

## eVOUCHER FREQUENTLY ASKED QUESTIONS

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### 1. When do I have to start using the eVoucher system?

All vouchers for payment **on or after April 8, 2016** must be submitted through the eVoucher system.

### 2. I have an eVoucher account with another court. Do I need another account?

Yes, each eVoucher system is tied to a separate database with individual access rights. However, you may use the same login and password for each system.

### 3. How do I change my username?

Login to the eVoucher system

Click on My Profile

Click on the edit button (upper right hand corner)

Highlight your current username and type over the existing name with the new one

Click on Change

You should see "The Username has been changed" in red

Click on Close

### 4. How do I change my password?

Login to the eVoucher system

Click on My Profile

Click on the edit button (upper right hand corner)

Click on the reset button

Type your new password in the Password box

Type your new password again in the Confirm box

Click on the reset button

### 5. What are the password requirements?

Passwords must be at least 8 characters long and contain at least one alphanumeric character.

### 6. What browsers are supported?

Internet Explorer 8 or newer for Windows Operating Systems

Safari 5.1 or newer for Apple Operating Systems

- 7. I have attempted to login multiple times without success. Then, I asked for a new password using “Forgot Password” and I still cannot login. What do I do?**

*Your user account will be locked after three failed login attempts. Please contact Claire O’Donnell at [Claire.Woodward@fd.org](mailto:Claire.Woodward@fd.org) or Kristin Burt at [Kristin.Burt@fd.org](mailto:Kristin.Burt@fd.org) for assistance.*

- 8. I do not see all of my appointments on my Home Page. Why?**

*If you have an older case that you need entered into the eVoucher system, contact Claire O’Donnell at [Claire.Woodward@fd.org](mailto:Claire.Woodward@fd.org). Please include the case number, defendant’s name, date of appointment, and a short explanation for the request.*

- 9. The eVoucher program sometimes signs me out even though I am entering data. Why?**

*The eVoucher program only recognizes “action” items – like hitting the “Save” button – as activity and will periodically time out for security purposes. It is good practice to save your work often to prevent loss of data.*

- 10. I received an error message that the date of the voucher is before the appointment date and it prevents me from submitting my voucher. Why?**

*Email Claire O’Donnell at [Claire.Woodward@fd.org](mailto:Claire.Woodward@fd.org). If deemed appropriate, staff will enter a nunc pro tunc date so that your voucher can be submitted with time prior to the date of your appointment.*

- 11. A voucher I previously submitted has reappeared in My Active Vouchers and appears to be highlighted – why?**

*The voucher has been rejected by CJA court staff. Counsel should receive an email detailing why the voucher was rejected.*

- 12. Do I enter a CJA 21 for Expert Service Providers in eVoucher?**

*Yes. CJA Panel Attorneys must enter the CJA21 for interpreters and other experts in eVoucher. The interpreter or other expert must submit a signed invoice for their services to you, which you will then attach as a document to the CJA21 in eVoucher.*

- 13. My experts have always claimed their time in hundredths of hours. Does this practice continue in this system?**

*No. Experts must now claim their time only in tenths of hours just as counsel does.*

**14. I created and submitted a CJA 21 voucher for a service provider. Why does it still show up in My Active Vouchers?**

*The attorney **creates** all CJA21/31 vouchers. Because the attorney submits the voucher on behalf of the service provider, the attorney must also approve the voucher. So, if the attorney is submitting a voucher on behalf of a service provider, counsel must submit the voucher first and then approve the voucher (in the same manner).*

**15. How can I get a copy of my actual voucher and time/expense entries?**

*From any tab within a voucher (basic info, services, etc.), there will be a Reports section on the left side. The report entitled Form CJA20 will give you a copy of the form as well as your detailed time and expense entries. You can choose to print out the report or save it as a pdf.*

**16. I had many vouchers in my Closed Vouchers folder on my Home Page, but some of them have disappeared. Why?**

*Closed vouchers are periodically archived. Once archived, the vouchers are removed from your closed voucher folder. However, the vouchers are still in the system. Counsel can locate vouchers by using the Search Appointments feature, under Operations on the blue menu bar.*

**17. How do I fix a “Service/Expense dates are not within the voucher start and end dates” error message when trying to submit a CJA20 payment voucher?**

*Go to the “Claims Status” tab and enter the start and end dates of the service you entered. Be sure to click on save and then do your confirmation.*

**18. I submitted a voucher but now I realize that I made a mistake on it. Can I get it back?**

*Yes. In order for us to “reject” your voucher and it come back to you, you will need to contact Claire O’Donnell at [Claire.Woodward@fd.org](mailto:Claire.Woodward@fd.org). When it arrives back on your Home Page, it will be highlighted in bright yellow. You can then make your corrections and resubmit the voucher.*