

PACER Administrative Account (PAA) **Policies and Procedures**

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PACER Administrative Account (PAA)

Policies and Procedures

Overview

The PACER Service Center (PSC) has developed the PACER Administrative Account (PAA), a consolidated billing and online account management process for groups such as law firms, financial organizations and educational or research institutions.

The PAA includes the following features:

- The PAA administrator chooses which accounts to link to the PAA and sends an invite to the individual user.
- The user may link his/her account to the PAA by accepting the request to join the PAA.
- Each user is an account owner and will take that same account to a new firm, where it can be linked to that organization's PAA.
- Individual users make updates to their own account.
- Either the PAA owner or the individual account owner will be able to unlink the account from a PAA when an attorney leaves.

PAA Administrator

The PAA can only be used for administrative purposes and does not provide access to case information. A PAA administrator is assigned to the PAA on behalf of the organization. This individual is responsible for the firm billing process.

Firm Billing Process

- All charges associated with each individual PACER login are accrued to the PAA.
- Total charges for all associated PACER logins must be less than \$15 per quarter in order for the PAA to qualify for the \$15 waiver.
- The organization or firm is financially responsible for all associated PACER accounts.
- If the balance due on the PAA is not paid in full each quarter, access to the PACER service is suspended for all associated PACER accounts.
- The PAA is subject to the collection procedures described in the PACER Policies and Procedures document (https://www.pacer.gov/documents/pacer_policy.pdf).
- If the PAA has a past-due balance, new PACER accounts cannot be linked.
- PACER billing occurs in January, April, July, and October.
- One invoice is generated for the PAA. Itemization of charges for each PACER login is included in the invoice.
- A notification email is sent to the PAA administrator when the PAA invoice is available on the PACER website.
- Invoices are not generated and sent to PACER users associated with a PAA; however, PACER users have access to view their detailed transaction history.

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Add Existing PACER Account(s) to the PAA

The PAA administrator may request to link an unlimited number of individual PACER accounts to the PAA through the PACER website.

NOTE: The user must accept the request before an account is added to the PAA. The firm or organization is then responsible for all charges incurred by that account.

To add an existing PACER account:

1. Log in to **Manage My Account**.

The screenshot shows the 'MANAGE MY ACCOUNT' login page. It includes a header with the title and a sub-header: 'Enter your PACER credentials to update personal information, register to e-file, make an online payment, or to perform other account maintenance functions.' Below this is a 'Login' section with a red asterisk indicating required information. There are input fields for 'Username' and 'Password', each with an asterisk. Below the fields are three buttons: 'Login', 'Clear', and 'Cancel'. At the bottom of the login section are links: 'Need an Account?', 'Forgot Your Password?', and 'Forgot Username?'. A notice at the bottom states: 'NOTICE: This is a restricted government website for official PACER use only. Unauthorized entry is prohibited and subject to prosecution under Title 18 of the U.S. Code. All activities and access attempts are logged.'

2. Click the **PAA Maintenance** tab and select **Add Existing PACER Accounts to My PAA**.

The first screenshot shows the 'MANAGE MY ACCOUNT' dashboard with the 'PAA Maintenance' tab selected. The dashboard displays account information: Account Number (3945634), Username (vincerich), and Account Balance (\$1,467.30). Below this is a navigation bar with tabs: Settings, Maintenance, PAA Maintenance (highlighted), Payments, and Usage. Under the 'PAA Maintenance' tab, there are links: 'Add Existing PACER Accounts to My PAA', 'Remove PACER Account from My PAA', and 'Manage My Pending Requests'. The second screenshot shows the same dashboard but with the 'Add Existing PACER Accounts to My PAA' link highlighted in red.

3. Enter the PACER account number in the **Account Number** field.
4. Enter a brief message (e.g., adding to PAA, request to consolidate billing) that explains the nature of the request in the **Remark** field.

PACER Administrative Account (PAA) Policies and Procedures

NOTE: Your remark should be between 10 and 200 characters. This is included in the request email sent to the user.

