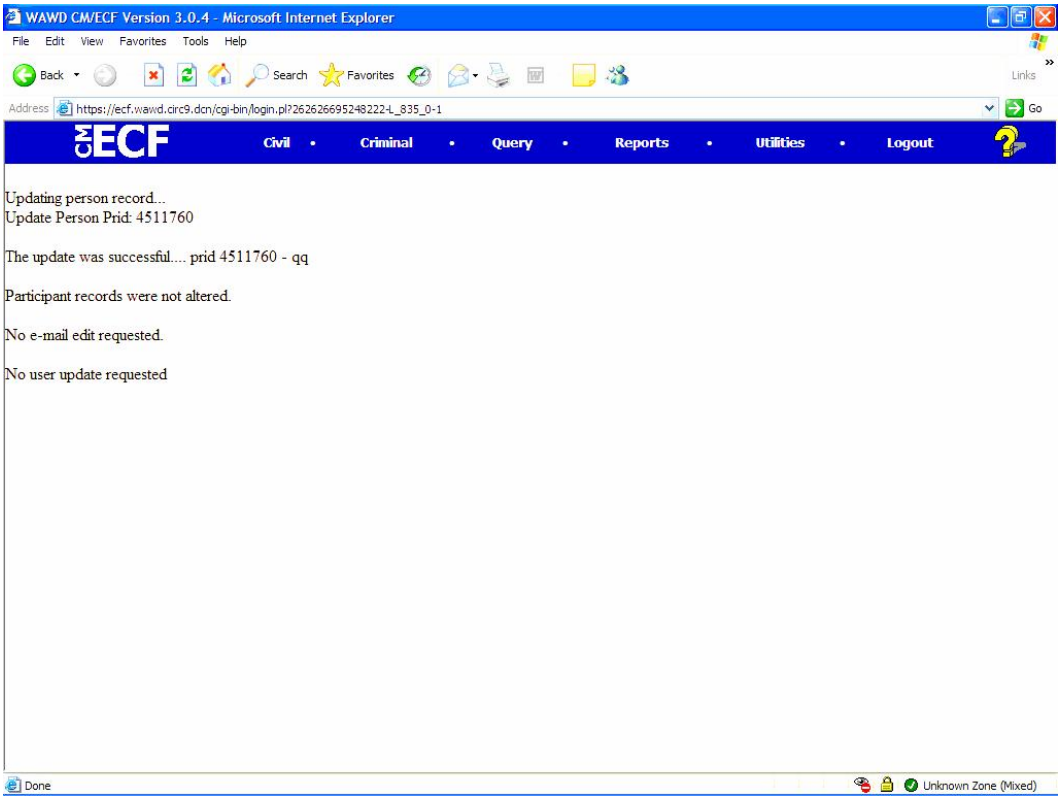
2. Uncheck the 'Add Headers to PDF Documents'. Then click 'Submit'.



