Procedures Regarding Removal/Replacement of Images that do not disclose "PII"

Note: These instructions DO NOT pertain to instances where either a Proof of Claim or E-filed document contains Personally Identifiable Information ("PII"). If the image(s) to be restricted/redacted contain PII, stop here and click on this link to file a Motion to Redact. This link will take you to the Electronic Learning Module ("ELM") on our website regarding the filing of a Motion to Redact. Elms are located under the [**For Attorneys**][**CM/ECF Attorney Training**] link.

ERRONEOUSLY FILED DOCUMENTS:

> The Court will not replace images merely due to a docketing error in instances where the filer attached an incorrect image, and the image(s) did not contain either PII or disclose any information of a confidential nature. If a document was merely an error, you should file a *Notice of Withdrawal of Document*, this time attaching the correct image, and then re-file the correct document.

IF YOU ARE SEEKING TO HAVE THE IMAGE REMOVED AND/OR REPLACED AS IT CONTAINS VERIFIED CONFIDENTIAL INFORMATION OTHER THAN "PII":

Step 1	The filer must contact the Court Helpdesk by email (helpdeskde@deb.uscourts.gov) and ask to have the image restricted and the request must indicate a reason. This is so that the court has something in writing to justify the request.
Step 2	Once a Helpdesk email (or written request) is received, the Helpdesk will proceed with restricting the image(s) immediately from public access. The Helpdesk will then docket a *Corrective* Entry to let parties know that the image was marked as restricted and why.
Step 3	The Helpdesk will advise the filer that the restriction has been made and that they now must file a *Notice of Withdrawal of Document* (or a Motion if Ch 11 case, see note below) within twenty-four (24) hours. This pleading must specifically state the request to have the image be restricted and state a reason. If you are requesting that the image be replaced with a different redacted image, the corrected image should be attached to the *Notice of Withdrawal of Document*. The Helpdesk WILL NOT add a corrected image until a *Notice of Withdrawal of Document* has been filed. **Note: If this document was filed in a Chapter 11 case, the filer must file an actual Motion rather than a** *Notice of Withdrawal*. **This is to ask the judge's permission to have the confidential information remain permanently removed (and replaced, if applicable). This motion should have a proposed order attached and should be scheduled for hearing. The judge will either grant or deny the permanent removal of the image.** **The suggested event to use for this situation would be [Bankruptcy][Motions/Applications] Motion Regarding Access to Confidential Information. This event does not charge a fee, and prompts for a hearing date. There is a warning message posted on this event alerting filers that this event should NOT be used to file a Motion to Redact when "PII" is involved.**
Step 4	If the request was merely to restrict an image, no further action is required. If the request was to restrict the image and replace it with a redacted image, the court will add the corrected image to the docket entry once the *Notice of Withdrawal of Document* has been filed.

Please take your time when docketing to ensure that all the docket text is entered correctly and the correct event was selected. You should utilize the **Search** feature in CM/ECF to find the event that best suits the documents you are filing. Many events have been modified recently to eliminate "free text boxes" to avoid typographical errors and unnecessary text.

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