

# PACER Quarterly Newsletter

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## Preparing for the Transition to NextGen CM/ECF in Your Court

In the coming months, some courts plan to implement the next generation Case Management/Electronic Case Files (NextGen CM/ECF) system. To date, a total of 9 courts have converted, and as more follow, it is important to make sure you know what to do when your court transitions.

Continue to check your court's site for information on when it will implement NextGen. The following provides tips for handling the conversion.

- If you already have a PACER account, ensure it is upgraded by logging in to Manage My Account at [pacer.gov](http://pacer.gov).
- If you do not have a PACER account, go to [pacer.gov/register](http://pacer.gov/register). Once the registration is complete, your account will be upgraded.
- After your court converts, you will need to link your e-filing

privileges (login and password) to your PACER account.

- ◊ For more information on linking, go to [pacer.gov/nextgen](http://pacer.gov/nextgen).
- ◊ For step-by-step instructions on linking your e-filing and upgraded PACER accounts in the Registration Wizard, go to [pacer.gov](http://pacer.gov) and click Register to get started.

### NextGen Courts:

- Kansas District Court
- Alaska Bankruptcy Court
- Second Circuit Court of Appeals
- Ninth Circuit Court of Appeals
- Oregon Bankruptcy Court
- New Jersey Bankruptcy Court
- California Southern Bankruptcy Court
- Minnesota District Court
- Florida Northern District Court

## For Many Users, There Is No Further Action Necessary for NextGen Conversion

While it is important to be prepared when your court announces its conversion to NextGen, many users may already be prepared for the change.

**If your account was established after Aug. 8, 2014, it is considered upgraded, and no further action is required until your court officially transitions to NextGen.**

In addition, if you are a PACER-only user, or if your court has no current plans to convert, there is need for any further action. However, if you need to perform a maintenance function (change address, email, etc.), you will be required to upgrade.

For more information on upgrading and NextGen, visit [pacer.gov/nextgen](http://pacer.gov/nextgen).

## Using a PACER Administrative Account (PAA) in NextGen

With the implementation of NextGen CM/ECF, users who e-file will need their own PACER accounts. Organizations can streamline the process of managing these accounts by setting up a PACER Administrative Account (PAA).

Using the PAA, you can create consolidated billing for all the accounts in your organization, allowing you to manage and pay for all charges on one bill.

### **Registering for a PAA**

To register for a PAA, go to [pacer.gov/register](http://pacer.gov/register) and click on Firm Billing. Once you have registered for a PAA, you will be able to add and unlink individual PACER accounts as needed.

### **Adding a User to Your PAA**

A new individual PACER account can be created at [pacer.gov/register](http://pacer.gov/register). When setting up an account on behalf of another user, it is important to use the correct DOB to avoid any issues with identifying the account.

A new employee would provide you with his or her last name and 7-digit PACER account number. If the employee does not have a PACER account, he or she would need to create one and then provide you the account number so you can add them to your PAA.

### **Removing a User from Your PAA**

If your firm already has a PAA and you need to remove an attorney from the account, you can unlink the account so that you are no longer responsible for PACER charges after the attorney leaves.

For more information about updates to the PAA, go to [pacer.gov](http://pacer.gov) and review:

- The PAA User Manual in the Resources section of the Help tab.
- PAA FAQs under the Help tab.
- The PAA electronic learning module in the Training section of the Help tab.

**Questions or comments regarding information in the announcement?**

Email [pacer@psc.uscourts.gov](mailto:pacer@psc.uscourts.gov) or call (800) 676-6856.

## NextGen Resources

Refer to the links below for more information about NextGen:

- **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](http://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](mailto:pacer@psc.uscourts.gov) or call (800) 676-6856.

The PSC will be closed for the following federal holidays:

- New Year’s Day:** January 2 (obs.)
- MLK Jr. Birthday:** January 16
- Presidents’ Day:** February 20
- Memorial Day:** May 29
- Independence Day:** July 4
- Labor Day:** September 4
- Columbus Day:** October 9
- Veterans Day:** November 10 (obs.)
- Thanksgiving Day:** November 23
- Christmas Day:** December 25

## Upgrading and Converting in NextGen: Lessons Learned

In recent months, as more courts have switched to NextGen, 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
Your password has more than 8 characters or contains special characters because you have upgraded your PACER account; however, your court has not yet 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 <a href="http://pacer.gov">pacer.gov</a> , or change your password.
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 allows plenty of time for tech support before PSC is flooded with calls after the conversion.
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 the process.	Make sure both sets of credentials (e-filing and upgraded PACER account login and password) are on hand before trying to link accounts.
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.