

On October 16, 2025, PACER released an update that allows users with CM/ECF-level access (e.g., filers, interested parties, etc.) whose account search status becomes inactive due to search inactivity the ability to reset their own password without contacting the PACER Service Center (PSC) .

Users with CM/ECF-level filing access can still file even if their search status shows as “inactive” due to six months of inactivity.

Some common questions are answered on the PACER website on the [MFA Tips and Resources](#) page. Please visit this page before contacting the PSC, as most issues can be handled by following the steps outlined on the website.

When to contact the PSC

- You will need to contact the PSC to reactivate your PACER search status if your account has been deactivated.

When you do not need to contact the PSC

- **If you do not receive an MFA enrollment prompt when logging into PACER, no action is necessary.**
- If you receive an MFA enrollment prompt, you can enroll on your own by following the steps outlined on the [MFA Tips and Resources](#) page. Support from the PSC is not required for enrollment.

Thank you for your patience as we work to reduce call wait times and strengthen account security. Contacting the PSC only when necessary will help ensure support is available for those who have an urgent need.