

United States Bankruptcy Court
Western District of Wisconsin
Undeliverable Email Policy
Effective April 1, 2012

CM/ECF participants are responsible for the maintenance of their user and email accounts. User accounts should be updated within 24 hours of a change to the participant's information such as mailing address, email address or phone number. Failure to properly maintain either a user or email account may result in the disabling of the user's CM/ECF account or their ability to receive NEF's.

The court will make every effort to notify the user of email delivery problem on the same business day as the problem occurs. The user should take action to resolve the problem as quickly as possible.

In the event the court is unable to contact the user, NEF capabilities will be terminated and the CM/ECF account disabled. Reinstatement will require that the participant contact the court with current user information.

Undeliverable Email/Delivery Failure Notification to Court

Failure to resolve *primary* email address delivery problems within **three (3) business days** will result in the loss of users's NEF capabilities. All email addresses (primary and secondary) will be removed from CM/ECF user account in order to facilitate paper noticing. NOTE: User retains CM/ECF access and may reinstate NEF capabilities with the addition of a valid primary email address to the account. Refer to the ECF User's Manual for [instructions](#) on maintaining your user account.

Failure to resolve *secondary* email address delivery problems within **24 hours** will result in removal of secondary email address from user account.