

## PACER Account Information Required

In the coming months, improvements to the PACER system 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 take a moment to verify that your PACER account contains the required information. Follow these steps:

- 1) Go to [www.pacer.gov](http://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, this is also a good time to consider converting to firm billing using a PACER Administrative Account. This account allows you to provide an individual account to each PACER user within your organization and still receive a single bill. For more information, go to [http://www.pacer.gov/reg\\_firm.html](http://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](mailto:pacer@psc.uscourts.gov).

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## NEW! Enhancement to the PACER Admin Account

The Firm Billing service has been enhanced to assist organizations that track expenses by cost center. PACER Administrative Account (PAA) holders can now add cost center codes to their PAAs. This allows them to group PACER accounts by cost center and receive cost center totals on their quarterly PACER invoices.

To set up cost centers, log in to your PAA account using the Manage My PACER Account feature on [www.pacer.gov](http://www.pacer.gov). Click on Update Cost Center Information and enter the cost center code. Then check off the accounts that belong under that cost center and click Update. Cost center totals will be included in your next quarterly invoice.

If interested in establishing an account for firm billing, see the Firm Billing option under What's New at [www.pacer.gov](http://www.pacer.gov).

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## PACER Password Security

PACER password security is extremely important. To be effective, your password must be difficult for others to guess but easy for you to remember. A strong password consists of upper and lowercase letters, numbers and letters, and at least one symbol. Take the following steps to keep your PACER password safe.

- 1) Make sure your computer is actively protected by keeping your anti-virus software up to date.
  - 2) Never share your PACER password. If anyone else knows your password, it's no longer secure.
  - 3) When an employee leaves your organization, use your PACER Administrative Account to deactivate his login.
  - 4) If multiple employees in your organization still share a PACER account, make sure the password is changed when one of the employees leaves.
  - 5) Change your PACER password regularly to prevent unauthorized use of your account. The PACER Service Center recommends changing passwords every 90 days.
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## PACER Balance Information

Did you know you can check up-to-the-minute PACER usage and costs any time you are logged in to PACER or CM/ECF? These sites contain a Billing History option that, when selected, brings up the screen shown on the right, which allows you to access usage and balance information from all court sites you have visited. Billing is centralized so the information obtained under Billing History is the same at all sites.

The default is All Courts, which is appropriate for obtaining your details and balance for all sites. Select the option "This Quarter" to obtain your balance since the last quarterly billing.

The location of the Billing History option is as follows:

Appellate CM/ECF: Billing History

Bankruptcy & District CM/ECF: Utilities -> Review Billing History

PACER Case Locator: My Account -> Billing History

### PACER Policy Reminder

Public Access to Court Electronic Records is supported by user fees. Any attempt to collect data from PACER in a manner that avoids billing is strictly prohibited and may result in criminal prosecution or civil action. PACER privileges will be terminated if, in the judgment of judiciary personnel, they are being misused. Misuse includes, but is not limited to, using an automated process to repeatedly access those portions of the PACER application that do not assess a fee (e.g., calendar events report or case header information) for purposes of collecting case information.

### General Information

The PACER Service Center hours of operation are 8:00 AM to 6:00 PM Central time, Monday through Friday. The service center will be closed for Federal holidays including:

- Memorial Day, May 27
- Independence Day, July 4
- Labor Day, September 2
- Columbus Day, October 14
- Veterans Day, November 11
- Thanksgiving Day, November 28
- Christmas Day, December 25

Questions or Comments regarding information in the announcement?  
Email [pacer@psc.uscourts.gov](mailto:pacer@psc.uscourts.gov) or call (800) 676-6856

### Billing Information

- ◆ The PACER Service Center accepts Discover, VISA, MasterCard, and American Express. Log in to Manage My PACER Account at [www.pacer.gov](http://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](http://www.pacer.gov) then select Check Balance.
- ◆ Accounts with credit cards on file will be autobilled up to 7 days prior to the due date.