

FREQUENTLY ASKED QUESTIONS – [www.Trustee13.com](http://www.Trustee13.com)

- Q. I have turned in my agreement and have not received access yet. When should I expect to have access to debtor’s case information?
- A. You should allow up to two weeks for requests to be approved. You will receive a confirmation e-mail from the Internet Access Coordinator upon approval stating when your account can be accessed.
- Q. I have received my login and password, but it when I enter this information on the site, a message comes up that states “Case not found for this Trustee”

please enter your user id and password

user id:

password:

Login

Case not found for this Trustee

- A. Check to make sure you have entered your password correctly. If you have, you will want to contact the Internet Access Coordinator to make sure your account was set up properly.
- Q. I have been able to log on to the site, but am having trouble accessing a particular case(s). A message comes up that says “Case # xx-xxxxx not found or you are not a party of interest in the case”:

please enter the case # or debtor name

case #:

debtor name:

Search

Case # 99-99990 not found  
or you are not a party of interest in the case.

- A. This message could mean a few different things:
1. You have entered the case number incorrectly. Check the case number again – you should use numbers only and it does not matter if you include the dash or not. If you do not know if your case number is correct, try searching by debtor’s last name.

2. You are not a party of interest in the case (i.e. you are not listed on the Petition or have a Notice of Appearance in the case). You will not be able to view this information unless you file a Notice of Appearance and request for notices with the bankruptcy court.
3. The address listed on your claim differs from the address listed on the Agreement. If you have two different addresses for payments and Notices OR your office has several different locations that you monitor cases for, you will need to send an updated list of addresses to the Internet Access Coordinator. You should provide the Trustee with a letter stating you wish to include the addresses with your user account and must include a signature from an authorized User representative. \*If you are an attorney or agent for a party in interest, you will also need to include a list of Client names and case numbers in which Elizabeth Clark is the Trustee.

**Q. Once I have sent a list of updated addresses and/or case numbers, will I need to send a new request every time I get a new bankruptcy case?**

**A.**

1. No, you should not need to make a new request as long as the original creditor was listed on a previous account.
2. If you are an agent or attorney of a party of interest and have a new client, you will need to file a Notice of Appearance in order to gain access.
3. If you are an agent or attorney and are included on the Petition in care of a new client (c/o), you will want to notify the Trustee to add this claim to your user account.

**Q. What to I do if my user account has been updated to include a new case(s) and I still cannot get into the case?**

**A. Any modifications made will need to be updated overnight with the system. Try logging in the next day; if you still cannot get into a case that was added to your account, you should immediately contact the Internet Access coordinator for notification of the problem with your access.**

**\*All inquiries should be directed to:**

**Internet Access Coordinator for Elizabeth Clark, Chapter 13 Trustee  
616-454-9638**

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