

## PAMD NextGen PACER FAQs/Troubleshooting

<b>NEXTGEN PACER REGISTRATION AND/OR UPGRADING A LEGACY PACER ACCOUNT (Accounts With 6 Characters as the login user name)</b>	
<b>Question</b>	<b>Answer</b>
Do all attorneys need their own individual PACER accounts for NextGen?	Yes, each attorney filing electronically with the court needs their own individual PACER account.
We share PACER accounts in my firm/office. Can we continue to do this in NextGen CM/ECF?	If you intend to e-file, you are required to have your own PACER account because your PACER account will be linked to your NextGen CM/ECF e-filing account.
I am concerned that once I upgrade my PACER account, I will no longer be able to get into other court's e-filing systems since they are not on NextGen yet.	<p>You will continue e-filing in non-NextGen Courts (now called CurrentGen CM/ECF) via their website using the username and password that court issued to you for CM/ECF.</p> <p>The new/upgraded PACER account will allow you to view documents in any court in the country whether that court is on NextGen or not.</p>
I don't want to get a PACER account because I don't want to pay.	There is no fee to register for PACER, there is only a fee for viewing documents. Check PACER website for their fees.
I forgot my PACER login or Password.	Click <a href="#">Here</a> and select Forgot My Password or Forgot My Username. If you forget your user name, you will need your PACER account number or will need to contact PACER directly.

<p>What steps do I take once your court is live?</p>	<p>You must link your current CM/ECF login and password to your newly created or upgraded PACER account. Linking is a one-time process per NextGen Court.</p> <p>You must know your current CM/ECF login and password to link your account. You must also know your PACER user name and password.</p> <p>Once linked, your PACER login grants access to both PACER and CM/ECF and you will use your PACER user name and password to e-file as well as view files or run reports.</p>
<p>I upgraded my PACER account and now I can't get into CM/ECF (<b>prior to NEXTGEN Go-Live date of June 29, 2020</b>).</p>	<p>You need to determine if you are logged into only PACER. If you do not see "Civil" or "Criminal" on the blue menu bar at the top, then you are only logged into PACER. You would need to click on "Logout" and then log back in with your current CM/ECF login and password that the court issued to you when you registered to e-file. You should then see all the options, including "Civil" and "Criminal" on the blue menu bar.</p> <p>Users confuse CM/ECF with PACER and prior to courts going live on NextGen, you still need to use the court issued CM/ECF login and password to e-file.</p> <p>When courts go live on NextGen, you will use your upgraded PACER user name and password to log into NextGen CM/ECF. The URL will remain the same to e-file and you will continue to go to <a href="http://ecf.pamd.uscourts.gov">ecf.pamd.uscourts.gov</a>.</p>

<p>I upgraded my PACER account prior to the PAMD Go Live date, but when I am in CM/ECF and try to query documents it is not letting me?</p>	<p>You may have previously defaulted your PACER login and password within CM/ECF credentials and therefore it is not recognizing your new PACER login and password.</p> <p>You will need to change the default PACER login within CM/ECF in any non-NextGen court you have defaulted your PACER credentials.</p> <p>To change the default PACER login in CM/ECF to your <b>Upgraded PACER login</b>.</p> <ul style="list-style-type: none"> <li>• Log into CM/ECF with your current CM/ECF login and password.</li> <li>• Select the <b>Utilities</b> tab.</li> <li>• Under <b>Your Account</b> select: <ul style="list-style-type: none"> <li>• <b>Change to Another PACER Login Account</b>.</li> </ul> </li> <li>• Select the checkbox next to <b>Make this my default PACER login</b>.</li> <li>• Enter your upgraded PACER Account credentials.</li> <li>• Select <b>Login</b>.</li> <li>• This will make the changes required.</li> </ul>
<p>Since attorneys will have their own PACER Accounts do they need to use their own credit card for PACER fees or can they use firm credit card?</p>	<p>Attorneys can enter whatever credit card they want when registering for PACER.</p>

## PACER Administrative Accounts

Question	Answer
<p>If each attorney has their own PACER account, will the firm get several different bills?</p>	<p>The firm can create a Pacer Administrative Account (PAA) for central billing for all attorneys.</p> <p>One person in the firm should be appointed the Administrator and would complete the registration on the PACER website.</p> <p>Once that account is created, (for administrative purposes ONLY). The Administrator can:</p> <ul style="list-style-type: none"> <li>• Add users to the account which will then send a request to that user asking them to accept being a part of the PAA account.</li> <li>• Upon accepting the request, the PAA will get one bill itemized by each attorney.</li> </ul> <p>See the PACER website for more information on PAA.</p>

### IF CALLER STILL NEEDS ASSISTANCE WITH ...

<p><b>PACER (Including PACER Administrative Accounts)</b></p>	<p><b>Contact PACER at this number 1-800-676-6856 8 am to 6 pm central time Monday through Friday</b></p>
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