

PACER Downtime Notice

Some PACER functions will be down for maintenance beginning on **Thursday, August 7**, in order to implement website enhancements. **NOTE: This service interruption will not affect your e-filing privileges.** See the table below for more details:

What Will Be Unavailable:	When:
All of PACER (including search and login functions)	Sunday, August 10, 8 AM–12PM CT
No New PACER Registrations	Thursday, August 7, 6 PM CT– Sunday, August 10, 12 PM CT
Manage My Account and Manage My Appellate Filer Account	Friday, August 8, 6 PM CT– Sunday, August 10, 12 PM CT
All services will be back online and functioning normally by Monday, August 11, 5 AM CT.	

Please check pacer.gov for updates as well as additional information.

Improvements Coming to PACER and CM/ECF

Beginning August 11, you may notice some changes on the PACER website. These changes will include the opportunity to upgrade your PACER account. **NOTE: This upgrade is not mandatory.** Your current PACER account will still function normally. However, you will need to upgrade your account in order to perform any maintenance functions outside of making a payment.

The account upgrades are a feature of the Federal Judiciary's next generation (NextGen) Case Management/ Electronic Case Files (CM/ECF) system, which will allow you to use the same account for both PACER and e-filing access as courts implement NextGen CM/ECF. Here are some additional improvements you may notice as a result of these changes:

- You will be able to select your own username.
- You will be able to use the same username for both filing and viewing cases in courts that have converted to the NextGen CM/ECF system.
- There will be enhanced security, including a password strength meter that will help you create stronger, more secure passwords.
- There will be a new look to the Manage My Account screen.
- You will be able to store your credit card information for PACER and/or e-file payments in NextGen CM/ECF.
- There will be one account per user.
 - This means you will use only one account with your own individual username and password.
 - This account will remain with you, even if you move from one firm to another, or if you work individually.

Questions or comments regarding information in the announcement?

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

Changes to PACER Administrative Accounts (PAAs)

The upcoming changes on August 11 will affect PAAs differently than other types of accounts. Users become owners of their PACER accounts; therefore, administrator rights have been modified. See the information below for more details:

- If you have a PAA, you will need to upgrade your account in order to perform any functions outside of making a payment.
- PAA owners will no longer:
 - Own the user's account linked to the PAA.
 - Have access to the user's account other than usage details. Account changes and other updates must be performed by the individual user who owns the account.
 - Be able to create new accounts.
 - Be able to activate or deactivate the account itself.
- Each user will be an account owner. A user will take this same account to a new firm, where it will be linked to that organization's PAA.
- Both the PAA owner and the individual account owner will be able to unlink from a PAA.

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.

Have You Updated Your Security Information?

Improvements coming to the PACER system on August 11 will include the addition of a self-service login retrieval and password reset feature. Once this feature is in place, all PACER accounts will be required to have a valid email address, security question/answer, and a date of birth on file. Please verify that your PACER account contains the required information.

- 1) Go to www.pacer.gov and log in to **Manage My PACER Account**.
- 2) Under Maintenance Options, select **Set Security Information**.
- 3) Add any missing information, including **email address, security question & answer, and date of birth**; then click **Submit**.

For those who share accounts, it is necessary to create your own PACER account at www.pacer.gov/reg_pacer.html. This is also a good time to consider converting to firm billing using a PACER Administrative Account. This account allows you to group individual PACER accounts within your organization and still receive a single bill. For more information, go to www.pacer.gov/reg_firm.html.

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 PACER 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.
- Receipts for the most recent payment made to a PACER account can be accessed online. Log in to Manage My PACER Account at www.pacer.gov; then select Check Balance.
- 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:

- Labor Day, September 1
- 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