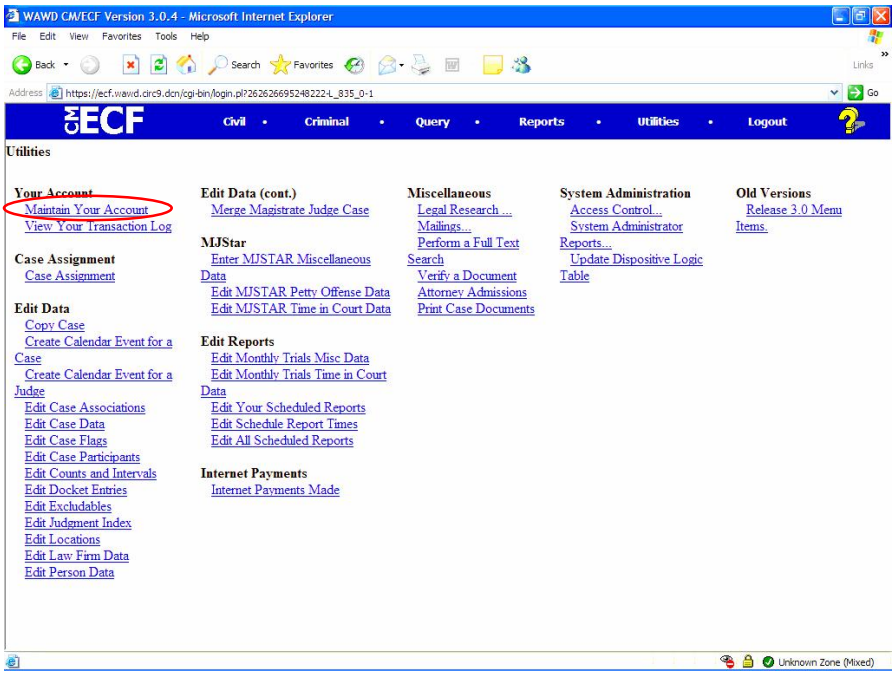
3. Click 'Submit' again on this screen.