5. Click **Add**.

Unbilled charges, where it mentions future charges—note they need to go to review what they've done but what they haven't been billed yet.

Enter the account number, enter a short remark (200 characters or less) to include in the email request, and click Add.

If you have questions or need assistance, please contact the PACER Service Center at (800) 676-6856 between 9 AM and 6 PM CT Monday through Friday or by email at pacer@psc.uscourts.gov

Note: All parties involved will be notified of any changes.

Account Number * 4014776

Remark * Adding to PAA

Add

Note: Only those accounts where the Select box is checked will be sent for processing.

To complete the request(s), select the Submit button below.

Review All My Requests				
Account Number	Firm Name	Contact	Status	Select
No records found.				

Check here to acknowledge you have read and understand the policies and procedures listed above. *

Click here to download a printable version of the policies and procedures.

Submit Cancel

6. Select the checkbox for each account you want to add under Review All My Requests.
7. Read the policies and procedures and click the acknowledgement box.
8. Click **Submit**.

NOTE: An email is sent to the PACER user's email address that contains a hyperlink to accept the request to join the PAA. The request expires after 15 days.

The PACER user must:

9. Log in to **Manage My Account**.
10. In the Settings tab, click **View Pending Requests to Join a PAA**.

MANAGE MY ACCOUNT

Welcome, Anna Garcia Logout

Account Number 3870825
Username annagarcia
PAA Number 3945634

Important News

Settings Maintenance Usage

Change Username
Set Security Information
Remove Your PACER Account from a PAA

Change Password
View Pending Requests to Join a PAA
View All My Requests

11. Enter a brief message in the **Remark** field (e.g., accept PAA invite).

NOTE: Your remark should be between 10 and 200 characters. This is included in the request email sent to the user.

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12. Click the **Select** checkbox to select the desired request. Click **Accept**.

View Pending Requests to Join a PAA

Review your pending request(s) to join an administrative account below.

Only one request can be accepted. Any other pending request will automatically be rejected. If you do not act upon a request within 10 days, it will automatically expire.

NOTE: PACER Service Center generates billing statements quarterly. Therefore, depending on when your account is added during the quarter, there may be charges that have not yet been billed. If you do not pay your balance, the requesting firm will be responsible for these unbilled charges, any other outstanding charges, as well as any future charges once the account is added. The firm will also have access to the usage history on your account.

[Click here](#) to review current usage and pay any balance on your account.

Please enter a short remark (200 characters or less) to explain why this request has been accepted or rejected. This remark will be included in the email that is sent to all involved parties.

If you have questions or need assistance, please contact the PACER Service Center at (800) 676-6856 between the hours of 8 AM and 6 PM CT Monday through Friday or by email at pacer@psc.uscourts.gov

Remark *

Review All My Requests					
Account Number	Firm Name	Administrator	Status	Date	Remark
No records found.					

Unlink a PACER Account

The PAA administrator must:

1. Log in to **Manage My Account**.
2. In the PAA Maintenance tab, click **Remove PACER Account from My PAA**.

MANAGE MY ACCOUNT

Welcome, Vincent Richardson

Account Number: 3945634	Important News	Account Number: 3945634	Important News
Username: vincerich		Username: vincerich	
Account Balance: \$1,467.30		Account Balance: \$1,467.30	

Settings Maintenance **PAA Maintenance** Payments Usage

Settings Maintenance PAA Maintenance Payments Usage

[Change Username](#) [Go Paperless \(Stat\)](#) [Add Existing PACER Accounts to My PAA](#) [View All My PACER Accounts](#)

[Change Password](#) [Set PACER Preferences](#) **[Remove PACER Account from My PAA](#)** [Update Cost Center Information](#)

[Set Security Information](#) [Manage My Pending Requests](#) [View All My Requests](#)

3. Enter a brief message in the **Remark** field (e.g., Removing PAA).
4. In the Account Information section, click the **Select** checkbox next to the user you want to unlink from your PAA.

