

## Help Desk

The Clerk's Office has a Help Desk to answer questions while you are filing documents in the Electronic Case Filing system. You can reach a court staff member between the hours of 8:30 a.m. to 4:30 p.m., Monday through Friday.

**For immediate help with general ECF questions or with problems associated with filing of documents call the court's cell phone at (907)830-9550 during regular business hours.** (Calling this number will give you direct access to Janet or Donna during regular business hours)

You may leave a voice mail message requesting assistance at the above cell phone number or at the following numbers:

Donna Williams at (907)271-2655 ext 3927

Janet Stafford at (907)271-2655 ext 3928

The Court's computer staff, listed below, can confirm system availability and offer general recommendations regarding hardware and software. Court personnel will not recommend software used to prepare petitions, schedules, etc. Questions regarding petition software should be directed to your software provider.

Doug Newman at (907)271-2655 ext 2641

Paul Krumrey at (907)271-2655 ext 2642

In order to view cases in ECF you must have a PACER login and password. To obtain a PACER login and password you need to contact **Public Access To Court Electronic Records (PACER) at 1-800-676-6856** or go to the Court's website @ [www.akb.uscourts.gov](http://www.akb.uscourts.gov) and click on PACER.