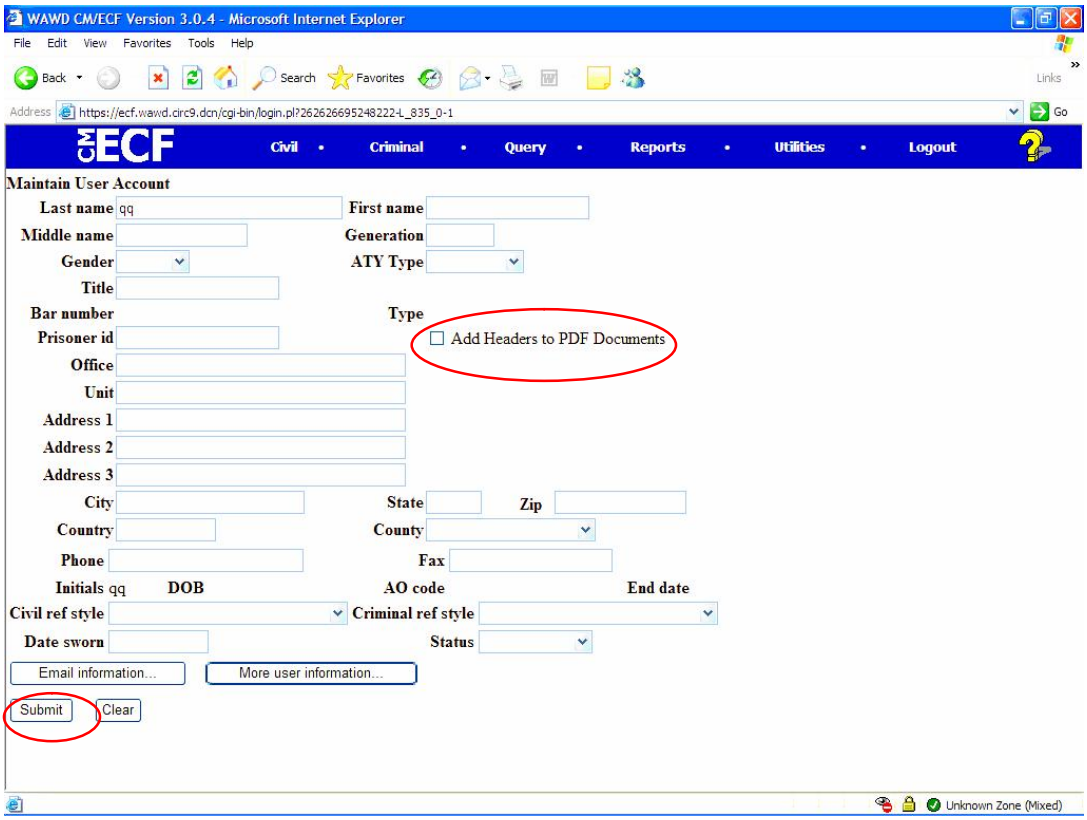
4. You will receive notice that the update was successful.



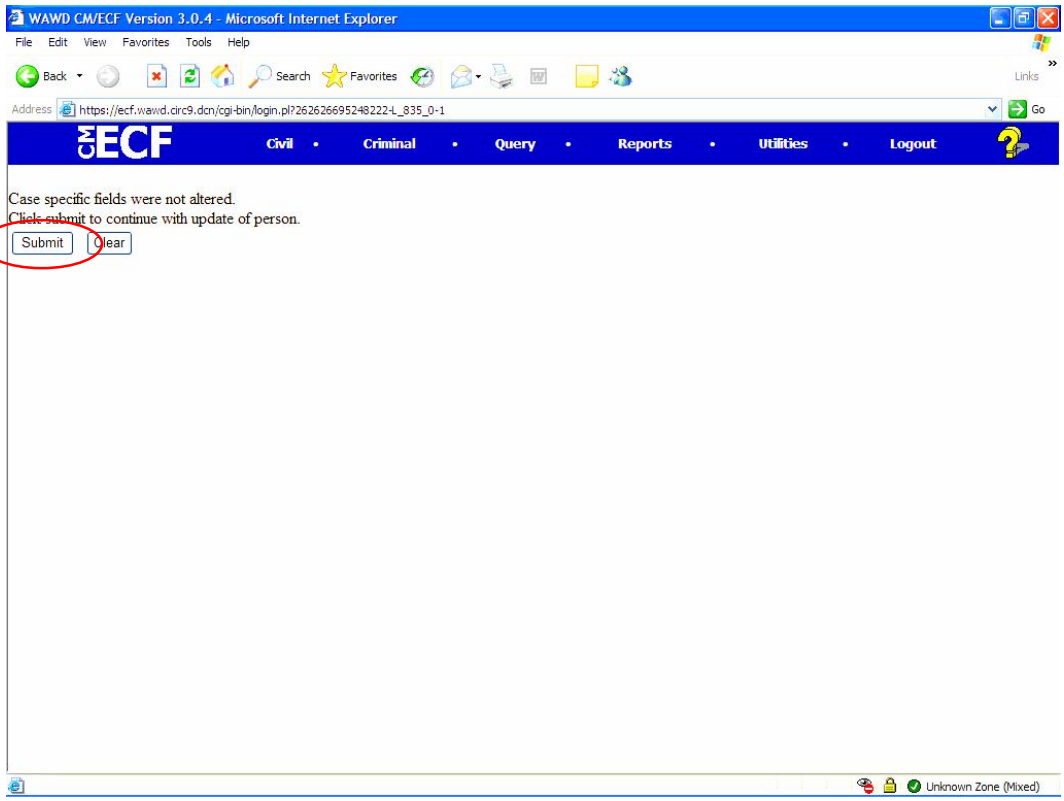
5. Click 'Utilities' and select ‘Maintain Your Account’.



