

# PACER Quarterly Newsletter

October 2025 | [pacer.uscourts.gov](https://pacer.uscourts.gov)

## MFA Update

Multifactor authentication (MFA) is now available for PACER and CM/ECF. PACER account users with filing and all other types of CM/ECF-level access are required to enroll in MFA. MFA enrollment is optional for users with PACER-only access.

In August, random selection of required MFA enrollment began for users with CM/ECF-level access who had not yet voluntarily enrolled.

To help mitigate the long call wait times at the PACER Service Center, we ask that only users who receive a prompt to enroll in MFA when they log in do so, see screenshot below. If you do not receive an MFA enrollment prompt, no action is necessary.

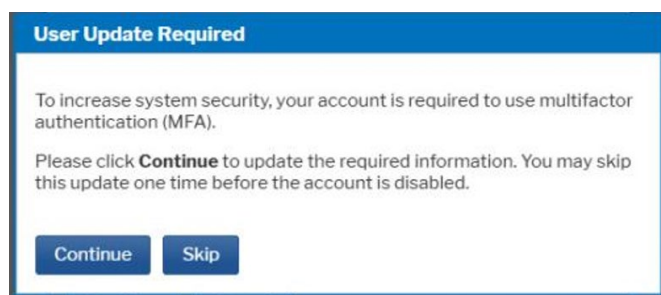


Figure 1: Screenshot of MFA requirement prompt

Check out our [MFA Tips and Resources](#) page to get you started.

**NOTE:** If using third-party software for filing, users should ensure their software supports MFA before enrolling, to avoid disruption to their business processes.

## New PACER Password Standards

As part of an ongoing effort to secure the PACER service and CM/ECF systems, the Administrative Office of the U.S. Courts (AO) has implemented new password standards. New passwords must:

- Be 14–45 characters in length.
- Contain at least one lowercase letter, one uppercase letter, and one special character.
- Not contain any part of a first name, last name, username, or email address.

Passwords must also be updated every 180 days.

These standards are being enforced on new accounts and password updates as of May 11, 2025.

Due to the long call wait times at the PACER Service Center, the enforcement of the new standards on existing accounts has been temporarily delayed. **However, users should consider updating their passwords as soon as possible.**

## NOW AVAILABLE: Release Notes Page for PACER-enabling Applications

[Release notes page](#) for the latest release for all the PACER-enabling applications that impact public users is now available. PACER-enabling applications are Authentication UI and API, PACER Case Locator UI and API, Account Registration and Management, and PACER website.

### September 2025

#### Authentication

- Increased the number of authentication apps allowed per user from 5 to 10 apps
- User interface enhancements to Multifactor Authentication (MFA) prompt messaging

#### Website

- Resolved an issue on the [CM/ECF Release Notes](#) page that prevented proper sorting by Date of Release

To see Release Notes page, [click here](#).

## 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](https://pacer.uscourts.gov).
  - Hover over **Manage Your Account** and select **Manage My Account Login**.
  - After you log in, click **Set Security Information** under Settings.

### Get Faster, More Efficient

#### PSC Support Via Email

When you contact the PACER Service Center (PSC), 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.**

### 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.**

## PACER Website Pointers and Information

### Helpful Resources

- Check out the [How to Use PACER](#) page for user manuals on a variety of topics.
- The [Frequently Asked Questions](#) page answers dozens of queries in various categories such as user fees, finding a case, and PACER registration.

### Enhanced PACER Website Messaging

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

### Sign Up for PACER Announcements

Go to the PACER website to receive announcements by email. At [pacer.uscourts.gov](https://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:

- **Columbus Day:** October 13
- **Veterans' Day:** November 11
- **Thanksgiving Day:** November 27
- **Christmas Day:** December 25
- **New Year's Day:** January 1

### PACER Billing Information

- PSC accepts Discover, MasterCard, Visa, and American Express. Log in to Manage Your Account at [pacer.uscourts.gov](https://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.