

ACCESS Frequently Asked Questions and Answers

| Questions | Answers |
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| What is the number of PDF document pages that could be included in a 4MB file? | The number of pages is dependent upon several factors: whether it is a scanned PDF or a PDF created from a file; whether it is compressed; the number of images, charts, extensive formatting, etc. An uncompressed 4MB PDF document created from a source file with no special formatting or images could contain approximately 400-500 pages. |
| How do you create a bookmark on a specific part of a page in PDF? | A bookmark can be to a full page or to a portion of a page: <ul style="list-style-type: none"> • Select Tools > Content >Add Bookmark • Give the new document a title • <i>Untitled</i> is the default title for the new bookmark which is highlighted, indicating you can edit the default title. Press ENTER when the document is named. |
| What does it mean when I get an error message stating that I cannot optimize a PDF file? | It could be that the file can't be optimized any further, the file may be fully optimized already, or the PDF file is created from the electronic source document (recommended approach) and does not need to be optimized. |
| What causes some files to become larger after compressing the file? | A number of factors might contribute to it. For example, sometimes compression of a file containing non-standard fonts may increase the file size after compression. If the file size does increase, it is best to try a different compression approach on the original file (refer to the PDF User Guide) or skip compression for that document. |
| Can you compare the content between PDF documents? | This function is not available in Adobe Acrobat. |
| How do you clean up notes or comments made in a PDF document so that they can't be retrieved when e-filed? | Perform the following to view a list of all of the comments you have made while reviewing your PDF document: <ul style="list-style-type: none"> • Select Comments on the top right of the screen and expand the comment list • Select and delete the comment(s) for removal. |
| How do you remove metadata/comments from Word Documents? | Open the document in MS Word, click Office button, select Prepare, select Inspect Document, check all of the available boxes and click INSPECT button, click REMOVE ALL. You should receive "successfully removed" message(s). NOTE: If you don't uncheck the "Headers, Footers and Watermarks" box, you will delete these and the page numbers. |
| Who updates the APO/Public Service Lists? | The APO office will be responsible for updating the APO and Public Service member lists. |

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| <p>Are external parties still responsible for serving documents to each other?</p> | <p>Yes.</p> |
| <p>Does the e-file order matter if you have BPI and Public Version Documents to E-file?</p> | <p>Yes, you must first e-file the BPI document and then the Public Version document. The Barcode that is generated from the BPI document will be used to link to the Public Version.</p> |
| <p>What is the approval time for e-filed and manual document submissions?</p> | <p>The approval time for electronically filed documents by CRU is 2-4 business hours. Manually submitted documents will be approved in 4-8 business hours. NOTE: Time of the completed upload determines the timeliness of the submission, not the time or date that the document is approved for release in the system.</p> |
| <p>Who should e-file the document? Should it be e-filed using the attorney ID or can it be e-filed using the paralegal ID?</p> | <p>The registered e-filer should be the person who has signed the document and is responsible for its timely submission in ACCESS.</p> |
| <p>Is the date on the document recorded when the document is e-filed?</p> | <p>No, there is no input field for the date that appears on a document. The date and time that the document is submitted into the system is recorded and may be used for searches.</p> |
| <p>What is the purpose of the Comments field?</p> | <p>The Comments field is optional when filling out the ACCESS e-file form. It should be used to note the barcode of an associated document such as the primary document when a data file is being submitted. This is a publicly viewable field.</p> |
| <p>If there are no changes to a 'bracketing not final' document, do I have to submit another final document?</p> | <p>Yes. Even if there are no changes to the document, the complete final document must be submitted which will replace the 'bracketing not final' document. When filing the final version, the 'bracketing not final' option should <u>not</u> be checked.</p> |
| <p>If a submission contains documents and data files that are larger than 4 MB, how should it be submitted?</p> | <p>Data files up to 20MB must be submitted electronically using the "Data" Document Type. Accompanying documents that are larger than 4 MB must be broken down into smaller sub files so they can be submitted electronically using the appropriate Document Type that best describes the documents.</p> |
| <p>Should any paper copy be submitted along with electronic copy?</p> | <p>Paper copies should not be submitted with the electronic documents. Submission of electronic documents will suffice.</p> |
| <p>Should documents and data be submitted on CD?</p> | <p>For manual submissions, documents and data should be submitted on separate CD-ROMs. Each CD-ROM must be filed under cover of a manual submission cover sheet. Files on the CD must be identified using a separator sheet for each file.</p> |

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| How do we bracket data in an excel file? | Public versions of databases must contain brackets around the summarized or redacted information and the database must be submitted in PDF format. |
| What happens if the complete document is not uploaded? | You should follow the current procedures for incomplete submissions. |
| What happens if a submission is completed after 5pm? | A document will be considered to be timely filed only if it is filed in its entirety before the deadline. |
| Should a courtesy copy of a Data file be given directly to the analyst? | This is not required or recommended. |
| What happens when the Department is closed due to weather conditions? Does a closure automatically extend the deadline? | Government closure does not automatically extend the deadlines. Please refer to the ACCESS website for information about procedures for unanticipated closures. |
| How will pro se parties know that they must file electronically? | Analysts will notify pro se parties of their responsibility to file electronically if it appears that they are not aware of this new process. |
| How will parties electronically file if they do not have internet access? | Please direct the party to the ACCESS Help Desk for assistance. |
| 3 The registration form requires that applicants identify a case and segment for which they are a party. We have several ongoing cases in various stages. How should I fill out that field in the registration form? | You need only provide one active case number and segment. |
| There are only five fields for attachments in the main submission form. How can I add more than five files to my submission? | After you attach the first 5 files in the main submission form, on the confirmation screen click "Add More Files" to attach more files (in groups of 5) to the submission. Please refer to the ACCESS External User Guide. |
| I have an E-Filer account but I prefer that the email notifications concerning public releases be sent to a group mailbox. Is that possible? | We can only send email notifications to registered user email addresses. Additionally, while we send email notifications as a courtesy, we want to ensure that the interested parties are informed of released documents that may contain important or time sensitive information. |
| I have an E-Filer account. Do I also need to register as a Guest User to access the publicly available files? | You should use your E-Filer account to view publicly available files. |

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| I have a Guest User account but I would like to receive electronic notifications when documents are submitted on specific cases. Is this possible? | ACCESS is not currently set up to send email notifications to Guest Users. |
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