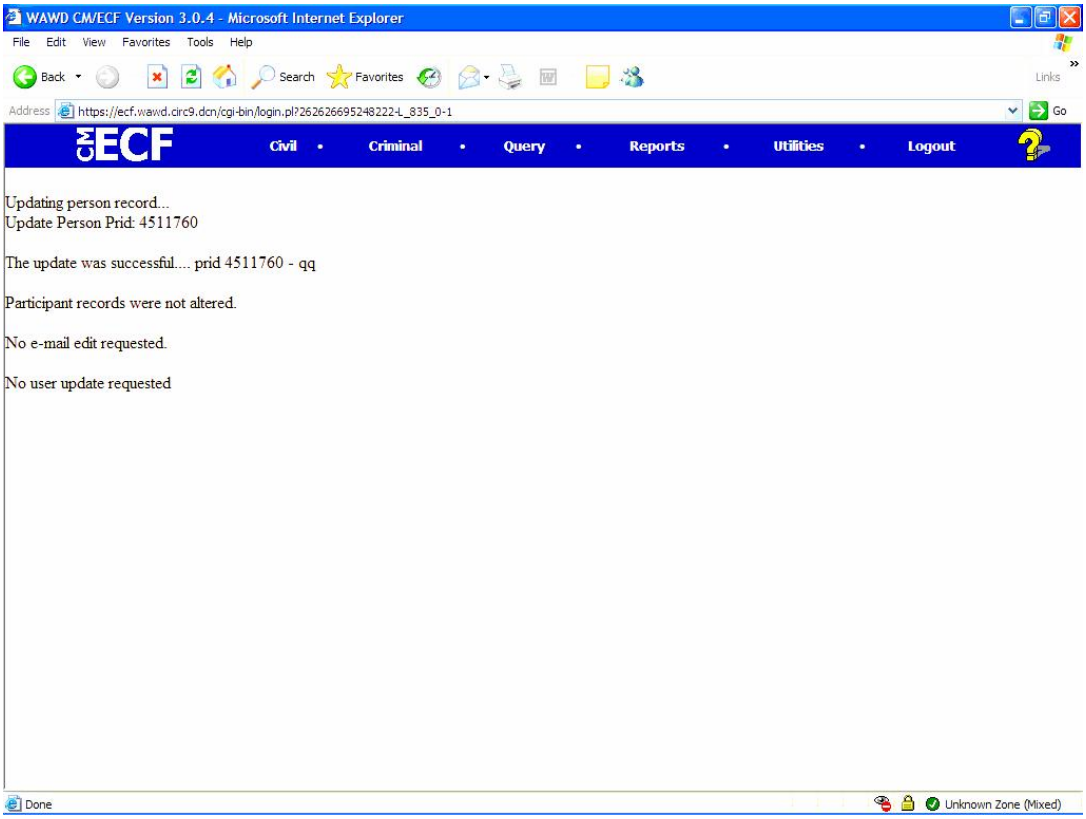
6. Check 'Add Headers to PDF Documents' and click ‘Submit’.



