

Have You Updated Your Security Information?

This summer, 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 verify that your PACER account contains the required information by July 1, 2014. Follow these steps:

- 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, 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.

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.

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



The screenshot shows the PACER Billing History interface. At the top, there is a PACER logo and the text "PUBLIC ACCESS TO COURT ELECTRONIC RECORDS". Below this, the heading "BILLING HISTORY" is displayed in red. The interface includes several form elements: a "User" field, a "Court" dropdown menu with "All Courts" selected and "PACER Case Locator" as an option, a "Date Range" field with "04/01/2014" entered and a calendar icon, and a "Sort Order" dropdown menu with "Transaction Date" selected. There are also "Options" for "Summary" and "Download", both with checkboxes. At the bottom, there are "Submit Form" and "Clear Form" buttons. On the right side, there are links for "Today", "This Week", "This Month", and "This Quarter". A link for "Transactions prior to 03/01/2012" is also visible.

Questions or Comments regarding information in the announcement?

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

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 lower case letters, numbers, and at least one symbol. Taking the following steps will help keep your PACER password safe.

- Make sure your computer is actively protected by keeping your computer's anti-virus software up to date.
- Never share your PACER password. If anyone else knows your password, it's no longer secure.
- When an employee leaves your organization, use your PACER Administrative Account to deactivate their login.
- Change your PACER password regularly to prevent unauthorized use of your account. The PACER Service Center recommends changing passwords every 90 days.

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 26
- Independence Day, July 4
- Labor Day, September 1
- Columbus Day, October 13
- Veteran's Day, November 11
- Thanksgiving Day, November 27
- Christmas Day, December 25

Firm Billing

The PACER Service Center offers a firm billing option called the PACER Administrative Account (PAA). This service lets you receive a single invoice for charges from multiple logins by setting up a firm-wide PAA. Moreover, the PAA can be used to manage a group of logins. The administrator of a PAA can:

- Choose which firm accounts to roll into the PAA by adding existing logins.
- Set up new logins for the firm's PACER users and receive login information immediately.
- Activate and deactivate individual logins as needed.
- Update user information for a login.

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.

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 autobilled up to 7 days prior to the due date.