

PACER Quarterly Newsletter

April 2016 | pacer.gov



Improvements to PACER Website, Manage My Account

Over the past few months, PACER has made some updates to create a more helpful and efficient experience for users. The website is now equipped with BrowseAloud for those who need screen reader assistance. Updates have also been made to the Manage My Account Payments and Maintenance tabs to make it easier for users to check their e-filing status, and to set default and autobilling payment methods. See the information below for more details on the changes.

Default Payment, Check E-File Status Functions Updated in Manage My Account

Setting a Default in the Payments Tab

When storing your payment information (under Manage My Stored Payment Information in the Payments tab of Manage My Account), you will no longer need to select an icon (P, F, or A) to designate a card as the default and/or autobilling method of payment.

Instead, you will click the **Set autobill** and/or **Set default** links. This allows you to more easily identify which card is the default for PACER, e-filing, or admissions fees, and to set autobill for PACER fees. You can easily remove your card selection by clicking the **Turn off** link.

NOTE: Remember that the Manage My Stored Payment Information screen does not process a payment. It only stores your payment information for PACER, e-filing, or admissions fees. To pay your PACER fees, use the Make One-Time PACER Fee Payment option in the Payments tab.

Checking E-File Status in the Maintenance Tab

To see the status of an e-filing registration, users previously needed to select the court from dropdown options.

Now, when you go to the Maintenance tab in Manage My Account and click Check E-File Status, the courts in which you have registered are automatically listed.

In the Status column, simply click the Check button next to the desired court and it will show you whether you are now active in that court, or if your registration is in another status such as pending or rejected.

BrowseAloud Now Available on PACER Websites

When you visit pacer.gov, the PACER Case Locator (PCL), or the Case Search Sign In page, you may notice the BrowseAloud icon on the top right.

BrowseAloud is a program that reads website text out loud. The screen reader supports users with a wide range of needs, including those with visual impairments, reading disabilities, or who speak English as a second language.

To use the program, click the Browse Aloud icon at the top right of the page. Once you confirm that you want to use BrowseAloud, a toolbar will become available. You can use the toolbar to enable speak mode, magnify text, and change settings.

For more information on downloading and using Browse Aloud, visit pacer.gov/browse_aloud.

Getting Prepared for NextGen CM/ECF as More Courts Convert

Earlier this year, California Southern Bankruptcy Court implemented the next generation Case Management/Electronic Case Files (NextGen CM/ECF) system. California Southern joined several other district (KS, FLN), bankruptcy (AK, OR), and appellate (2nd, 9th) courts that

converted to the new system last year.

While most have not yet set a date for when they will make the switch to NextGen, you should continue to check your court's website for updates on when it will convert.

To find out if your court has already converted, visit the court links page at pacer.gov. And to learn more about how different users (e.g., e-filers, PAAs, PACER users) should prepare for NextGen, visit pacer.gov/nextgen for additional information.

Questions or comments regarding information in the announcement?

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

NextGen Resources

Here are some helpful NextGen links:

NextGen Help Page —
<https://www.pacer.gov/nextgen>

Electronic Learning Modules —
<https://www.pacer.gov/ecfcbt/cso/index.html>

NextGen FAQs —
<https://www.pacer.gov/psc/hfaq.html>

Court Links Page (“NextGen” noted next to converted courts) —
<https://www.pacer.gov/psco/cgi-bin/links.pl>

Billing Information

- ◇ PSC accepts Discover, VISA, MasterCard, and American Express. Log in to Manage My Account at pacer.gov to pay by credit card.
- ◇ The PSC 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.

PSC Information

PSC hours are 8 AM—6 PM CT, Monday through Friday. Email pacer@psc.uscourts.gov or call (800) 676-6856.

The PSC will be closed for the following federal holidays:

- Memorial Day:** May 30
- Independence Day:** July 4
- Labor Day:** September 5
- Columbus Day:** October 10
- Veterans Day:** November 11
- Thanksgiving Day:** November 24
- Christmas Day:** December 25

Upgrading and Converting in NextGen: Lessons Learned

In the courts that have switched to the next generation (NextGen) CM/ECF system, some users have encountered issues that can affect account access and registration. The following table outlines why these issues occur, and how to avoid them when your court converts.

Action	Consequence	Solution
You rely on your web browser to keep track of your login and password information.	When you try to link your e-filing and PACER accounts, you will not have all the information you need to complete this process.	Make sure both sets of credentials (e-filing and upgraded PACER account login and password) are easily accessible before trying to link the accounts.
Your password has more than 8 characters or contains special characters. You have upgraded your PACER account, but your court has not converted.	Longer passwords used with upgraded PACER accounts and some special characters will not work on the court login page.	Use the Case Search Sign In link at pacer.gov , or change your password.
The username for your upgraded PACER account is the same as your e-filing username.	The system will not allow you to link these two accounts with the same username.	Make usernames similar but not identical by adding an extra letter, number, or special character to one.
When you link PACER and e-filing accounts for someone else, you mistakenly link one user’s PACER account to a different user’s e-filing account.	Neither user will be able to access their accounts as needed.	When you get to the linking screen, double-check the accounts to ensure you’re linking the correct accounts.
When you upgrade your firm or group’s PACER Administrative Account (PAA), you change the account credentials.	All users in the group get locked out of their PACER accounts because they do not have the new credentials.	Users who e-file should register for their own upgraded PACER account. The PAA administrator will then add that account to the PAA.
You register for an upgraded PACER account on behalf of each user on a PAA, but you use the same email address (usually your own) for each account.	The same email address on multiple accounts gets flagged by PSC and causes the registration to be stopped for review, creating a slow registration process and possibly hindering progress for a user password reset.	Enter each user’s correct email address when registering for an upgraded PACER account.
You wait until after the court converts to NextGen to upgrade your PACER account.	You experience long wait times when calling PSC.	Upgrade your PACER account as soon as the court announces it will convert. This provides plenty of time to receive technical assistance before PSC is flooded with calls after the conversion.