

Multifactor Authentication – Authentication Apps

Multifactor authentication (MFA) is now available for all PACER users. MFA provides an added layer of security that helps protect users from cyberattacks that steal passwords.

This learning aid describes the process of enrolling in MFA by adding an authentication application (app). It also describes the process of deleting an authentication app.

NOTE: PACER users with filing and all other types of CM/ECF-level access are required to enroll in MFA. All other PACER users are strongly encouraged to enroll.

Enrolling in MFA

Step 1. Navigate to <https://pacer.uscourts.gov/>.

Step 2. In the top right corner, click the **Log in to...** link, and then click **Manage PACER Account**.



Figure 1: PACER website homepage

Step 3. Enter your PACER username and password, and click **Login**.

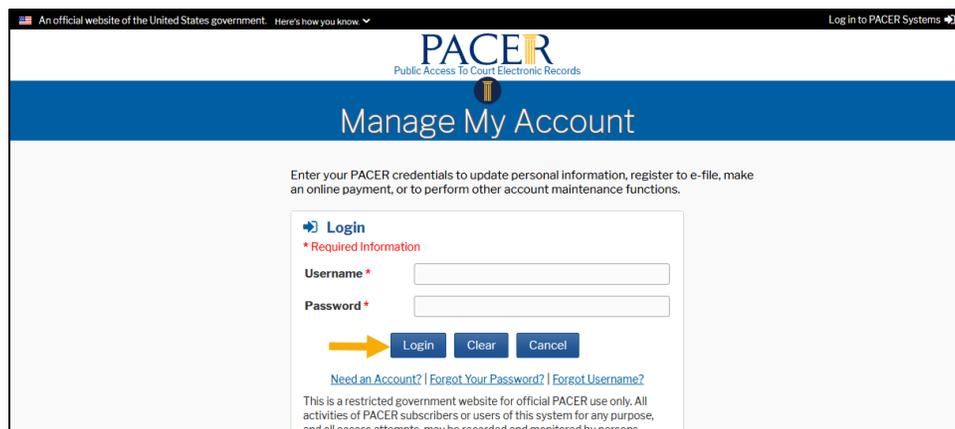


Figure 2: Manage My Account login page

Step 4. On the landing page, click the **Enroll** link in the Multifactor Auth field, or click the **Manage MFA Settings** link under the Settings tab.

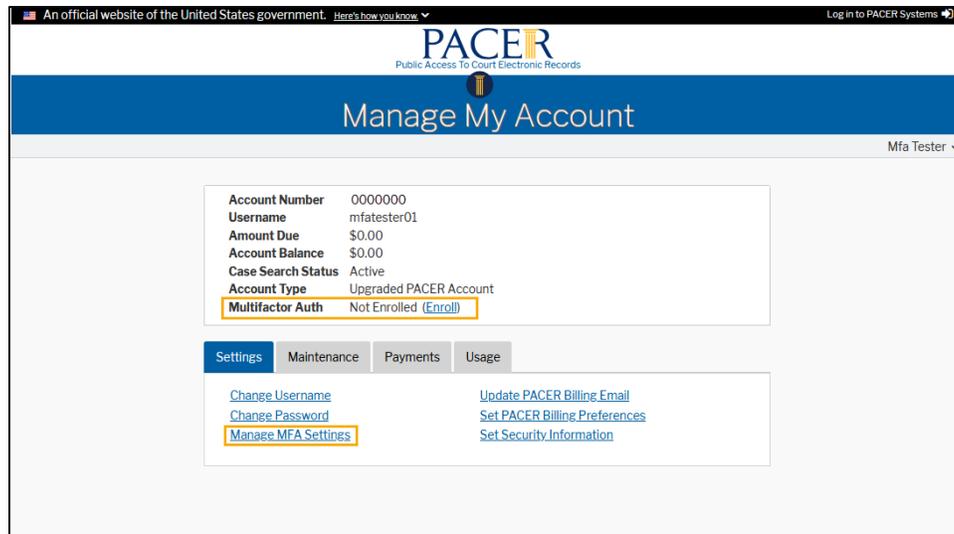


Figure 3: Manage My Account landing page

MFA Methods

Upon clicking **Enroll** or **Manage MFA Settings**, you may add an authentication app and/or get backup codes. If you are required to enroll in MFA, you must set up at least one of the two options.

