

Upgrading and Converting: Lessons Learned

As more courts convert to NextGen, some users have encountered issues that can affect account access and registration. The following table outlines why these issues occur, and how to avoid them when your court makes the switch.

Action	Consequence	Solution
Your password has more than 8 characters or special characters because you have an upgraded PACER account, but your court has not converted.	Longer passwords used with upgraded PACER accounts and some special characters will not work on the court login page.	Use the Case Search Sign In link at pacer.gov , or change your password.
You wait until after the court converts to NextGen to upgrade your PACER account.	You experience long wait times when calling PSC.	Upgrade your PACER account when the court announces it will convert. This allows plenty of time for tech support before PSC is flooded with calls.
You rely on your web browser to keep track of your login and password information.	You will not have the information you need when trying to link your e-filing and PACER accounts.	Make sure e-filing and upgraded PACER account login and password are on hand before linking.
The username for your upgraded PACER account is the same as your e-filing username.	The system will not allow you to link these two accounts with the same username.	Make usernames similar but not identical by adding an extra letter, number, or special character to one.
When linking accounts for someone else, you link one user's PACER account to a different user's e-filing account.	Neither user will be able to access their accounts as needed.	When you get to the linking screen, double-check the accounts to ensure you're linking the correct accounts.
When you upgrade your firm's PAA, you change the shared PACER account credentials.	All users in the group get locked out of the PACER account because they do not have the new credentials.	Users who e-file should register for their own PACER account. The PAA administrator will then add that account to the PAA.
You register for an upgraded PACER account on behalf of each PAA user, but you use the same email address for all of them.	The same email address on multiple accounts is flagged by PSC, stopping the registration for review. This can hinder progress for a user password reset.	Enter each user's correct email address when registering for an upgraded PACER account.