Common Browser Issues and Fixes – Internet Explorer and Firefox

PACER or Attorney Filing are best viewed in Internet Explorer or Firefox. Chrome and Edge are not supported.

For problems accessing Attorney Filing or PACER through Internet Explorer please do the following:
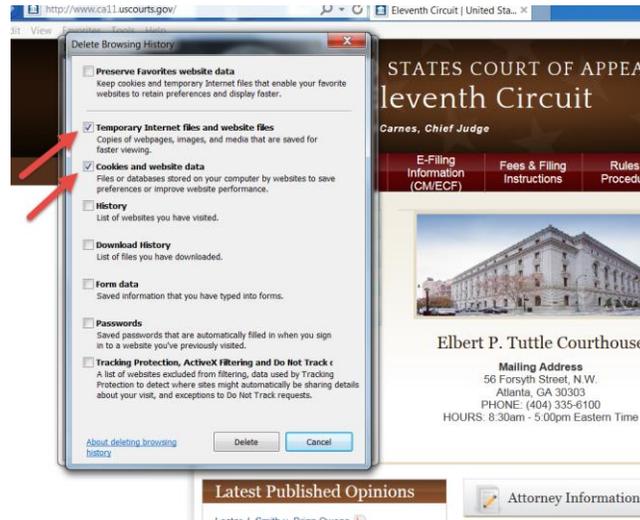
The Pop-Up blocker needs to be turned off. For Internet Explorer go to TOOLS > POP-UP BLOCKER – Uncheck the 'Turn on Pop-up blocker' option.

There are instances when the cache and temporary internet files need to be cleaned. If so, Go to TOOLS > INTERNET OPTIONS > BROWSING HISTORY – Select the DELETE key.

On the following tab please check 'Temporary Internet files and website files' and 'Cookies and website data.'
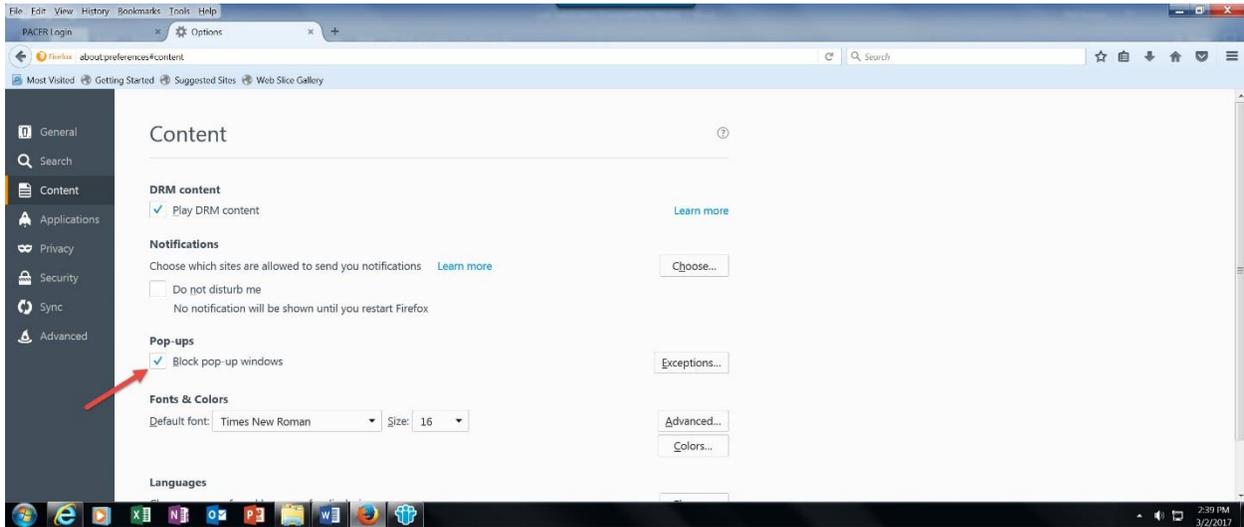

Click 'Delete', 'Apply' and 'Close.' Please restart your browser.