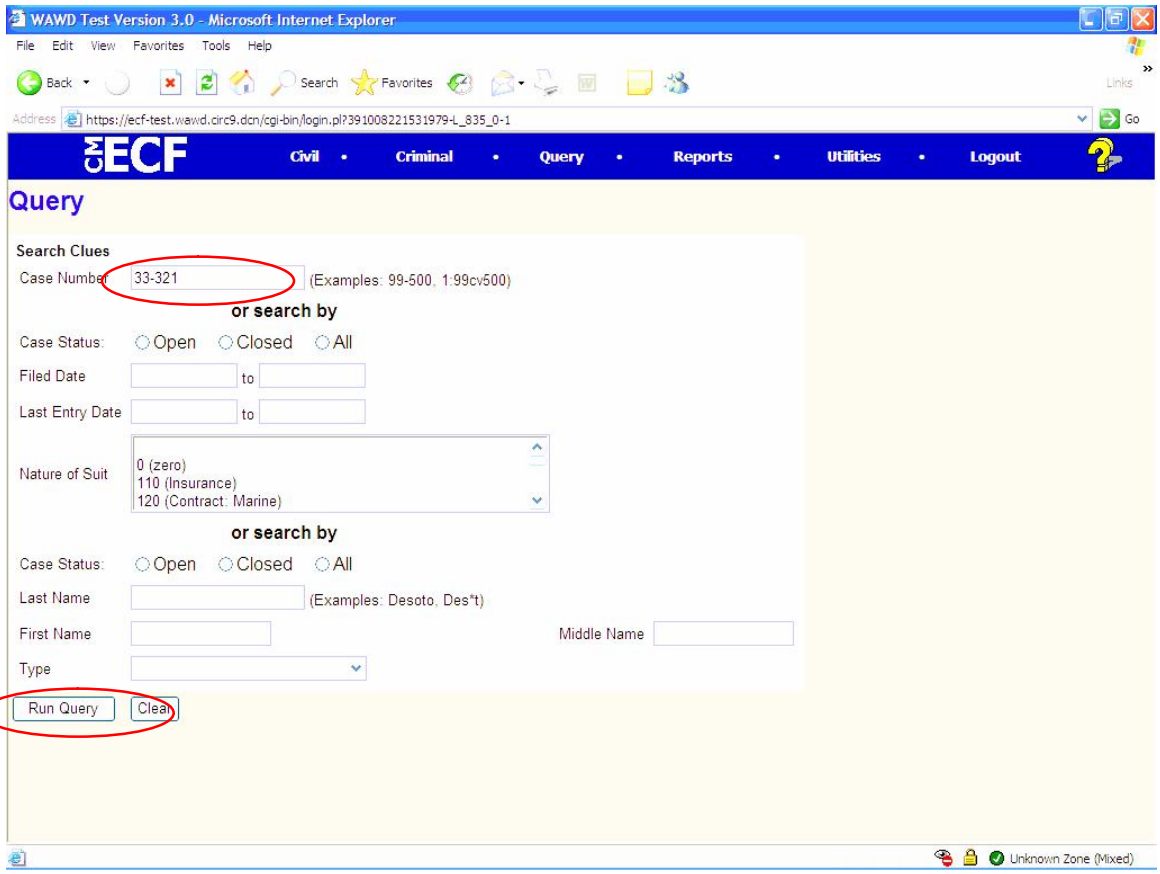
7. Click ‘Submit’ again on this screen.



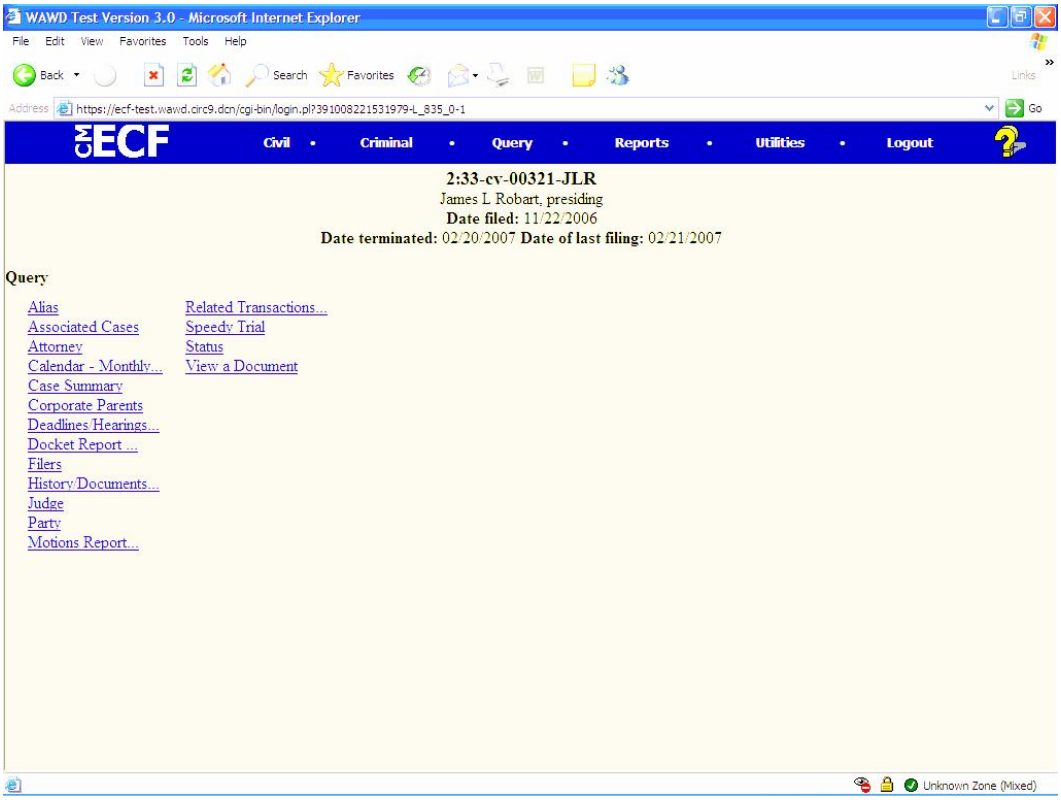
8. You will receive notice that the update was successful.



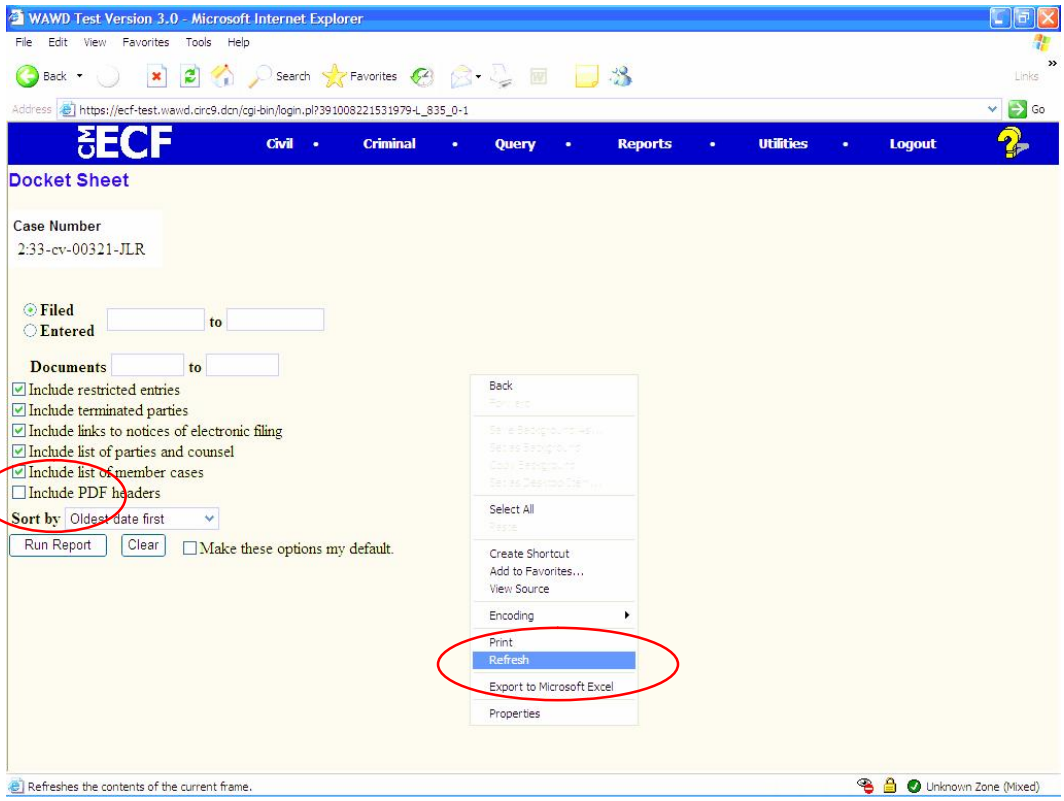
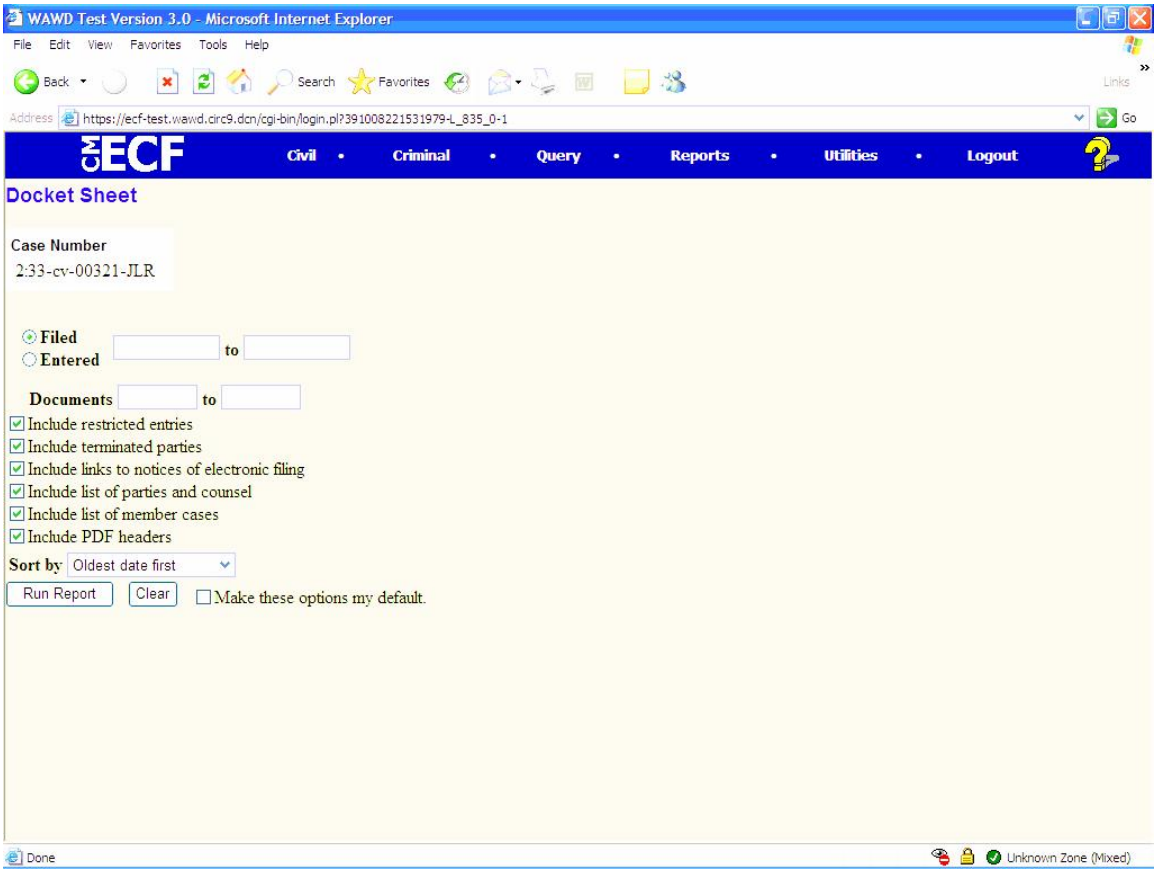
9. Click on Query, enter your PACER login, enter a case number and select ‘Run Query’.



10. Select ‘Docket Report’.



11. If ‘Include PDF Headers’ is not check marked then right-click on the screen and select Refresh.



12. The check box will now be checked and will remain checked the next time you run a Docket Sheet Query.