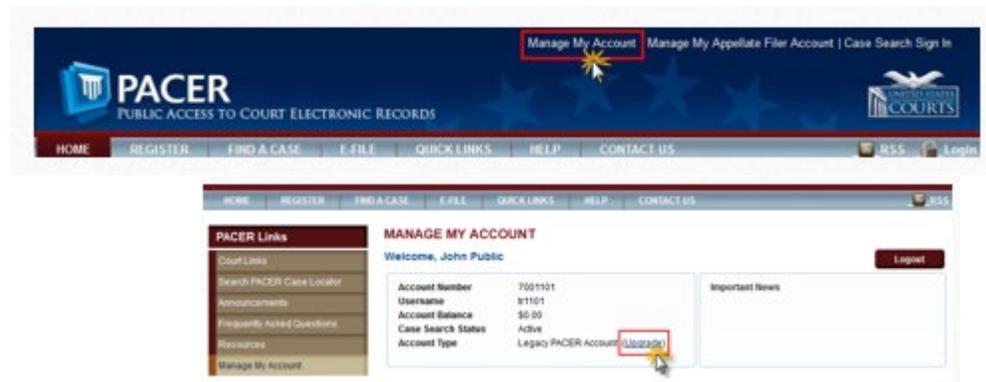




PACER FAQ'S

How do I upgrade my PACER account or check to see if it is already upgraded?

Go to www.pacer.gov and click on 'Manage My Account' at the top of the screen. You will then be prompted to enter your PACER Username and Password. Your Account Type will either display 'Upgraded PACER Account' or you will be offered an 'Upgrade' link. [Click here](#) for instructions.



How do I get a new PACER account?

Go to www.pacer.gov and click on the 'Register' link in the top menu bar. Then click 'Register Now' in the menu on the left side of the screen. [Click here](#) for instructions. New PACER accounts will be registered as upgraded PACER accounts.

Note: Providing a credit card is optional when registering. If a credit card is not provided when registering, you will receive an activation code by US mail in 7 - 10 business days. **For immediate access to view documents in PACER, credit card information must be entered at the time of registration.**

I have a CM/ECF account and I have an upgraded PACER account. Now what do I do?

Beginning March 16, 2020, you must link your CM/ECF account to your upgraded PACER account. [Click here](#) for instructions.

I am a newly admitted attorney and have an upgraded PACER account, but don't have a CM/ECF account. Now what do I do?

If you were admitted to the Court after March 12, 2020, you do not need a CM/ECF account.

However, if you wish to file documents with the Court, you will need to request filing access with the Court, to request filing access, please follow [these instructions](#).



We share PACER accounts in my office. Can we continue to do this in NextGen CM/ECF?

Attorneys can continue to use a shared PACER account for performing queries, running reports and viewing documents. If you intend to file documents with the U.S. Court of International Trade, you must have your own upgraded PACER account.

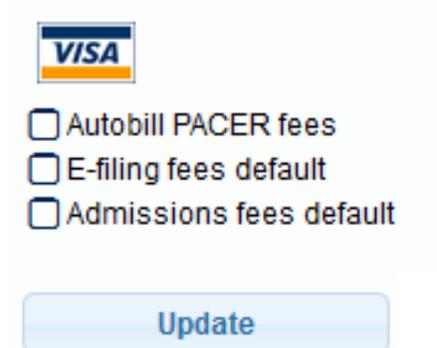
I forgot my PACER login and password

PACER passwords must be reset by PACER. Go to www.pacer.gov and click the 'Help' link in the menu bar near the top of the screen. Next click 'Forgot your username/password?' in the menu on the left side of the screen. You can then select 'reset password' or 'retrieve username' under 'PACER User and Nextgen Filer' in the menu on the left. You can also call PACER at: (800) 676-6856 or send an email to pacer@psc.uscourts.gov.

I get an error message when trying to view documents, what do I do?

Please contact PACER at: (800) 676-6856 or send an email to pacer@psc.uscourts.gov.

When adding a credit card to my PACER account, this screen appears, what option(s) should I choose?

A screenshot of a PACER account settings page. At the top left is the VISA logo. Below it are three checkboxes: "Autobill PACER fees", "E-filing fees default", and "Admissions fees default". At the bottom is a blue "Update" button.

Autobill PACER fees
 E-filing fees default
 Admissions fees default

Update

The options selected determines what fees will be billed to this specific credit card in the future.

Autobill PACER fees = All viewing PACER charges, i.e., \$.10 per page.

E-filing fees default = All documents requiring a filing fee, i.e., Summons, Complaint, Notice of Appeal.

Admission fees default = Attorney admissions fee.

Who can I contact for help?

Please contact PACER at: (800) 676-6856 or send an email to pacer@psc.uscourts.gov.