

# PACER Quarterly Newsletter

April 2026 | [pacer.uscourts.gov](https://pacer.uscourts.gov)

## NOW AVAILABLE Multifactor Authentication Short Training Videos

To assist users with various aspects of the multifactor authentication (MFA) process, short training videos accompanying the learning aids are now available on the PACER website.

- [Adding an Authentication App](#): Includes a video demonstrating how to add an authentication app when users are required to enroll in MFA.
- [Generating Backup Codes](#): Includes a video demonstrating how to generate backup codes when users are required to enroll in MFA.
- [Logging in Using an Authentication App](#): Includes a video demonstrating how to log in using an authentication app.
- [Logging in Using Backup Codes](#): Includes a video demonstrating how to log in using backup codes.
- [Logging in Without Access to your MFA Method\(s\)](#): Includes a video demonstrating how to log in if you do not have access to your MFA method(s).

Subscribe to [@uscourts.gov](https://www.youtube.com/@uscourts.gov) YouTube channel for the latest updates!

## Want More MFA Information?

### Check out the updated MFA Learning Aids!

[Multifactor Authentication \(MFA\) – Authentication Applications](#): Provides step-by-step instructions on how to add an authentication application when enrolling in MFA.

[Multifactor Authentication \(MFA\) – Backup Codes](#): Provides step-by-step instructions on how to generate backup codes when enrolling in MFA.

[Multifactor Authentication \(MFA\) – Logging in](#): Provides step-by-step instructions on how to log in using an authentication application and backup codes once enrolled in MFA and what to do if you do not have access to your MFA method(s).

## MFA Tips

### Tips:

Here are a few tips to help you through the MFA enforcement and enrollment process:

- Prior to enrolling in MFA, you should confirm that the email associated with your PACER account is correct and accessible.
  - Check and update your email address in Manage My Account under the Settings tab. (Figure 1)

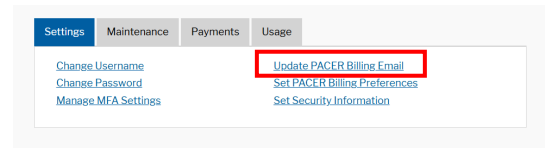


Figure 1: Screenshot of Settings tab in Manage My Account

- Users receive a pop-up notification of the requirement to enroll in MFA. (Figure 2) You will not be sent an email regarding this requirement.
  - You may skip this update three times before your account is restricted and MFA must be setup.

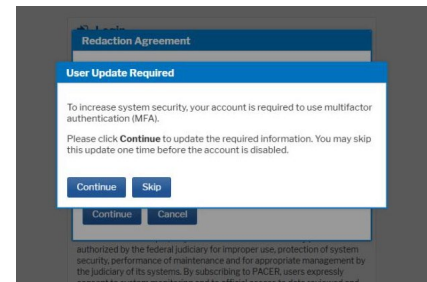


Figure 2: Screenshot of User Update Required prompt

Need additional help enrolling in MFA? [MFA Tips and Resources](#)

## Contacting the PSC for Support?

Please have the following information available:

- Account number and username
- Specific federal court, if applicable
- Your specific issue (e.g., login reset questions)
- Answers to security questions associated with your account

The PSC cannot locate accounts by state bar number.

## PACER Billing Information

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

**NOTE:** Charges will appear on your credit card statement as “PACER 800-676-6856 IR.” Please call the PSC with any questions.

**PACER Fee Remittance Address**  
**U.S. Courts: PACER**  
**P.O. Box 5208**  
**Portland, OR 97028-5208**

**NOTE: When remitting payment, please include the account number.**

For more information, see [PACER Pricing: How fees work](#)

## Sign Up for PACER Announcements

Go to the PACER website to receive announcements by email. At [pacer.uscourts.gov](http://pacer.uscourts.gov), go to the Email Updates section. Enter your email address and click Sign up to get the latest PACER news delivered to your inbox.

## PSC General Information Hours of Operation and Holidays

The PACER Service Center (PSC) is open from 7 a.m.–6 p.m. CT, M–F. PSC is closed on the following dates:

- **Memorial Day:** May 25
- **Juneteenth:** June 19
- **Independence Day:** July 3
- **Labor Day:** September 7
- **Columbus Day:** October 12
- **Veterans’ Day:** November 11
- **Thanksgiving Day:** November 26
- **Christmas Day:** December 25

## Helpful PACER Tips & Hints Troubleshooting Login Issues

Try these tips for PACER login assistance:

- Confirm you entered your credentials correctly (remember that passwords are case-sensitive).
- If enrolled in MFA, make sure you have the authentication app you registered open before logging in. You will need to enter the one-time passcode displayed in the app. **You are not sent the one-time passcode by text or push notification.**
- 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.

## Resetting a Password

To recover a lost or forgotten PACER password, 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. You may do this online at [pacer.uscourts.gov](http://pacer.uscourts.gov).
  - Hover over **Manage Your Account** and select **Manage My Account Login**.
  - After you log in, click **Set Security Information** under Settings.