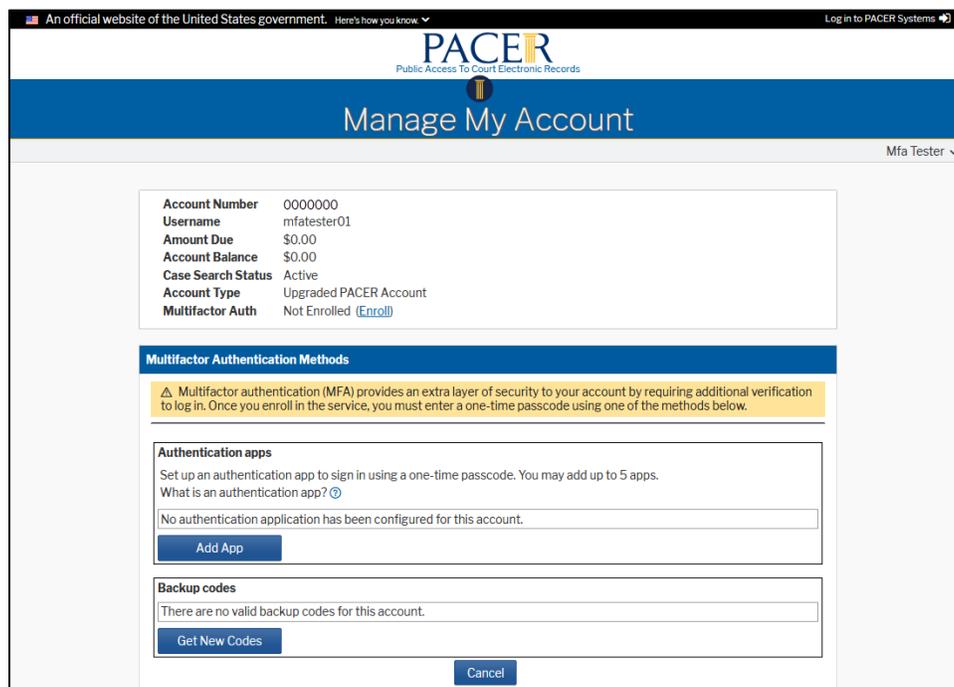


Figure 4: Multifactor Authentication Methods page

Adding an Authentication App

Step 5. Click **Add App**.

A security code is sent to the email address associated with the PACER account to verify that the account holder authorizes adding an authentication app.

