

# PACER Quarterly Newsletter

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## Update Needed: Account User Type

Over the next few months, PACER and CM/ECF users may notice 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](mailto:pacer@psc.uscourts.gov).

## PACER User Tips & Reminders

### Enhanced PACER Website Messaging

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

### 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.

### Sign Up for PACER Announcements

Go to the PACER website to receive announcements by email. At [pacer.uscourts.gov](http://pacer.uscourts.gov), go to the Email Updates section on the bottom right. Enter your email address and click Sign up to get the latest PACER news delivered to your inbox.

### PSC Hours of Operation

In April, the PACER Service Center (PSC) began operating earlier morning hours, from 7 a.m.–6 p.m. CT, Monday through Friday.

The change, from 8 a.m. to 7 a.m. CT, allows the PSC to accommodate more users around the country. Please see the PACER Service Center Holidays section for details on PSC's holiday schedule.

## PACER Fees: How Users Are Charged

Access to case information through PACER costs \$.10 per page. If you accrue \$30 or less in a quarter, your fees are waived. The following describes how fees are applied.

- Fees are \$.10 per page, with a cap of \$3.00 (30 pages) for:
  - ◆ Case documents (excluding transcripts)
  - ◆ Docket sheets
  - ◆ Case-specific reports
- The fee cap **does not** apply to:
  - ◆ Transcripts
  - ◆ Non-case-specific reports
- Court hearing audio files via PACER cost \$2.40 per file.

There is no additional fee to print or save information. Your PACER account will be billed for all use. To learn more about PACER fees, see the electronic public access fee schedule at: <https://www.uscourts.gov/services-forms/fees/electronic-public-access-fee-schedule>.

## Billing Information

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

## PACER Service Center Holidays

PSC hours are 7 a.m.–6 p.m. CT, M–F. PSC is closed for holidays on the following dates:

- **Labor Day:** September 4
- **Columbus Day:** October 9
- **Veterans' Day:** November 10
- **Thanksgiving Day:** November 23
- **Christmas Day:** December 25

## Troubleshooting for PACER Users

As a PACER user, you may occasionally need help addressing issues with account updates, logging in, and more. The PACER Service Center (PSC) offers the following suggestions to make your user experience easier and more efficient.

<b>Handling Login Issues</b>	
<p>If you have a problem logging in to PACER, follow these steps to fix the issue and/or get the help you need:</p>	<ul style="list-style-type: none"> <li>• Confirm you entered your credentials correctly (remember that passwords are case-sensitive).</li> <li>• Delete your internet browser cookies/clear your cache and then restart your browser.</li> <li>• Try a different browser.</li> <li>• Use a different network.</li> <li>• Call the helpdesk at 800-676-6856.</li> <li>• Visit the PACER FAQs at <a href="https://pacer.uscourts.gov/help/faqs">https://pacer.uscourts.gov/help/faqs</a>.</li> </ul>
<b>Updating Your Account</b>	
<p>There are a couple ways to update your PACER account information. Follow either set of these steps to make the changes you need:</p>	<ul style="list-style-type: none"> <li>• Visit Manage Your Account at <a href="https://pacer.uscourts.gov">pacer.uscourts.gov</a>.</li> <li>• Click <b>Manage Your Account</b>.</li> <li>• Click <b>Manage My Account Login</b>.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Click <b>Log in to...</b> at the top right on <a href="https://pacer.uscourts.gov">pacer.uscourts.gov</a>.</li> <li>• Click <b>Manage PACER Account</b>.</li> </ul> <p><b>NOTE:</b> The PSC cannot locate accounts by state bar number.</p>
<b>Resetting a Password</b>	
<p>To recover a lost or forgotten PACER password, remember to do this when resetting it:</p>	<ul style="list-style-type: none"> <li>• You must know the answers to your security questions.</li> <li>• 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 <a href="https://pacer.uscourts.gov">pacer.uscourts.gov</a>.                         <ul style="list-style-type: none"> <li>○ Hover over <b>Manage Your Account</b> and select <b>Manage My Account Login</b>.</li> <li>○ After you log in, click <b>Set Security Information</b> under Settings.</li> </ul> </li> </ul>
<b>Retaining Your PACER Account after Moving Firms</b>	
<p>When you leave your firm, you do not need to create a new PACER account. Depending on your situation, follow the steps described here:</p>	<ul style="list-style-type: none"> <li>• If your account was part of a PACER Administrative Account (PAA), you may either unlink it (under Manage My Account), or have the firm unlink it.</li> <li>• If you move to another firm or work individually, your PACER account stays with you.</li> </ul> <p><b>NOTE:</b> When you leave your firm, update your account information (e.g., email, etc.) at <a href="https://pacer.uscourts.gov">pacer.uscourts.gov</a> under Manage My Account.</p>