For problems accessing attorney filing or PACER through Firefox please do the following:

The Pop-Up blocker needs to be turned off. For Firefox go to menu button at the upper right portion of your screen. Select the 'Options' button.
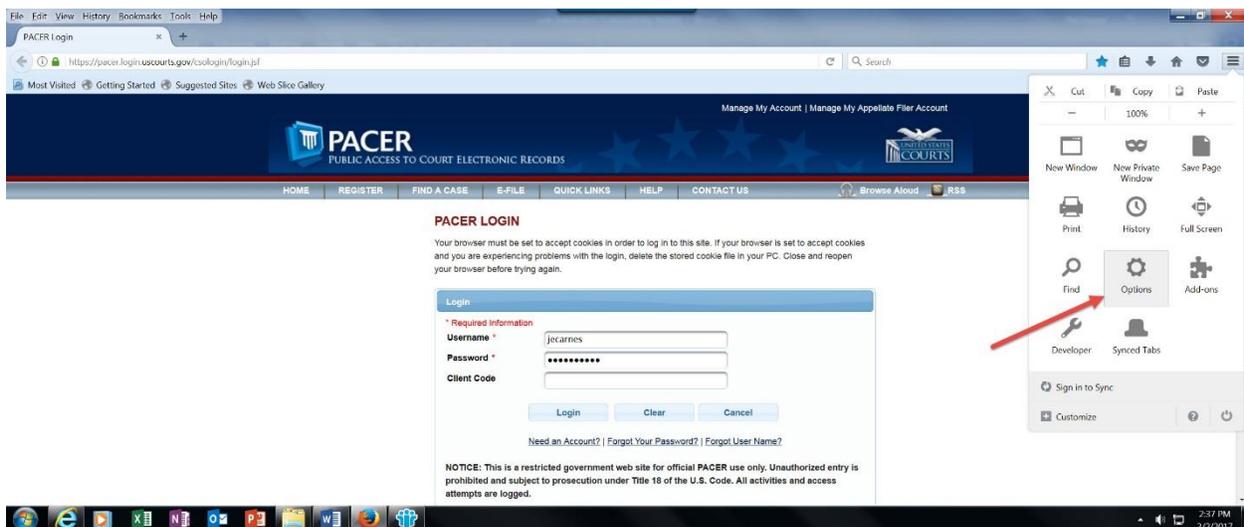
Click the 'Content' button and uncheck 'Block pop-up windows.'

There are instances when the cache and temporary internet files need to be cleaned. If so, open the Menu button on the upper right side of your screen. Select OPTIONS > PRIVACY and then select 'Remove individual cookies.'
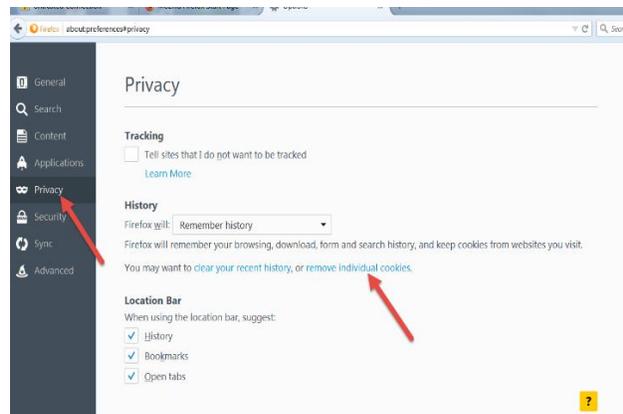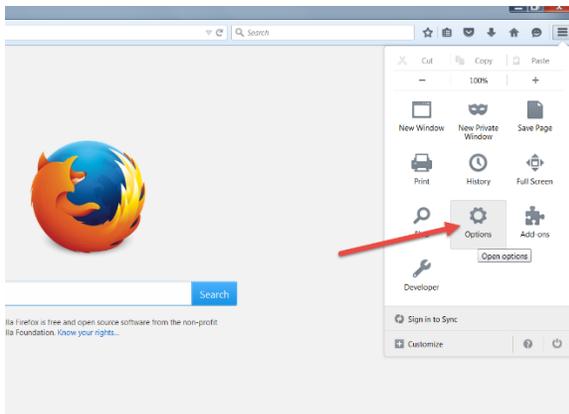
Type ca11.uscourts in the search box and press enter.   The search results should include a 'ca11' directory and a 'uscourts' directory. Click on each directory and remove all cookies within each directory. If you are still experiencing problems, please delete all cookies by clicking on 'clear your recent history' and select 'all' history. Please close and restart your browser.