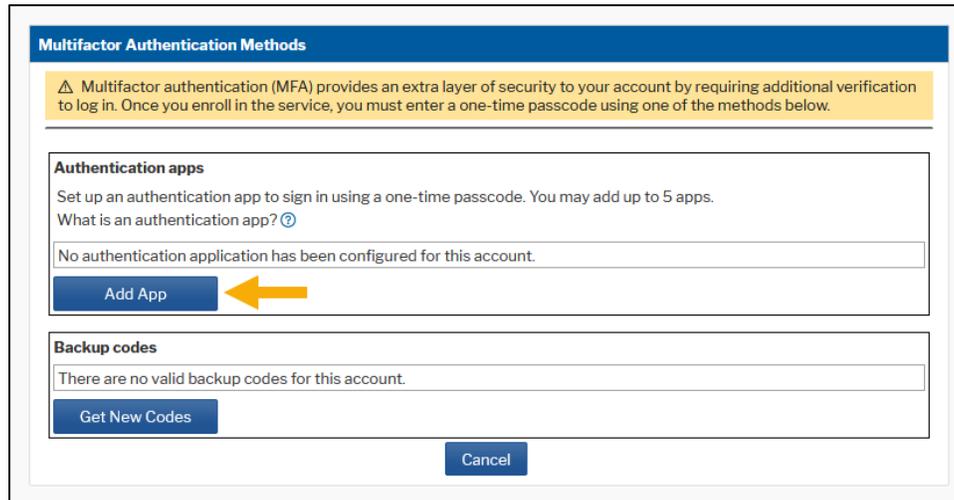


Figure 5: Multifactor Authentication Methods page – Authentication apps section

TIPS

If you do not currently use an authentication app, you should research your options to find one that works best for you, and then download it prior to enrolling.

Open the authentication app on your device before you begin enrollment.

NOTE: The federal judiciary does not endorse specific authentication apps; however, some options include Authy, DUO Mobile, FreeOTP, Google Authenticator, and Microsoft Authenticator.

Step 6. Enter the security code from the email, and click **Submit**.

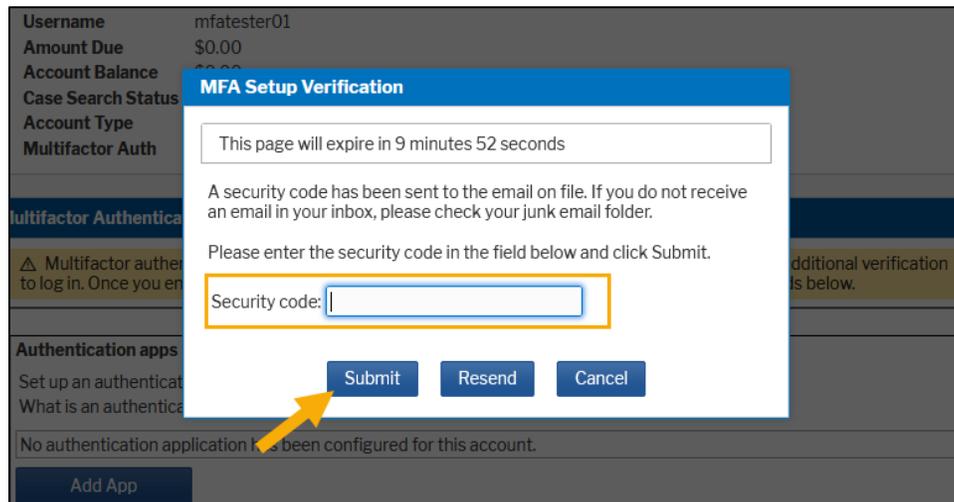


Figure 6: MFA Setup Verification dialog box

TIPS

You can add up to five authentication apps to the account, meaning you can enroll up to four other users' (e.g., paralegal) authentication apps in addition to your own.

If the security code email does not appear, check the junk email folder.

Step 7. Enter a nickname for your authentication app, and click **Next**.

