

CM/ECF Newsletter

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Internet Browsers

There are many different Internet Browsers available to web surfers, but the majority of filers will use one of the three browsers: Internet Explorer, Mozilla Firefox, or Apple Safari. At this time, the Western District of Washington ECF supports Internet Explorer and Firefox. The ECF team has adopted a sensitivity to Apple users and their new Safari Browser and we are taking extra steps to assist in any browser related problems they may encounter. Unfortunately we can't guarantee that all features in ECF will perform properly using Safari. We suggest that MAC users download Firefox for Macs.

Knowing which browser you use can help expedite troubleshooting when calling the ECF Help Desk. The Help Desk is familiar with a variety of browsers and the various editions. Many of the troubleshooting steps require knowledge of the e-filer's browser type so that the Help Desk can guide you through the corrective steps.

So which browser is best? That is a tough question. Internet Explorer and Firefox are both stable browsers that work well with ECF. Our advice is to experiment with both and make your own decision, although your work place may support only one browser. If you have any questions concerning internet browsers and ECF, don't hesitate to call the ECF Help Desk.

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Which Internet Browser
Should I Use?

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Q/A: Cookies

Tips & Tricks:
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Upcoming Training Sessions

In the Seattle Courthouse:

700 Stewart Street, Seattle

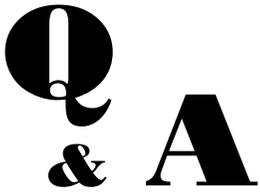
Date: Tuesday January 29th, 1pm-3pm

Date: Thursday February 21st, 10am-12pm

In the Tacoma Courthouse:

1717 Pacific Avenue, Tacoma

Classes arranged on request



What are web cookies?

Web cookies are files of data your computer uses to remember specific information in relation to a specific website. An example of this would be an internet retail site that has a shopping cart. As you add items to your shopping cart, a cookie is created to remember what you placed in that cart.

So what does this have to do with ECF? ECF utilizes cookies to acknowledge that you have logged into ECF. Cookies will also store information about your current filing. Occasionally you will experience a problem filing in ECF which is cookie related. What this means is that you have an out-of-date cookie residing in your cookie folder. If you call the ECF Help Desk, we will suggest that you clean out your cookies. After cleaning out your cookies and logging back into ECF a new cookie will be generated and should correct the problem you were experiencing. If you want to learn how to clear your cache, visit the ECF homepage and look for the link under "Tips for Filers". The Western Washington District Court website is:

www.wawd.uscourts.gov

***TIP:** If you haven't cleaned out your cache in a while, it may take several minutes for your computer to finish the task. Frequent cache cleaning will lessen wait times when you HAVE to clean out the cache.

Tips & Tricks

Beware of the Browser's Back Button

Be very cautious about pressing the [BACK] button when attempting to file in ECF. Web surfers are often in the habit of backing up a few pages when you want to view a web page previously visited. Many times this doesn't cause any problems...but occasionally you run into a serious problem. This is caused by cookie becoming confused (see Q & A). The most frequent problem the Help Desk encounters is when a filer finishes a transaction and then backs up to file another pleading. Because the user backs up through the previous filing, ECF thinks that you are still filing the previous filing. This causes an error, "Warning: The transaction you submitted has already been accepted and posted by this system." Filers should not back up through an event, but rather use the menu items at the top to begin the next filing .

Did you know:

- CM/ECF systems are now in use in 98% of the federal courts.
- There are over 30 million cases on CM/ECF systems.
- More than 320,000 attorneys and others have filed documents over the internet?