

PACER Quarterly Newsletter

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Tips & Reminders for Effective, Efficient PACER Experience

As a PACER user, you may occasionally need help addressing issues with your account, navigating the website, understanding PACER fees, and more. This issue of the newsletter offers some pointers and suggestions to make your user experience easier and more efficient.

PACER Service Center Help

Getting Faster PSC Support Via Email

When you email the PACER Service Center (PSC) for assistance, 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: PSC cannot locate accounts by state bar number.

Help with Login Issues

Try these tips for PACER login assistance:

- Confirm you entered your credentials correctly (remember that passwords are case-sensitive).
- 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.

PSC Hours of Operation and Holidays

The PACER Service Center (PSC) is open from 7 a.m.–6 p.m. CT, Monday through Friday. PSC is closed for holidays on the following dates:

- **MLK Jr. Day:** January 15
- **Washington's Birthday:** February 19
- **Memorial Day:** May 27
- **Juneteenth:** June 19
- **Independence Day:** July 4
- **Labor Day:** September 2
- **Columbus Day:** October 14
- **Veterans Day:** November 11
- **Thanksgiving Day:** November 28
- **Christmas Day:** December 25

Website Features and Resources

Helpful Website Resources

The PACER website offers several resources for finding exactly what you need:

- Check out the [How to Use PACER](#) page for user manuals on a variety of topics, including the PCL, website navigation, and firm accounts.
- The [Frequently Asked Questions](#) page answers dozens of queries in various categories such as user fees, finding a case, and PACER registration.
- For additional questions, the [Contact Us](#) page lists all the information you need to contact the PSC by phone, email, regular mail, and even from the website itself.

Enhanced Website Messaging

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

Sign Up for PACER Announcements

Go to the PACER website to receive announcements by email. At 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.

Tips and Reminders, Continued

PACER Account Reminders

User Type Update

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.

You will have three opportunities to skip this user type update before your 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.

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 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.

Troubleshooting Account Issues

The previous quarterly newsletter addressed different scenarios and solutions that may help you solve various account concerns, including login, passwords, firm accounts, and more. Click [here](#), or see the [Announcements](#) section of the PACER website, to access the October issue.