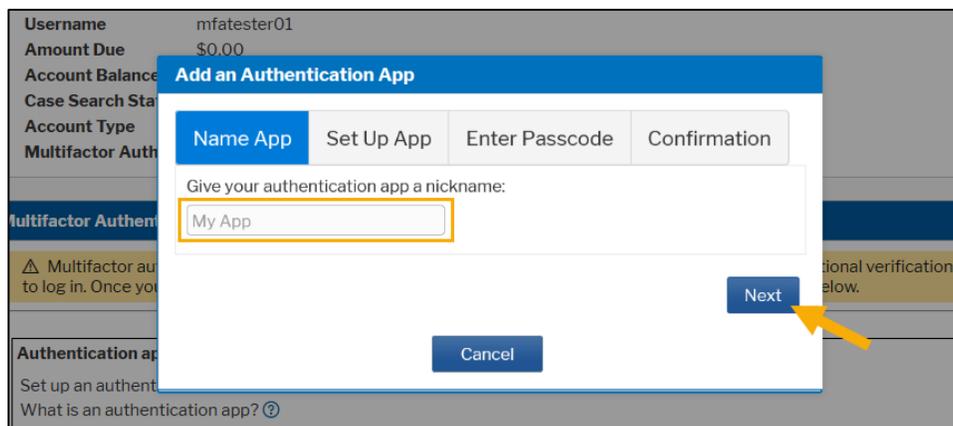


Figure 7: Add an Authentication App dialog box – Name App tab

Step 8. On your authentication app, follow the instructions for adding an account. Typically, there is a “+” icon or an “Add Account” option that allows you to scan a QR code and/or enter a code manually (Figure 8). Once you add your PACER account to the authentication app, click **Next** (Figure 9).



Figure 8: Illustrations of generic authentication app displays for adding an account

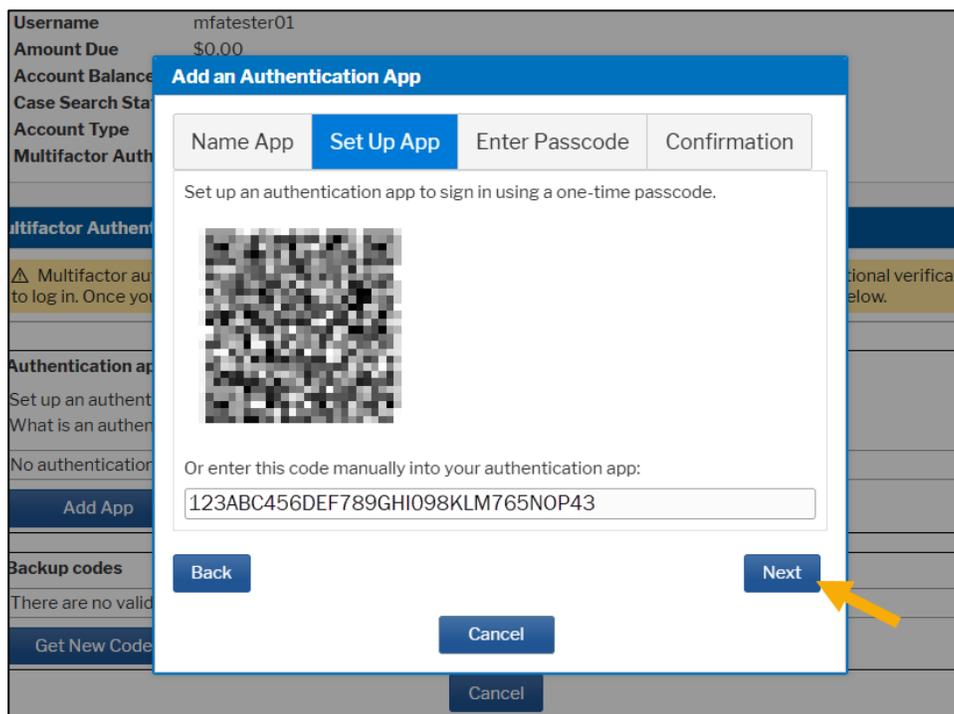


Figure 9: Add an Authentication App dialog box – Set Up App tab

Step 9. Enter the passcode displayed on your authentication app (Figure 10) in the Enter Code text field, and click **Next** (Figure 11).

