

## **NORTHERN DISTRICT OF NEW YORK POINT OF CONTACT PROGRAM ("POC")**

### **What is the Point of Contact Program and how will it work?**

The Point of Contact ("POC") is the individual(s) who will serve as the primary contact between the law firm and the Court for matters concerning CM/ECF. The POC can be anyone in the firm, including an attorney, a paralegal, a secretary, or an information technology person. A firm may designate more than one POC. When the Court transmits information to the POC via e-mail, the POC will be responsible for disseminating the information to all CM/ECF users in the firm, including support staff who assist attorneys with filing documents on CM/ECF.

### **What are the goals of the POC program?**

The POC program is intended to facilitate communication between the Court and the bar and to ease the transition to CM/ECF. The POC program will provide law firms with an in-house source to resolve issues and answer questions relating to CM/ECF. The POC program will also make it easier for the Court to communicate with CM/ECF users by providing a primary contact at each law firm. In turn, feedback from POCs will enable the Court to improve the efficiency of CM/ECF.

### **What benefits will you receive by having someone in your office join the POC program?**

Having a POC within your law firm will make your work easier and provide better service to your clients. Although the Court will continue to provide telephone help-desk support during the normal business day, the POC will be an in-house source of aid to your CM/ECF users and may be able to respond to your needs after normal business hours. The POCs will be asked to attend advanced CM/ECF training so that they will be better prepared to assist members of your firm with CM/ECF related questions. The POCs will be able to help trouble shoot basic CM/ECF issues. The POCs will also be the first to receive (via e-mail) news concerning CM/ECF - such as *tips for success, information on program changes, updated materials and manuals, and information about service interruptions*. This will mean that you can spend less time on CM/ECF issues and will have more time to address your clients' needs.

### **What are the POC's Responsibilities?**

POCs will be asked to coordinate CM/ECF Registration of Attorneys within your firm. In order to file documents electronically, an attorney must not only be admitted to practice in this Court but must also be registered as a CM/ECF filing user. The POC can help the registration process in the firm by assisting attorneys to complete the on-line registration form; maintaining a list of users' passwords and protecting those passwords by reporting any breaches of password security.

After attending advanced CM/ECF training, the POC will be available as an in-house CM/ECF instructor for new members of your firm. When the Court updates CM/ECF to incorporate improvements to the program, the Court will notify the POC, who will then be able to update all of the CM/ECF users in your firm.

In addition, the POC will act as an in-house “Help Desk” - CM/ECF is not difficult to use. If you can use the Internet, then you can use CM/ECF. The POC will be trained to trouble shoot basic issues that might arise with the use of CM/ECF and to provide on-site help to your firm. If the problem cannot be resolved internally, then the POC can call the CM/ECF help desk during normal business hours. The POC will also receive e-mail notification from the Court of any problems or interruptions with CM/ECF and will be able to provide that information to all of the CM/ECF users in your firm.

**How Do I Become a POC?**

[\*\*Click here to become a POC for your firm.\*\*](#) You must register on-line.

Thank you for your help.