

# PACER Quarterly Newsletter

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## Upgrading and Converting in NextGen: Lessons Learned

As more courts to switch to the next generation (NextGen) CM/ECF system, some users have encountered issues that can affect account access and registration. The table below outlines why these issues occur, and how to avoid them.

To date, a total of 9 courts have implemented NextGen, including: 2nd and 9th districts (appellate); Alaska, California Southern, New Jersey, and Oregon (bankruptcy); and Florida Northern, Kansas, and Minnesota (district). If you want to know more about when your court will convert, continue to check that court's website for additional information.

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.

Questions or comments regarding information in the announcement?

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

## Preparing for NextGen Conversion

If your court has announced it will implement NextGen CM/ECF, there are a few steps you should take in order to prepare for the conversion.

### Upgrade Your PACER Account

First, if you already have a PACER account, you will need to make sure it is upgraded. Log in to Manage My Account at [pacer.gov](http://pacer.gov), and click the **Upgrade** link in the Account Type line. If the Account Type line says “Upgraded PACER Account,” you have already upgraded.

If you do not have a PACER account at all, go to [pacer.gov/register](http://pacer.gov/register). Once the registration is complete, you will have an upgraded PACER account.

### Keep Track of Login, Password

As courts implement NextGen CM/ECF, you will need your PACER and e-filing login information to successfully link your e-filing privileges.

Use the following tips to make sure you have what you need:

- Once the court converts, you will link your filing login/password to your upgraded PACER account. **You must know both sets of credentials to link the accounts. Do not rely on your browser for this information.**
- If you do not know your PACER and appellate e-filing passwords, use the Forgot Your Password link at [pacer.gov](http://pacer.gov). **NOTE:** When resetting your password, you must enter the email address on file at the PSC for the process to be successful.
- To reset a bankruptcy and/or district e-file password, contact the court.

### Link PACER, E-Filer Accounts

After the court converts, you will need to link your e-filing and upgraded PACER accounts. For linking instructions, go to [pacer.gov/nextgen](http://pacer.gov/nextgen). This page walks you through the process and answers other questions about upgrading.

If you never had e-filing privileges in a NextGen court but need them now, you will not link accounts. Instead, you must submit a new e-file request and wait for the court to process it.

## Group Billing in NextGen: PAA

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

The PAA, allows you to manage all the accounts for your organization and pay for all charges on one bill.

You may notice some updated features if you already have a PAA:

- Since all users need their own accounts, you may have to set up an account on behalf of other users. When doing this, remember to use the correct email address and DOB to avoid issues with identifying the account.
- New employees should now provide a last name and 7-digit PACER account number. If they do not have a PACER account, they need to create one and then provide this information so you can add them to your PAA.
- If you need to remove an attorney from your PAA, you can unlink the account so that you are no longer responsible for PACER charges after they leave.

To register for a PAA, go to [pacer.gov/register](http://pacer.gov/register). Under Firm Billing, click Register Now.

### 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:

**Columbus Day:** October 10  
**Veterans Day:** November 11  
**Thanksgiving Day:** November 24  
**Christmas Day:** December 25

## 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.