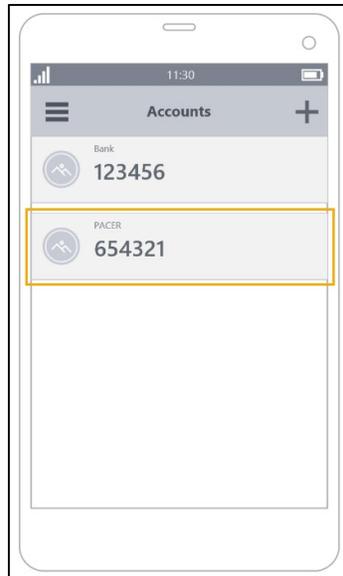


Figure 10: Illustration of generic authentication app display with passcodes

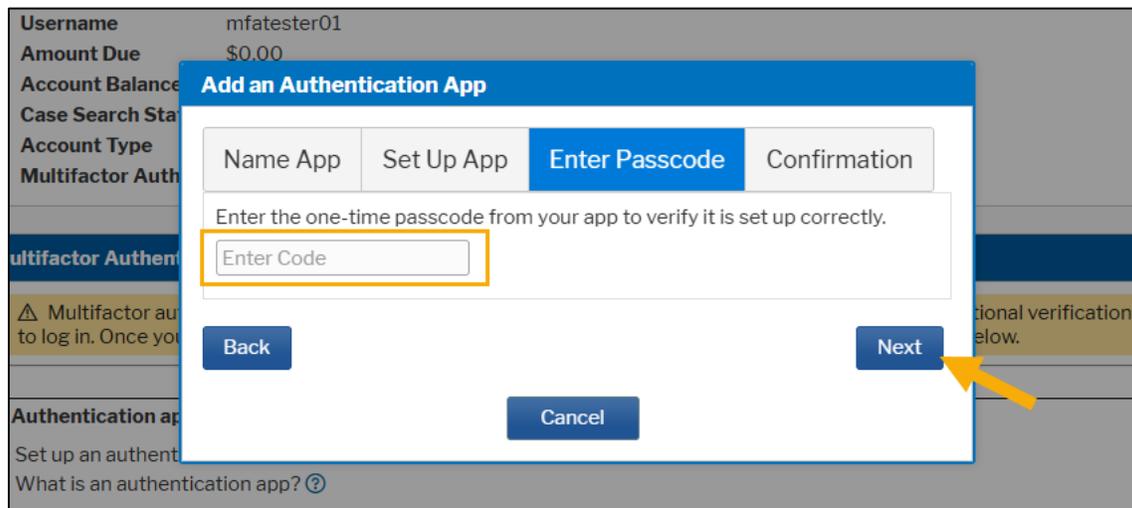


Figure 11: Add an Authentication App dialog box – Enter Passcode tab

NOTE: To move to the next step (Confirmation tab), you must click Next. Do not press the Enter key on your keyboard after you type in the passcode.

Step 10. Review and confirm your app name and passcode; then click **Submit**.

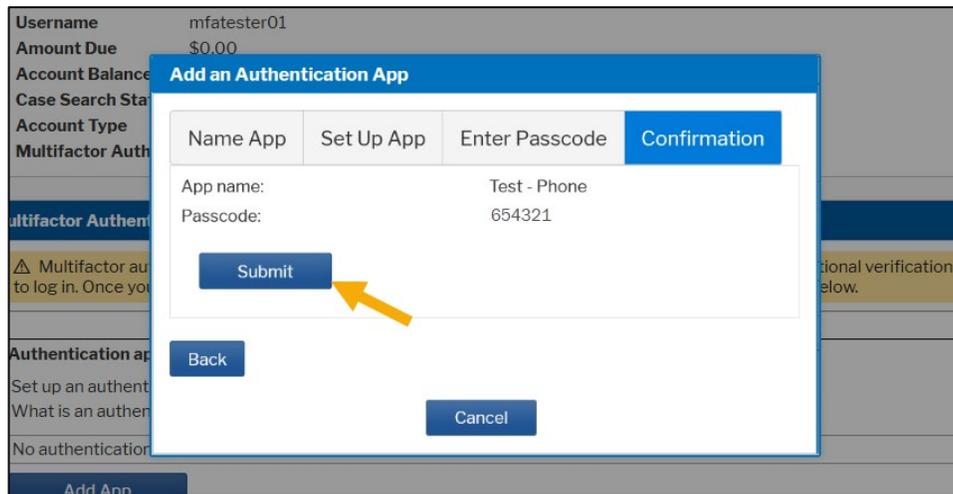


Figure 12: Add an Authentication App dialog box – Confirmation tab

Step 11. You have successfully enrolled your authentication app. If you do not need to add more authentication apps or get backup codes, click **Cancel**.

