NEW! Firm Billing Now Available

Many firms appreciate the convenience and security provided by opening individual PACER accounts for their employees, but find managing multiple accounts a headache. In response, the PACER Service Center has introduced a new account management service called the PACER Administrative Account (PAA). The new service lets you receive a single invoice for charges from multiple logins by setting up a firm-wide PAA. Moreover, the PAA is a tool that can be used to manage the group's 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.

Password Security & Protection

Your password and login ID (also referred to as a username), are the means for authenticating your identity with the PACER and CM/ECF systems. As such, password security is extremely important. Using complex passwords and protecting your passwords are practices that can save you from the possibility of cyber harm. Unfortunately, this is not always practiced. Simple combinations such as abc123, the word "password," your pet's name, or your initials and date of birth are examples that can easily be guessed.

To protect yourself, 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 letters, and at least one symbol. We recommend using a sentence to create a difficult password that is easy for you to remember. For example, I plan to be at school tomorrow is Ip2b@st!.

Even strong passwords can be compromised. Taking the following steps will help keep your PACER password safe.

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

PACER Training Site

The Judiciary has launched a PACER training site where future users can learn how to use PACER and current users can sharpen their record-searching skills. The site includes data from real cases filed in the New York Western District Court between 01/01/2007 and 07/01/2007 so users can get a feel for the type of case data and documents available through PACER.

You can access the site from pacer.gov website using the Free PACER Training link in the Frequently Used box. Use the training login and password posted on the Welcome Page, or your own PACER login and password to gain access to the site.

PACER Billing Page

Have you ever wondered if your PACER payment could be automatically billed to your credit card? Would you like to know how to receive a notice of billing via email? A visit to the PACER billing page will answer these questions and more. This page provides information on ways to make it easier to manage your quarterly billing and usage. You can access the page at www.pacer.gov/billing to review a sample invoice or obtain information on a variety of billing topics including:

- ◆ Tracking usage monthly
- ◆ Access to invoices or statements for the past 24 months
- ◆ Online payments using a credit card
- ◆ Frequently Asked Questions
- ◆ Access to forms pertaining to PACER billing
- ◆ Paperless Billing Option (Recommended)

PACER Video Tutorials

Video tutorials are now available at www.pacer.gov. Lasting only a few minutes each, the tutorials are a quick and fun way to learn something new about PACER or to brush up on your existing PACER skills.   Starring Ms. Gavel and Mr. Sound Block, current topics include the PACER Case Locator, Digital Audio Recordings and PACER Usage History Reports.   Check back for additional topics later this year.

PACER Policy Reminder

Public Access to Court Electronic Records is supported by user fees. Any attempt to collect data from PACER in a manner which 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 (i.e. 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. In 2012, the service center will be closed for Federal holidays including September 3 for Labor Day, October 8 for Columbus Day, November 12 for Veterans Day, November 22 for Thanksgiving, and December 25 for Christmas.

Billing Information

- ◆ The PACER Service Center accepts Discover, VISA, MasterCard, and American Express. Login 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 $45 will be assessed if a check is returned for insufficient funds.
- ◆ Receipts for the most recent payment made to a PACER account can be accessed online. Login 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.