

**DISTRICT COURT OF THE VIRGIN ISLANDS
CLERK'S OFFICE**



Glenda L. Lake, Esquire
Clerk of Court

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**NOTICE OF UPDATED PACER PASSWORD
STANDARDS ENFORCEMENT**

Beginning August 17, 2026, PACER users who have not updated their password in the last 18 months will be randomly selected to update their password to comply with the updated password standards. Strong passwords are essential in safeguarding systems from unauthorized access.

According to the updated standards, new passwords must contain:

- 14-45 characters;
- At least one lowercase letter, one uppercase letter, and one special character (all special characters are allowed); and
- Not contain any part of your first name, last name, username, or email address.

IMPORTANT: All PACER users must update their passwords every 180 days to reduce the risk of extended use of compromised passwords.

NOTE: Impacted users will be prompted to update their password upon login. Users can skip the process three times before their account is locked. Once an account is locked, users will not be able to perform any activity until they change their password.

In preparation, users should ensure that they know their security questions and answers and have access to the email address associated with their PACER account in the event they need to reset their password. If users do not know their security questions and answers, they should contact the PACER Service Center for assistance. Users sharing their account should coordinate with their teams to avoid locking each other out. Finally, if using third-party software, users should check if they need to take any additional action as it relates to that software.

If you have any questions, please contact the PACER Service Center at (800) 676-6856 or pacer@psc.uscourts.gov. The PACER Service Center hours of operation are Monday through Friday from 8:00 A.M. to 6:00 P.M. Central Time.

DATED: June 12, 2026

/s/ Glenda L. Lake
Glenda L. Lake, Esquire
Clerk of Court

■ Ron de Lugo Fed. Bldg. & Courthouse, 5500 Veteran's Drive, Suite 351, St. Thomas, Virgin Islands 00802-6424
Phone: 340-774-0640 Fax: 340-775-8075

□ Almeric L. Christian Fed. Bldg. & Courthouse, 3013 Estate Golden Rock, Lot #13, Christiansted, Virgin Islands 00820-4355
Phone: 340-718-1130 Fax: 340-712-7180