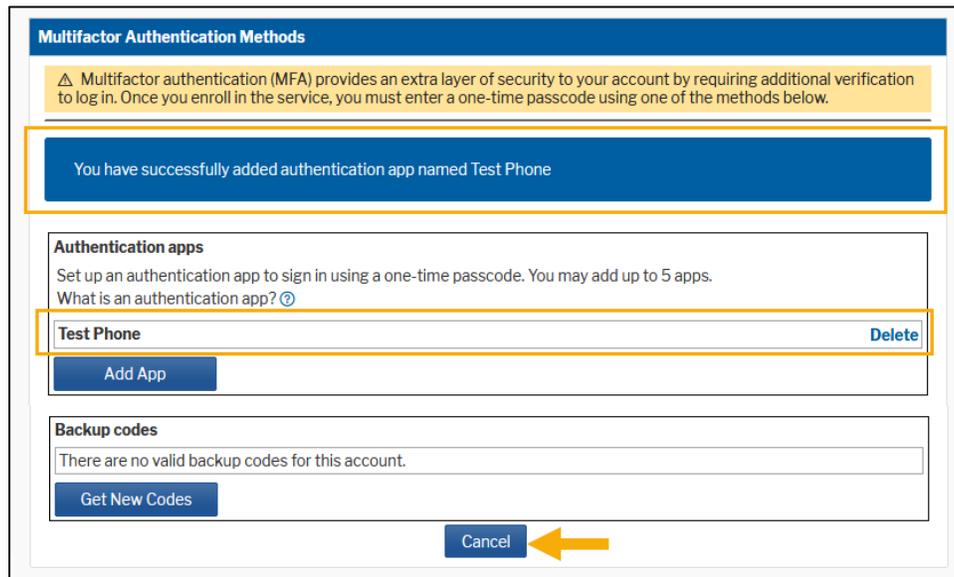


Figure 13: Multifactor Authentication Methods page with success message for adding an authentication app

Deleting an Authentication App

Step 1. Click the **Delete** link next to the app you want to delete in the Authentication apps section.

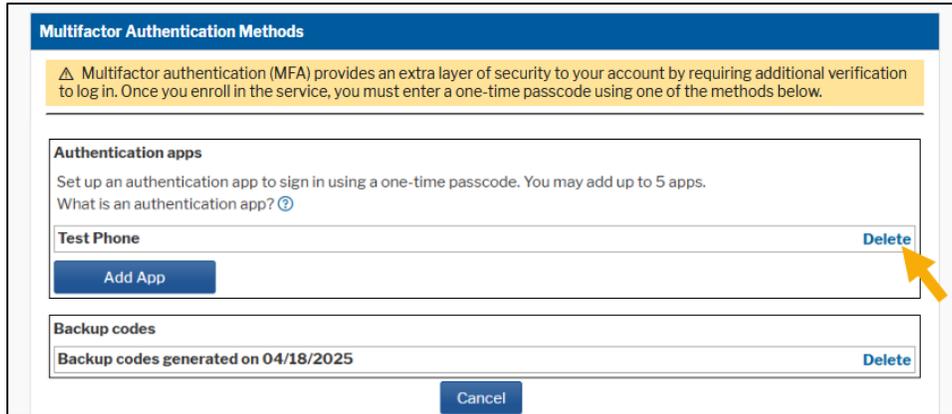


Figure 14: Multifactor Authentication Methods page

NOTE: If you are required to use MFA, you will not be able to delete all your authentication apps unless you have generated backup codes.

Step 2. Enter a backup code or passcode, and click **Submit**.

