

# PACER Quarterly Newsletter

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## PACER, PCL User Manuals Updated

The PACER and PACER Case Locator (PCL) user manuals have been updated to highlight the sites' latest features and improvements. The latest PCL manual covers changes to the added search options and other enhancements on the PCL. The PACER User Manual now includes updated information on various items that have been updated throughout the PACER website.

These manuals, along with other PACER instructional and reference documents, are posted in the How to Use PACER section of [pacer.uscourts.gov](http://pacer.uscourts.gov). On the home page, scroll down to the Learn section and click the How to Use PACER link.

## User Tips & Reminders

### Help with Login Issues

If you are having problems logging in to PACER, try these quick tips:

- Confirm you entered your credentials correctly (remember that passwords are case-sensitive).
- Delete your internet browser cookies/clear your cache and then restart your browser.
- Try a different browser.
- Use a different network.
- Call the helpdesk at 800-676-6856.
- Visit the PACER FAQs at:

<https://pacer.uscourts.gov/help/faqs>.

### Enhanced PACER Website Messaging

You can dismiss alerts on the PACER website. If a message appears at the top of [pacer.uscourts.gov](http://pacer.uscourts.gov), you can click Dismiss, and the message will not reappear—even on subsequent logins on the same day.

### Getting Faster, More Efficient PSC Support Via Email

When you contact the PACER Service Center (PSC) for help, please include the following information in your message to ensure you get the help you need, when you need it:

- Account number and username
- Specific federal court, if applicable
- Your specific issue (e.g., login reset questions)

**NOTE:** The PSC cannot locate accounts by state bar number.

## Six Courts Convert to NextGen in Q2

In the second quarter, six courts implemented the next generation case management/electronic case files (NextGen CM/ECF) system:

- Florida Southern Bankruptcy
- Illinois Northern District
- Nevada District
- Ohio Northern District (Asbestos)
- Texas Eastern District
- Wisconsin Western District

To date, 203 courts have converted. The following information covers what you should do when your court announces it will convert.

- If you have a PACER account, ensure it is upgraded. Log in to Manage Your Account at [pacer.uscourts.gov](http://pacer.uscourts.gov).
- If you do not have a PACER account, use this link to create one: [pacer.uscourts.gov/register-account](https://pacer.uscourts.gov/register-account).
- After your court converts, you must link your e-filing account to your PACER account.
  - ♦ For an overview on linking, go to: <https://pacer.uscourts.gov/file-case/get-ready-nextgen-cmefc>.
  - ♦ For instructions on linking accounts, go to: <https://pacer.uscourts.gov/help/cmefc>.

## NextGen CM/ECF Resources

The PACER website offers a wealth of information on converting to NextGen CM/ECF. The NextGen section of the site walks users through the steps they need to take to prepare for the upgrade.

Go to [pacer.uscourts.gov](http://pacer.uscourts.gov) and click **Move to NextGen CM/ECF**. Then select **Get Ready for NextGen CM/ECF** to find out more about:

- The benefits of NextGen.
- How to smoothly transition to NextGen.
- Changes to PACER Administrative Accounts (PAAs).

## Legacy PACER Case Locator Retired

The legacy PACER Case Locator (PCL) retired in February. The updated PCL ([pcl.uscourts.gov](http://pcl.uscourts.gov)), which launched in December 2017, is now the only source for PCL access.

If you use automated scripts to scrape data from the legacy PCL, consider transitioning to the new PCL application programming interface (API), available on the [Developer Resources](#) page.

For more PCL API information, check out the Q&A here:

[https://pacer.uscourts.gov/sites/default/files/files/PCL\\_API\\_TownHall\\_QAs\\_Dec2020.pdf](https://pacer.uscourts.gov/sites/default/files/files/PCL_API_TownHall_QAs_Dec2020.pdf)

In addition, the PCL API User Guide is available here:

<https://pacer.uscourts.gov/help/pacer/pacer-case-locator-pcl-api-user-guide>

## Sign Up for PACER Announcements

Users can sign up on the PACER website to receive PACER announcements by email. Visit [pacer.uscourts.gov](http://pacer.uscourts.gov) and go to the Email Updates section on the bottom right.

Enter your email address and click **Sign up** to get the latest PACER news delivered to your inbox.

## PSC Holidays

PSC hours are 8 a.m.–6 p.m. CT, Monday through Friday. The PSC is closed for the following holidays:

**Labor Day:** September 5

**Columbus Day:** October 11

**Veterans Day:** November 11

**Thanksgiving:** November 25

**Christmas (obs.):** December 26

## PACER, PCL APIs Available

The Administrative Office of the U.S. Courts (AO) has released the application programming interfaces (APIs) for the PACER Case Locator (PCL) and PACER authentication. The new APIs will simplify access to PACER and PCL data for automated script users.

- PCL API: <https://pacer.uscourts.gov/help/pacer/pacer-case-locator-pcl-api-user-guide>
- PACER Authentication API: <https://pacer.uscourts.gov/help/pacer/pacer-authentication-api-user-guide>

### APIs in QA

The new APIs and documentation are available in the QA environment at <https://qa-pacer.uscourts.gov>. This allows users to test scripts as part of their development life cycle process. To use QA, you need a PACER account in that environment. If you do not have one, register for a test account at <https://qa-pacer.psc.uscourts.gov/pscof/registration.jsf>. You may skip the credit card portion of the registration, as there is no charge to search in QA. Your account will be activated overnight.

**NOTE:** QA is a testing site that may occasionally be unavailable due to maintenance. In addition, there may be features in QA that are not currently available in the Production environment.

### Existing Authentication Endpoint

If you are an automated script user who has written authentication requests to automatically log in to PACER and/or CM/ECF, you must update these requests to meet new technical specifications and security requirements outlined in the [PACER Authentication API User Guide](#) (also available on the [Developer Resources](#) page); otherwise, your existing authentication will fail.

## Billing Information

- PSC accepts Discover, VISA, MasterCard, and American Express. Log in to Manage Your Account at [pacer.uscourts.gov](http://pacer.uscourts.gov) to pay by credit card.
- PSC federal tax ID: 74-2747938.
- A fee of \$53 will be assessed if your payment is returned.
- Accounts with credit cards on file will be auto-billed up to 7 days prior to the due date.

## PACER Fee Remittance Address

Please note the current PACER fee remittance address. To avoid a payment delay, mail checks to the following address:

**U.S. Courts: PACER  
P.O. Box 5208  
Portland, OR 97208-5208**