PACER Administrative Account (PAA) Policies and Procedures

Remove PACER Account from My PAA

Select the PACER account you want to remove from your PAA below.

Your PAA is responsible for any charges incurred before the individual account owner is removed. All future charges will be transferred back to the account owner.

Enter a short remark explaining why the account was removed. **NOTE: It may take up to 24 hours for the removal process to be finalized.**

If you have questions or need assistance, please contact the PACER Service Center at (800) 676-6856 between the hours of 8 AM and 6 PM CT Monday through Friday or by email at pacer@psc.uscourts.gov.

Remark *

Account Information				
Account Number	Firm Name	Contact	Status	Select
2695282	Lewis Brisbois Bisgaard & Smith	Stephanie Nashban	Active	<input checked="" type="checkbox"/>
2796575	Lewis Brisbois Bisgaard & Smith	Katherine Gomez	Active	<input type="checkbox"/>
2805279	Lewis Brisbois Bisgaard & Smith	Richard George	Active	<input type="checkbox"/>

5. Click **Submit**.

3319777	Lewis Brisbois Bisgaard & Smith	R Cannoy	Cancelled	<input type="checkbox"/>
3319778	Lewis Brisbois Bisgaard & Smith	R Cannoy	Inactive	<input type="checkbox"/>

(1 of 4)
<<
>>
1
2
3
4
>>>

Submit
Cancel

View Billing Information and/or View Quarterly Invoice

The PAA administrator may view detailed transactions for all PACER users associated with the PAA and download the quarterly invoice.

1. Log in to **Manage My Account**.
2. Click the **Usage** tab, and select **View Detailed Transactions** to view or download usage for all PACER accounts in one report or for each account, including sorting by client code.

MANAGE MY ACCOUNT

Welcome, Vincent Richardson Logout

Account Number	3945634	Important News	
Username	vincerich		
Account Balance	\$1,467.30		

Settings
Maintenance
PAA Maintenance
Payments
Usage

[Change Username](#)
[Go Paperless \(Statements\)](#)

[Change Password](#)
[Set PACER Preferences](#)

[Set Security Information](#)

MANAGE MY ACCOUNT

Welcome, Vincent Richardson Logout

Account Number	3945634	Important News	
Username	vincerich		
Account Balance	\$1,467.30		

Settings
Maintenance
PAA Maintenance
Payments
Usage

[View Quarterly Invoice / Statement of Account](#)
View Detailed Transactions

PACER Administrative Account (PAA) Policies and Procedures

Change the Client Code Field to Mandatory

The Client Code option allows you to track charges for future billings. The PAA administrator may require that each PACER user associated with the PAA enter a client code at login by completing the following:

1. Log in to **Manage My Account**.
2. In the Settings tab, click **Set PACER Preferences**.

Welcome, Vincent Richardson Logout

Account Number 3945634
Username vincerich
Account Balance \$1,467.30

Important News

Settings Maintenance PAA Maintenance Payments Usage

[Change Username](#) [Go Paperless \(Statements\)](#)
[Change Password](#) [Set PACER Preferences](#)
[Set Security Information](#)

3. Select the **Yes** option next to Require Client Code? When you do this, two additional fields will appear.
4. Use the instructions at the top of the page to decide on the client code format. Enter the **client code format** in the Client Code Format field.
5. Enter the **client code** in the Client Code Text field.
6. Click **Submit**.

number, or other meaningful entry up to 32 characters. This option allows users to make the use of the client code mandatory and even specify the format of the client code using a boolean expression. The default for accounts is for the client code to be an optional field. To require a client code, set the **Require Client Code** flag to "Yes." This will make the use of a client code mandatory in any format upon login. To require the client code in a specific format, set the **Require Client Code** flag to "Yes" and use the following grammar to set the **Client Code Format**.

A	alphabetic character, A-Z or a-z
N	numeric digit, 0-9
	space character
.	period character

Show Receipts? Yes No

Require Client Code? Yes No

Client Code Format

Client Code Text