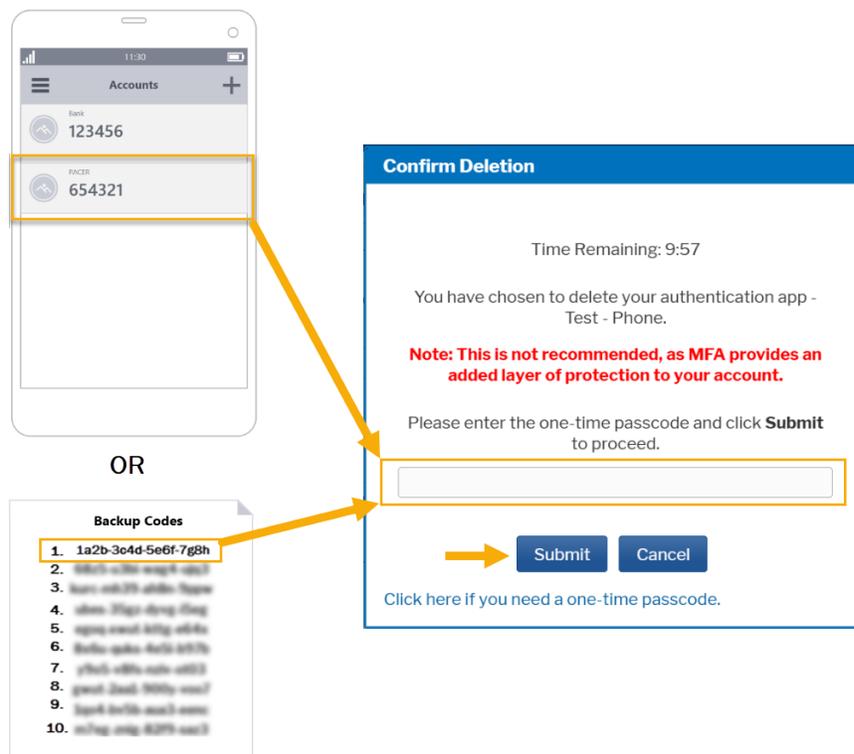


Figure 15: Confirm Deletion dialog box and illustrations of a generic authentication app display and list of backup codes

NOTE: Use the passcode displayed by the authentication app to be deleted. Once you delete the authentication app from your PACER account, you can no longer use its passcodes.

Step 3. You have successfully deleted the authentication app. If you need to add an authentication app, go to Step 5 of the Adding an Authentication App section above. If you are finished, click **Cancel**.

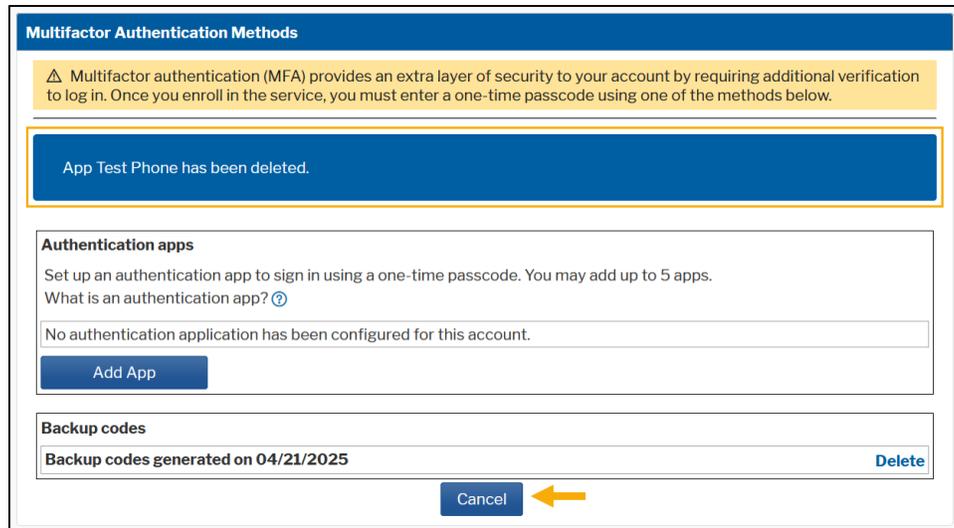


Figure 16: Multifactor Authentication Methods page with success message for deleting backup codes