



IN THE UNITED STATES BANKRUPTCY COURT FOR THE DISTRICT OF PUERTO RICO

Wilma Jaime
Clerk of Court

Jose V. Toledo U.S. Courthouse
300 Recinto Sur St., Suite134
San Juan, PR 00901

Notice 25-08

MCS Building Suite 222A
880 Tito Castro Ave.
Ponce, PR 00716-4732

Notice to the Bar and the Public

In Re: PACER long call wait times due to enforcement of security measures, including Multifactor Authentication (MFA)

The PACER Service Center (PSC) is currently experiencing longer-than-usual call wait times due to the implementation of new security measures designed to better protect PACER accounts, including updated password requirements and multifactor authentication (MFA).

To help reduce wait times:

- **Password enforcement has been temporarily delayed.**
- **Only users prompted to enroll in MFA at login should do so.** If you are not prompted, no action is required.
- **Please refrain from contacting the PSC with MFA questions until you are required to enroll.** This allows support staff to assist those who must act immediately.

Before calling the PSC, please review the **MFA Tips and Resources**, which address many common questions:

 [MFA Tips and Resources](#)

The PACER Service Center welcomes your feedback on the MFA options:

 [MFA Feedback Form](#)

Thank you for your understanding and cooperation as we strengthen account security and work to improve response times.

In San Juan, Puerto Rico, this 9th day of September, 2025.

A handwritten signature in black ink that reads "Wilma Jaime". The signature is written in a cursive style with a large initial "W".

Wilma Jaime
Clerk of the Court

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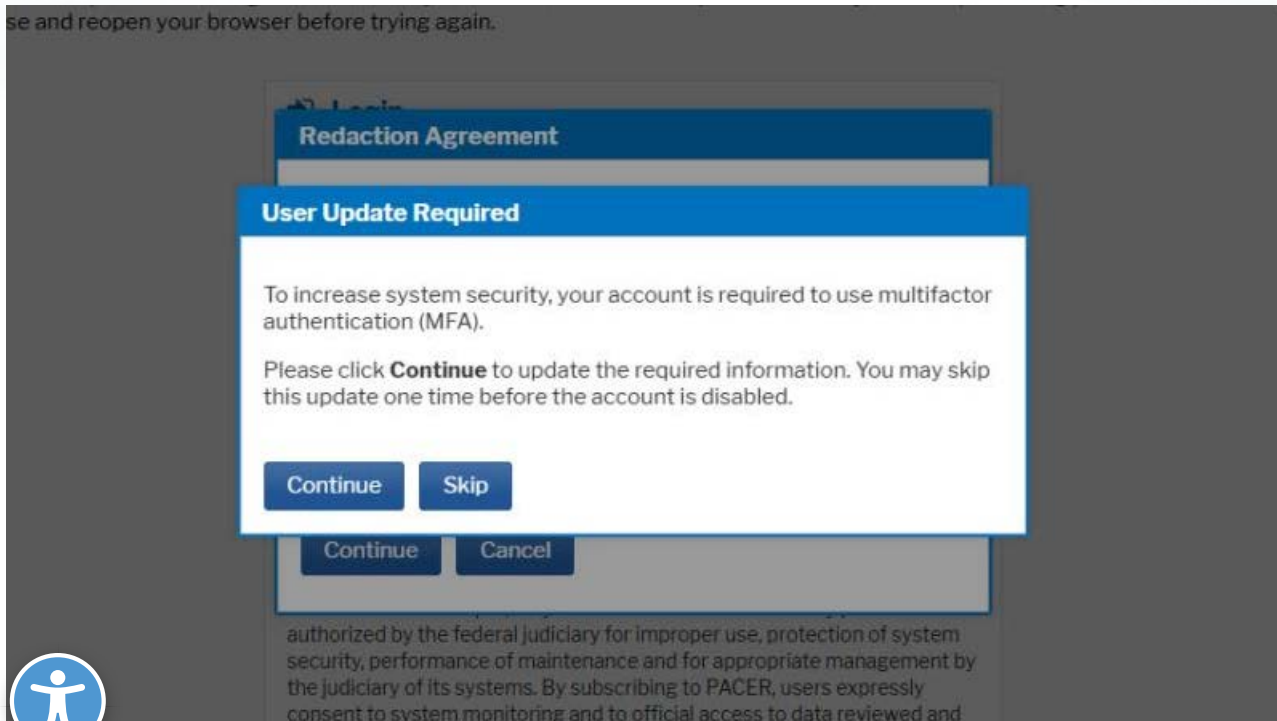
MFA Tips and Resources

