

PACER Quarterly Newsletter

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Change Coming to PACER Case Locator Bankruptcy Page

Starting Dec. 8, 2024, when a user searches for bankruptcy records by SSN/EIN on the PACER Case Locator Bankruptcy Search page, they must also enter a last name or business name. This will help enhance the performance and security of the system.



The screenshot shows the PACER Case Locator interface. At the top, there is a blue header with the text "PACER Case Locator". Below the header, there are navigation tabs: "New Search", "Saved Items", "Court Information", and "Settings". The main content area is titled "Party Search > Bankruptcy Search". Underneath, there is a section for "Tax Identification Information" with a red asterisk and the text "* Required information". There is a field for "SSN or EIN" with a red asterisk and a question mark icon. Below this, there is a "Party" section with three input fields: "Last Name or Entity Name", "First Name", and "Middle Name". There are also two checkboxes: "Exact Matches Only" and "Match Empty First and Middle Names". A green "NEW" badge is placed over the "Middle Name" field.

In late October, a link to the QA environment will be available for users to test their updated scripts with the updated page.

Reminder & Tips for Automated Script Users

PACER users who run data-scraping scripts should only conduct large data pulls between 6 p.m. and 6 a.m. Central Time. Adhering to this schedule minimizes slow system performance.

To ensure continuous access for all PACER users, a court may suspend or reduce access to those causing operational disruption.

In addition, some users are improperly updating the NextGenCSO token. This token remains valid for an extended period; therefore, it should be used for all subsequent searches at all courts while it is valid, i.e., until you call the logout service or until you reach the maximum valid account login time.

You should not authenticate each time you run a search. Upon successful authentication, users should set the NextGenCSO authentication token as a cookie and include it as a cookie in the header of each request to court systems.

Beginning Jan. 1, 2025, excessive authentication calls that cause operational disruption may also lead to suspended or reduced PACER access.

User Type Update Needed

PACER and CM/ECF users may have noticed a prompt to review and update their existing user type selection (e.g., Individual, Attorney, etc.). This updated information is essential for understanding users and their needs.

Users will have three opportunities to skip this user type update before their account is disabled.

To avoid any disruptions, you should complete this process when the prompt first appears.

For questions or assistance, please contact the PACER Service Center at (800) 676-6856 or by emailing pacer@psc.uscourts.gov.

Helpful Hints for PACER Users

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.

Help with Login Issues

Try these tips for PACER login assistance:

- 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.

Resetting a Password

To recover a lost or forgotten PACER password, remember these steps to reset it:

- 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.
 - Hover over **Manage Your Account** and select **Manage My Account Login**.
 - After you log in, click **Set Security Information** under Settings.

PACER Fee Remittance Address

U.S. Courts: PACER
P.O. Box 5208
Portland, OR 97028-5208

PACER Website Tips & Info

Helpful Resources

- Check out the [How to Use PACER](#) page for user manuals on a variety of topics, including the PCL, website navigation, and firm accounts.
- The [Frequently Asked Questions](#) page answers dozens of queries in various categories such as user fees, finding a case, and PACER registration.
- For additional questions, the [Contact Us](#) page lists all the information you need to contact the PSC by phone, email, regular mail, and even from the website itself.

Policies and Procedures

Learn about PACER fees, usage, billing, and more in the Policies and Procedures section of the PACER website: <https://pacer.uscourts.gov/policy-procedures>.

Enhanced PACER Website Messaging

You can dismiss alerts on the PACER website. If a message appears at the top of pacer.uscourts.gov, you can click Dismiss, and the message will not reappear—even on subsequent logins for the remainder of the day.

Sign Up for PACER Announcements

Go to the PACER website to receive announcements by email. At 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.

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:

- **Columbus Day:** October 14
- **Veterans Day:** November 11
- **Thanksgiving Day:** November 28
- **Christmas Day:** December 25

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.
- 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.