

PACER Administrative Account (PAA)

Policies and Procedures

PACER Administrative Account (PAA)	1
Policies and Procedures	1
PACER Administrative Account.....	2
PAA Administrator.....	2
Firm Billing Policies	2
Add Existing PACER Account to the PAA	2
Unlink a PACER Account.....	4
View Billing Information and/or View Quarterly Invoice	5
Change the Client Code Field to Mandatory.....	6

PACER Administrative Account

The PAA includes the following features:

- The PAA administrator chooses which accounts to link to the PAA and sends an invitation 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 Policies

- All charges associated with each individual PACER account 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 account 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.

Add Existing PACER Account to the PAA

The PAA administrator may request to link an individual PACER account 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' page with a login form. The form has fields for 'Username' and 'Password', both marked as required. Below the fields are 'Login', 'Clear', and 'Cancel' buttons. Links for 'Need an Account?', 'Forgot Your Password?', and 'Forgot Username?' are provided. 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 Account to My PAA**.

The screenshot shows the 'MANAGE MY ACCOUNT' dashboard for Edith-Tester Flores. The 'PAA Maintenance' tab is selected. Under this tab, the 'Add Existing PACER Account to My PAA' link is highlighted with a red box. Other links include 'Remove PACER Account(s) from My PAA', 'Rescind My Pending Requests', 'Download List of All My PACER Accounts', 'View All My PACER Accounts', 'Update Cost Center Information', and 'View All My Requests'. The dashboard also displays account details like Account Number (4568369), Username (madmen15), and Account Status (Active).

3. Enter the last name and PACER account number in the **Account Number** field. Enter a brief message that explains the nature of the request in the **Remark** field. Select the acknowledgement checkbox, and then click **Submit**.

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

The screenshot shows the 'Add Existing PACER Account to My PAA' form. It includes instructions and a note about contacting the PACER Service Center. The form has fields for 'Account Number' (3870825), 'Last Name' (Garcia), and 'Remark' (Adding you to PAA). A checkbox for 'Click here to acknowledge you have read and understand the policies and procedures listed above.' is checked. The 'Submit' button is highlighted with a red box.

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

The PACER user must:

4. Log in to **Manage My Account**.
5. Under Settings, click **View Pending Requests to Join a PAA**.
6. Enter a brief message in the **Remark** field (e.g., accept PAA invite).

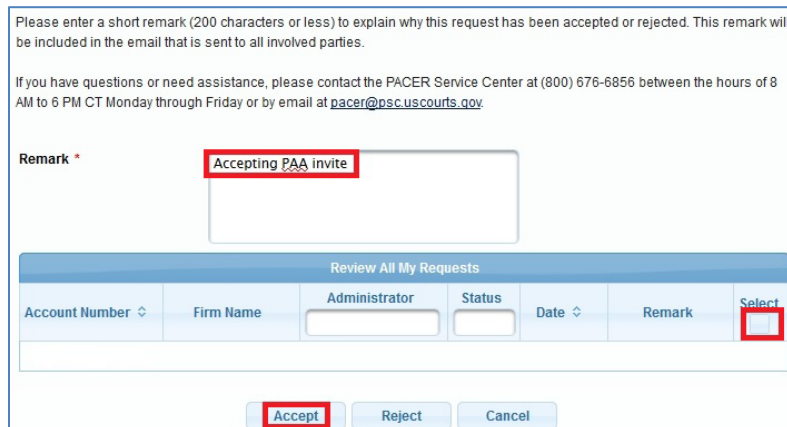


Settings Maintenance Payments Usage

[Change Username](#) [Go Paperless \(Statements\)](#)
[Change Password](#) [Set PACER Preferences](#)
[Set Security Information](#) [View Pending Requests to Join a PAA](#)

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

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



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 to 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	Select
						<input checked="" type="checkbox"/>

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(s) from My PAA**.

Account Balance	\$0.00
Account Status	Active
Account Type	Upgraded PACER Account PACER Administrative Account

Settings	Maintenance	PAA Maintenance	Payments	Usage
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Add Existing PACER Account to My PAA Remove PACER Account(s) from My PAA Rescind My Pending Requests Download List of All My PACER Accounts	View All My PACER Accounts Update Cost Center Information View All My Requests
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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.

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

Remark *

Account Information				
Account Number	Firm Name	Contact	Status	Select
37161 (LB4729)	Lewis	Richardson	Active	<input type="checkbox"/>
37726 (LB4947)	Lewis	Nicholas	Active	<input type="checkbox"/>
37824 (LB4986)	Lewis	Richardson	Active	<input type="checkbox"/>
38734 (LB5318)	Lewis		Active	<input type="checkbox"/>
38752 (LB5322)	Lewis		Active	<input type="checkbox"/>
34286 (LB3552)	Lewis		Active	<input type="checkbox"/>
3870825 (annagarcia)	PACER Test Account	Anna Marie Garcia	Active	<input checked="" type="checkbox"/>
39079 (LB5436)	Lewis	Richardson	Active	<input type="checkbox"/>

5. Click **Submit**.

33197	Lewis	R Canno	Cancelled	<input type="checkbox"/>
33197	Lewis	R Canno	Inactive	<input type="checkbox"/>

(1 of 4) 1 2 3 4

[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**.

- 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.

The screenshot shows the account management interface. At the top, account details are listed: Username (madmen15), Account Balance (\$0.00), Account Status (Active), and Account Type (Upgraded PACER Account, PACER Administrative Account). Below this is a navigation bar with tabs: Settings, Maintenance, PAA Maintenance, Payments, and Usage. The Usage tab is selected. Under the Usage tab, there are two links: "View Quarterly Invoice / Statement of Account" and "View Detailed Transactions", which is highlighted with a red box.

- Click the Sub Users dropdown. Then select the **All** option or an individual account, or enter an account number to view billing details for a sub-user.

The screenshot shows the "BILLING HISTORY" window. It has a "Billing" section with a yellow warning message: "IMPORTANT: While you may currently access real-time transactions, we recommend that you wait until after the 10th of the month to obtain complete billing details for the previous month (e.g., wait until Nov. 10 to access billing details for October). This will ensure that you receive an accurate total." Below this is a "Sub Users" dropdown menu. The dropdown is open, showing a list of options: "All", "PA3679 Eydie Flores (3670625)", "PC5702 Testing User (4095510)", "PC5705 Test Tester (4095505)", "PC5706 New Test Account (4095539)", "XX0547 PSC Manager (4299136)", "XX0713 PSC Manager (4299304)", and "XX0714 PSC Manager (4299305)". The "All" option is selected. To the right of the dropdown is a text box that says "Select an account or enter an account number in the Sub Users field to view the billing details for a sub user." Below the dropdown is a "Date Range" section with buttons for "This Month", "Last Month", "This Quarter", and "Last Quarter". At the bottom, there is a "Sort Order" section with a dropdown set to "Transaction Date" and a "Transaction Type" section with radio buttons for "Billable" (selected) and "Exempt".

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:

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

The screenshot shows the account management interface. At the top, account details are listed: Account Number (4568369), Username (madmen15), Account Balance (\$0.00), Account Status (Active), and Account Type (Upgraded PACER Account, PACER Administrative Account). Below this is a navigation bar with tabs: Settings, Maintenance, PAA Maintenance, Payments, and Usage. The Settings tab is selected. Under the Settings tab, there are three links: "Change Username", "Change Password", and "Set Security Information". To the right of these links is a link "Update PACER Billing Email". Below "Update PACER Billing Email" is a link "Set PACER Billing Preferences", which is highlighted with a red box.

- Select **Yes** 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**.

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