

PACER Quarterly Newsletter

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Tips and Reminders for PACER Users

As a PACER user, you may occasionally need help addressing issues with account updates, logging in, and more. The PACER Service Center (PSC) offers the following suggestions to make your user experience easier and more efficient.

Help with Login Issues	
If you have a problem logging in to PACER, follow these steps to fix the issue and/or get the help you need:	<ul style="list-style-type: none">• 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.
Getting Faster, More Efficient PSC Support Via Email	
When you contact the PSC for help, always include this key information:	<ul style="list-style-type: none">• Account number and username• Specific federal court, if applicable• Your specific issue (e.g., login reset questions)
Updating Your Account	
There are a couple ways to update your PACER account information. Follow either set of these steps to make the changes you need:	<ul style="list-style-type: none">• Visit pacer.uscourts.gov.• Hover over Manage Your Account.• Select Manage My Account Login. OR <ul style="list-style-type: none">• Click Log in to... at the top right on pacer.uscourts.gov.• Click Manage PACER Account. <p>NOTE: The PSC cannot locate accounts by state bar number.</p>
Resetting a Password	
To recover a lost or forgotten PACER password, remember to do this when resetting it:	<ul style="list-style-type: none">• You must know the answers to your security questions.• If you are unsure of the answers, update them as soon as possible and keep them in a safe place. To do that:<ul style="list-style-type: none">○ Go to pacer.uscourts.gov and click Manage Your Account—then click Manage My Account Login.○ After you log in, click Set Security Information under Settings.
Retaining Your PACER Account after Moving Firms	
When you leave your firm, you do not need to create a new PACER account. Depending on your situation, follow the steps described here:	<ul style="list-style-type: none">• If your account was part of a PACER Administrative Account (PAA), you may either unlink it (under Manage My Account), or have the firm unlink it. For detailed instructions, click Help on pacer.uscourts.gov. Select Frequently Asked Questions and click PACER Administrative Account on the left side of the page.• If you move to another firm or work individually, your PACER account stays with you. <p>NOTE: When you leave your firm, update your account information (e.g., email, etc.) under Manage My Account on the PACER website.</p>

PACER Case Locator (PCL) Website: Update to Login Feature

In February, users will notice a change on the PACER Case Locator (PCL) website. At pcl.uscourts.gov, the **Log in to PCL** button at the top right of the screen will replace the Username, Password, and Client Code login fields. This new button will take you to the PACER Login page (pacer.login.uscourts.gov) where you can enter your information and use the PCL.

For additional information on how to use and navigate the PCL, visit the How to Use PACER section of the PACER website (pacer.uscourts.gov) and click on the PCL User Manual.

NextGen CM/ECF: Helpful Hints and Resources

All courts have now converted to NextGen CM/ECF. Use these helpful tips to ensure that you smoothly transition:

- If you have a PACER account, make sure it is upgraded. Log in to Manage Your Account at pacer.uscourts.gov.
- If you do not have a PACER account, use this link to create one: <https://pacer.uscourts.gov/register-account>.
- Remember to 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-cmecf>.
 - ◆ For instructions on linking accounts, go to: <https://pacer.uscourts.gov/help/cmecf>.

The PACER website offers a wealth of information on NextGen CM/ECF. The NextGen section of the site walks users through the steps you should take now that your court has upgraded. Go to 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).

Billing Information

- PSC accepts Discover, MasterCard, VISA, and American Express. Log in to Manage Your Account at 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 Fees: How Users Are Charged

Access to case information through PACER costs \$.10 per page. If you accrue \$30 or less in a quarter, your fees are waived. The following describes how PACER fees are applied.

- Fees are \$.10 per page, with a cap of \$3.00 (30 pages) for:
 - ◆ Case documents (excluding transcripts)
 - ◆ Docket sheets
 - ◆ Case-specific reports
- The fee cap **does not** apply to:
 - ◆ Transcripts
 - ◆ Non-case-specific reports
- Court hearing audio files via PACER cost \$2.40 per file.

There is no additional fee to print or save information. Your PACER account will be billed for all use.

To learn more about PACER fees, see the electronic public access fee schedule at: <https://uscourts.gov/services-forms/fees/electronic-public-access-fee-schedule>.

PSC Holidays

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

- **MLK Jr. Day:** January 16
- **Presidents Day:** February 20
- **Memorial Day:** May 29
- **Juneteenth:** June 19
- **Independence Day:** July 4
- **Labor Day:** September 4
- **Columbus Day:** October 9
- **Veterans' Day:** November 10
- **Thanksgiving Day:** November 23
- **Christmas Day:** December 25