

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

Glenda L. Lake, Esquire
Clerk of Court



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**PACER Account-Multifactor Authentication
(MFA) Update**

The PACER Service Center (PSC) is currently experiencing long call wait times due to the enforcement of several security features that will enhance the security of PACER accounts, including updated password standards and multifactor authentication (MFA).

To help mitigate the wait times, enforcement of the updated password standards has been temporarily delayed. In addition, PACER ask that ***only users who receive a prompt to enroll in MFA when they log in should do so. If you do not receive an MFA enrollment prompt, no action is necessary.*** Please do not contact the PSC with questions about MFA until you are required to enroll. This ensures support is available for those who need it. Some common questions PACER received are answered on the list of [MFA Tips and Resources](#) which should be reviewed before calling the PSC.

Additionally, PACER would like to get your feedback regarding the MFA options using this [short survey](#).

Thank you for your patience as the PACER Service Center works to reduce call wait times and strengthen account security.

For more information, please contact:

Glenda L. Lake, Esquire
District Court of the Virgin Islands
5500 Veteran's Drive, Suite 310
St. Thomas, U. S. Virgin Islands 00802
Email: glenda_lake@vid.uscourts.gov