September 9, 2025

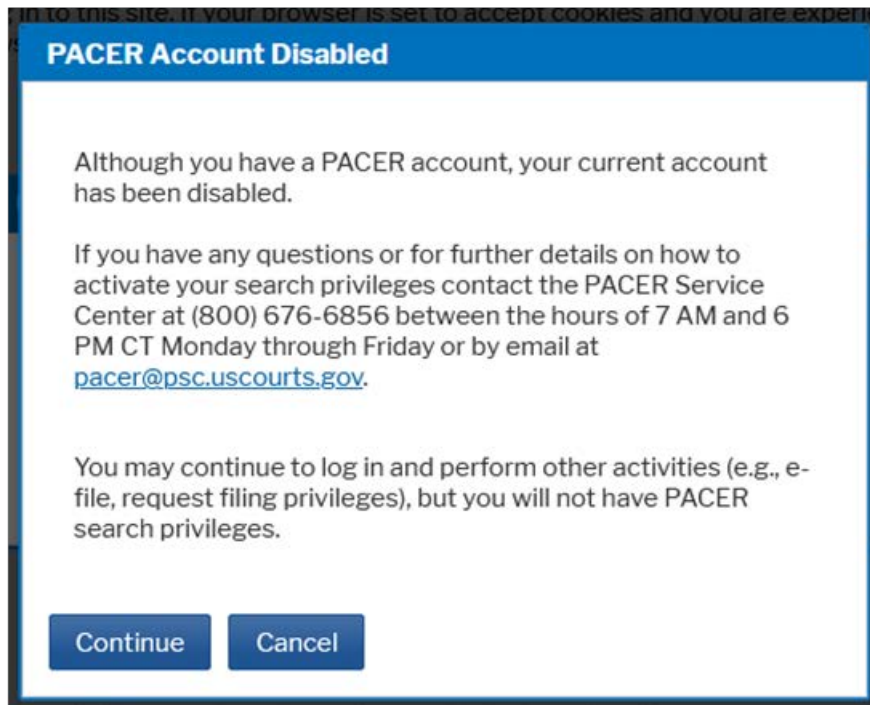
Tips

Here are a few tips to help you through the MFA enforcement and enrollment process:

- Prior to enrolling in MFA, you should confirm that the email address associated with your PACER account is correct and accessible. You can check and update your email address in Manage My Account under the Settings tab.
- You will receive a pop-up notification of the requirement to enroll in MFA when you log in to PACER (see screenshot below). You will not be sent an email regarding this requirement.

