

Upgrading Your PACER Account: Why, When, and How

You may have noticed recent changes on the PACER website, including the opportunity to upgrade your PACER account, and wondered how they apply to you.

First, it is important to note that upgrading your PACER account is not mandatory. Your current PACER account will function normally to view case information. NOTE: There will be one upgraded account per user. This account, which contains your individual username and password, will be the only account you use, and it will remain with you if you move from one firm to another or work individually.

Why Should I Upgrade?

- To take advantage of all the maintenance functions on the Manage My Account menu. You can still use your current PACER account to make payments, but you must upgrade your account to access all other maintenance functions.
- To take advantage of enhanced security features. See the related article "Security Information Required" on p. 2.
- To file in a court that has implemented the Next Generation of CM/ECF (NextGen). Filers must use an upgraded PACER account when filing documents in a federal court that has implemented NextGen. See the related article "Implementation of NextGen CM/ECF" below.

When Should I Upgrade?

- Consider upgrading now. All PACER users are encouraged to upgrade their accounts now to take advantage of new security features in PACER and the new feature that allows you to store credit card information for PACER and/or e-file payments in NextGen CM/ECF.
- Before your court goes live on NextGen. If you are registered to file in either the Second Circuit or Ninth Circuit Court of Appeals, you should upgrade your PACER account now. If you file in any other federal court(s), monitor the court's website. They will post information as their NextGen implementation approaches.

How Do I Upgrade My Account?

- Log in to Manage My Account at pacer.gov. You will be prompted to upgrade your account when you select any option under the Settings or Maintenance tab.

Implementation of NextGen CM/ECF

The Second Circuit and Ninth Circuit Courts of Appeals are planning to go live on NextGen within the next month. Remaining appellate courts, along with district and bankruptcy courts, will follow.

At that time, CM/ECF users may file documents and perform other CM/ECF-related activity in NextGen courts using an upgraded PACER account. If the PACER account was created prior to August 11, 2014, the user must convert his or her legacy PACER account at pacer.gov (Manage My Account). PACER accounts created on or after August 11, 2014, are upgraded PACER accounts and will be compatible with NextGen. Each filer must have his or her own upgraded PACER account by the time their court implements NextGen. Filers will use that single account to perform all PACER and CM/ECF functions.

Currently, no other courts have established go-live dates. Courts will post information at their websites as NextGen implementation approaches. You can link to these sites from www.pacer.gov/map.html.

Questions or comments regarding information in the announcement?

Email pacer@psc.uscourts.gov or call (800) 676-6856

Enhancements to PACER Administrative Accounts (PAAs)

Enhancements have been made to options under the PAA Maintenance and Usage tabs at pacer.gov (Manage My Account) that include the following:

- The Remove PACER Account from My PAA option now has searchable fields, which allows easier access to the account(s) to be removed from a PAA. You can search by the 7-digit account number, contact name, or status of an account.
- A Download List of All My PACER Accounts option is now available for easy viewing of all accounts. Under this option, there is a pipe delimited format option for raw data, and a comma separated format option for a spreadsheet.
- New options for zipping usage reports allow for quicker downloading times.

In addition, new FAQs for PAA-related questions are located under the PACER tab at <https://www.pacer.gov/psc/faq.html>. Also, an updated PAA User Manual can be downloaded at www.pacer.gov/documents/paausermanual.pdf.

See www.pacer.gov for additional information or to register for a PACER Administrative Account. Please note the PAA is for administrative purposes only and does not provide access to case information.

Security Information Required

With the recent changes to the PACER system that occurred in August, it's imperative that all individual accounts contain a valid email address, security questions/answers, and a date of birth on file in order to have access to the newly implemented self-service login retrieval and password reset feature. If you have not yet added security information to your PACER account, please do so now. You will be prompted to upgrade your account in the process. Upon completion, your account will contain the required information.

- 1) Go to www.pacer.gov and log in to **Manage My Account**.
- 2) Under Settings, select **Set Security Information**.
- 3) Upgrade your PACER account. Upgrading a PACER account consists of entering information at all required fields, creating a username and password, entering a date of birth, and selecting and answering security questions.

If you need assistance with these updates, please call the PACER Service Center at (800) 676-6856, or email us at pacer@psc.uscourts.gov.

Billing Information

- The PACER Service Center accepts Discover, VISA, MasterCard, and American Express. Log in to Manage My Account at www.pacer.gov to pay by credit card.
- The PACER Service Center's Federal Tax ID number is 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.

General Information

The PACER Service Center (PSC) hours of operation are 8 AM-6 PM CT, Monday through Friday. The PSC will be closed for federal holidays, including:

- Columbus Day, October 13
- Veterans Day, November 11
- Thanksgiving Day, November 27
- Christmas Day, December 25

PACER Service Center contact information:

Email pacer@psc.uscourts.gov or call (800) 676-6856