

BANKRUPTCY BUGLE



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ADDITIONAL SECURITY ENHANCEMENTS TO PACER COMING SOON

As part of an ongoing effort to secure the PACER service and CM/ECF systems, the Administrative Office of the U.S. Courts (AO) will begin enforcing updated PACER and CM/ECF password standards in August. Strong passwords are essential in safeguarding systems from unauthorized access. The new password must:

- Be between 14 and 45 characters in length.
- Contain at least one lowercase letter, one uppercase letter, and one special character.
- Not contain any part of your first name, last name, username, or email address.

Passwords must also be updated every 180 days. This will help reduce the risk of extended use of compromised passwords.

The updated password standards will be enforced on all existing PACER-only (search/view only) accounts, including PACER Administrative Accounts (PAAs), on August 25, 2025. **Users should consider updating their password as soon as possible.**

On August 25, PACER-only users will be prompted to update their password if they have not updated it as of May 11. Users will be prompted to update their password upon login and can skip the process three times before their account is disabled.

To align with the upcoming enforcement of the multifactor authentication (MFA) requirements, users with filing and other CM/ECF-level access who have not voluntarily enrolled in MFA by August 11, 2025 will be randomly selected to enroll in MFA and be required to update their password starting on that date. However, these users can update their password at any time.

NOTE: If you update your password before enrolling in MFA, you will NOT be required to update it again when you are prompted to enroll in MFA. If using third-party software for filing, check that updating your password does not require additional action on your part to avoid issues with the software.

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 8 a.m. to 6 p.m. CT.



FAQS- PACER AND CM/ECF MULTI-FACTOR AUTHENTICATION (MFA)**Is MFA optional or am I required to register for it?**

MFA enrollment is optional for PACER-only users, but we strongly recommend taking advantage of this added security feature. MFA helps protect your account from cyberattacks that steal passwords, significantly reducing the risk of unauthorized access. Currently, users with filing and other CM/ECF-level access are not required to enroll in MFA. However, beginning in August 2025, enrollment will become mandatory. By December 31, 2025, all CM/ECF users with filing privileges MUST enroll in MFA to retain system access. PACER-only users may enroll voluntarily.

How do I use MFA if I use third-party software?

If you use third-party software for filing, check that it supports MFA before enrolling. This will help you avoid any disruption to your business processes.

What if I have a Shared Account?

If you share a CM/ECF-level access account, you can register up to five authentication apps. That means you can add four additional users' authentication apps along with your own.

What are the authentication options?

You can download any authentication application (app) that supports a time-based one-time password (TOTP). The AO does not endorse specific apps, however, some options include Authy, DUO Mobile, FreeOTP, Google Authenticator, and Microsoft Authenticator. Before enrolling in MFA, the AO recommends researching available authentication apps to decide which one best meets your needs. Additionally, if you're unable to download an authentication app, you can opt to receive one-time use backup codes. Once you've used all your backup codes, you will need to request a new batch.

Still have questions about MFA?

Visit the [PACER website](#) for further information. For questions regarding the MFA enrollment, 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 8 a.m. to 6 p.m. CT. Learning aids for enrollment can also be found at the [PACER website](#).

CHARACTERS NO LONGER PERMITTED IN UPLOADED CREDITOR MATRICES

The following characters are no longer permitted in [creditor matrix](#) uploads: | & * \$ ^ = ~ ? ` < > ; [] { } _ ! \

If you use third-party software to upload creditor matrices, please verify your matrix does not contain the characters listed above. If you fail to remove the above listed characters, your matrix will not upload to CM/ECF and you will be sent a Notice of Incomplete Filing.

COURTHOUSE HOURS

C. Clifton Young Federal Building and U.S. Courthouse Hours and Foley Federal Building and U.S. Courthouse Hours are:

7:30 A.M. to 5:00 P.M.

Bankruptcy Court Intake Hours are:

9:00 A.M. to 4:00 P.M.

Excluding Weekends and Federal Holidays.

BANKRUPTCY COURT CONTACT NUMBERS

LAS VEGAS CLERK'S OFFICE:

(702) 527-7000

RENO CLERK'S OFFICE:

(775) 326-2100

Frequently called numbers and e-mail addresses are on the court's website under Court Information: <https://www.nvb.uscourts.gov/about-the-court/contact-information/>