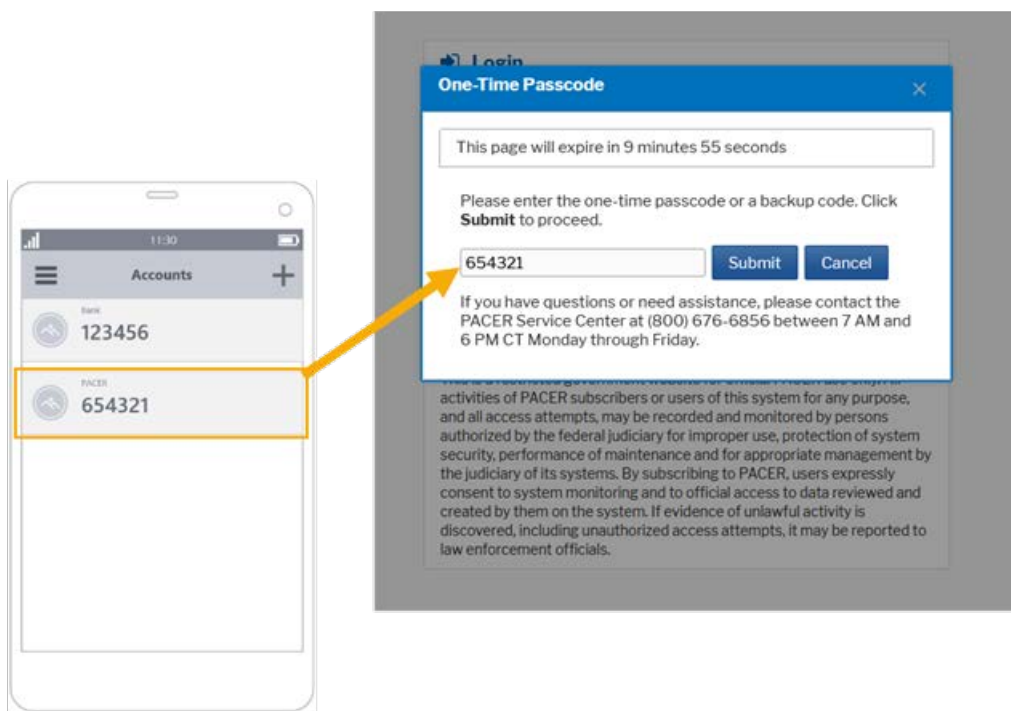


- If you use a shared PACER account, it is recommended that you confirm with your colleagues whether the account is used for filing or accessing Notices of Electronic Filing /Notices of Docket Activity. If it is used for one or both of those purposes, it might be helpful to decide how enrolling in MFA will be completed for that account. You will have three opportunities to skip the MFA enrollment process; after the three skips have been used, you will see the PACER Account Disabled prompt and must set up MFA before proceeding (see screenshot below).



NOTE: The last sentence on above prompt does not apply to accounts that are required to enroll in MFA. We apologize for the confusion this may cause and will be removing this prompt in the September release. Users who have used their three skips will instead see the User Update Required pop-up notification without the Skip button.

- You may use desktop, web, or browser-based authentication applications (apps) or tools (e.g., web apps, browser extensions, and desktop apps) that support time-based, one-time password (TOTP).
- When logging in, you need to **open** the authentication app on your device or in your web browser and use the one-time passcode displayed there (see screenshot below and page 2, step 4 of the [Multifactor Authentication – Logging In](#) learning aid). You are not sent the one-time passcode by text or push notification. Please note that in many authentication apps the one-time passcode is refreshed every 30 seconds.



- A shared PACER account can have up to five authentication apps enrolled. When you log in to the shared account, you will need to open your authentication app on your device or your browser and enter the code displayed in that app. You are not sent the one-time passcode by text or push notification. To keep track of the various apps added to a shared account, you may want to use app nicknames that include the names of the people sharing the account and the apps they are using (e.g., John-DUO, JaneJ-



Microsoft, JSmith-Google, JJones-Authy, JaneS-FreeOTP). For instructions, see page 2, step 7 of the [Multifactor Authentication – Authentication Applications](#) learning aid.

Resources

- Learning aids:
 - [Multifactor Authentication \(MFA\) – Authentication Applications](#): describes the MFA enrollment process by adding an authentication application (app), as well as how to delete an authentication app
 - [Multifactor Authentication \(MFA\) – Backup Codes](#): describes the MFA enrollment process by getting backup codes, as well as how to delete backup codes
 - [Multifactor Authentication \(MFA\) – Logging In](#): describes the login process after enrolling in MFA, and what to do if you do not have access to your MFA method(s)
- Updated documentation:
 - [PACER Authentication API User Guide](#)
 - [PACER User Manual](#)
- PACER QA environment: To ensure scripts work, you can test them in the QA environment at <https://qa-pacer.uscourts.gov/>. You must have a PACER account to use QA. To register for a PACER test account, visit <https://qa-pacer.psc.uscourts.gov/pscof/registration.jsf>. There is no charge for QA searches, so you may skip the credit card portion of the registration. Your QA account will be activated overnight.

Please continue to check the PACER website for more updates and additional information on MFA.

If you have any questions, please contact the PACER Service Center at pacer@psc.uscourts.gov or (800) 676-6856. The PACER Service Center hours of operation are Monday through Friday, 7 a.m. to 6 p.m. CT.

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PACER Service Center

(800) 676-6856

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