





From your Profile Page, click the Edit button to the right of the Login Info.

To change your Username, type the new Username and click change.  
To reset your password, Click reset.

The screen will change to allow you to enter and confirm the new password.  
Passwords must be a minimum of eight characters in length and contain:

- One lower-case character

- One upper-case character
- One number
- One special character

Passwords will expire every 180 days.

Click the Reset button. Then click Close.

Please ignore the CM/ECF username and password and validate button as the District of Oregon has chosen to not link the systems.

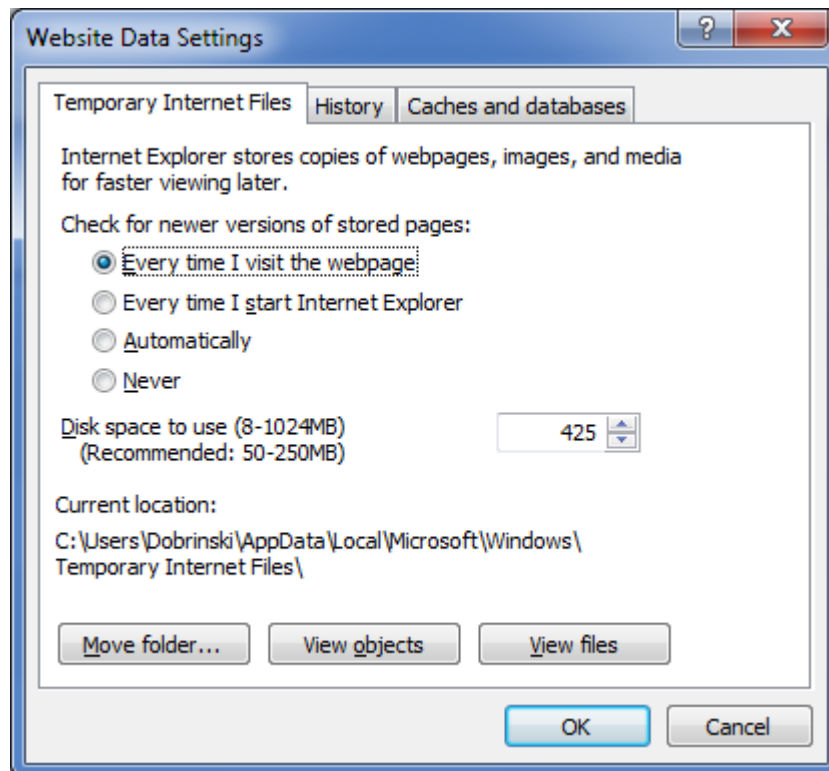
## Why does the eVoucher program sign out even though I am entering data?

The eVoucher program only recognizes “action” items – like hitting the Save button – as activity and will time out after 240 minutes of no activity for security purposes. It is good practice to save your work often to prevent loss of data.

## I have lost data even after I hit the “Save” button – what happened?

The probable culprit is an outdated web browser. Make sure you have a current version (on Windows, the site works best using Internet Explorer 8 or newer; with Mac, the site works best using Safari 5.1 or newer).

If you have an updated web browser, please make sure that the cache setting is set to Every time I visit the webpage. On your browser menu bar, go to Tools and click on “Internet Options.” From the “General” tab in the “Browsing history” section, click on the “Settings” button. Chose the option shown here:



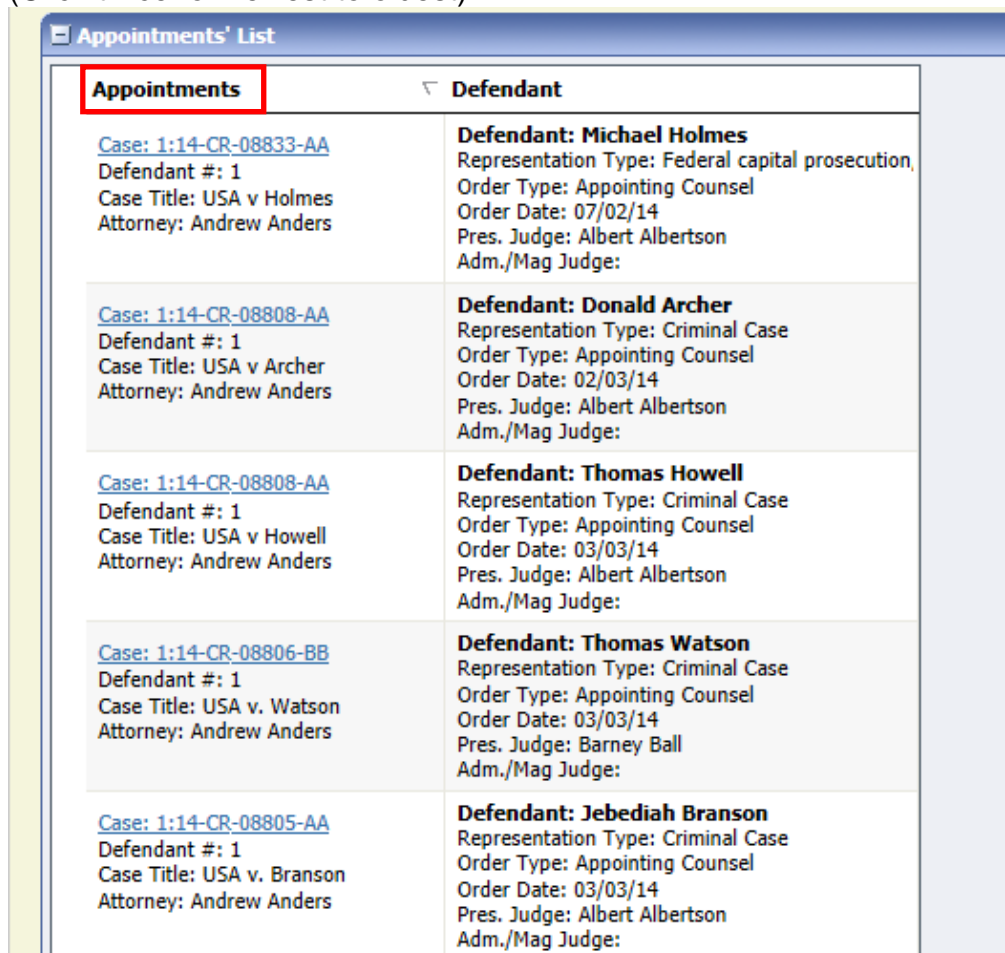
If you lost a large amount of data, contact the CJA help desk @ [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org) with the case name and number, approximate time of loss and what type of document as in CJA20 or CJA21 and CJA staff will work with the national helpdesk who may be able to restore the lost data.

## Why don't I see all my appointments on my Home page?

The Federal Public Defender's CJA staff enters case information for newly assigned cases into the system. If you have a new case that you don't see and want entered right away, contact the CJA Staff @ [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org).

If you have cases that are completely billed, please let us know and we'll archive them for you so your appointments do not become cluttered.

If you have too many active appointments, your newest appointments may appear on page 2 or higher. You can also click on Appointments to sort by docket number (Click twice for newest to oldest):



Appointments	Defendant
<a href="#">Case: 1:14-CR-08833-AA</a> Defendant #: 1 Case Title: USA v Holmes Attorney: Andrew Anders	<b>Defendant: Michael Holmes</b> Representation Type: Federal capital prosecution Order Type: Appointing Counsel Order Date: 07/02/14 Pres. Judge: Albert Albertson Adm./Mag Judge:
<a href="#">Case: 1:14-CR-08808-AA</a> Defendant #: 1 Case Title: USA v Archer Attorney: Andrew Anders	<b>Defendant: Donald Archer</b> Representation Type: Criminal Case Order Type: Appointing Counsel Order Date: 02/03/14 Pres. Judge: Albert Albertson Adm./Mag Judge:
<a href="#">Case: 1:14-CR-08808-AA</a> Defendant #: 1 Case Title: USA v Howell Attorney: Andrew Anders	<b>Defendant: Thomas Howell</b> Representation Type: Criminal Case Order Type: Appointing Counsel Order Date: 03/03/14 Pres. Judge: Albert Albertson Adm./Mag Judge:
<a href="#">Case: 1:14-CR-08806-BB</a> Defendant #: 1 Case Title: USA v. Watson Attorney: Andrew Anders	<b>Defendant: Thomas Watson</b> Representation Type: Criminal Case Order Type: Appointing Counsel Order Date: 03/03/14 Pres. Judge: Barney Ball Adm./Mag Judge:
<a href="#">Case: 1:14-CR-08805-AA</a> Defendant #: 1 Case Title: USA v. Branson Attorney: Andrew Anders	<b>Defendant: Jebediah Branson</b> Representation Type: Criminal Case Order Type: Appointing Counsel Order Date: 03/03/14 Pres. Judge: Albert Albertson Adm./Mag Judge:

## What do I do if I get this error message?



Service and/or Expenses are out of the Voucher Start and End Dates.

Go to the Claim Status section of the voucher. The start date and the end date in that section have to be the earliest and latest dates you entered in the services and

expenses section. In order to easily find out what the earliest and latest dates entered are, go to the Services (or Expenses) tab and click on the Date column heading once to sort by date chronologically:

Basic Info Services Expenses Claim S

## Services

\* Required Fields

Date  \*

Service Type  \*

Doc. # (ECF)  Pages

Hours  \* at rate 125.00

To group by a particular Header, drag the column to this area.

Service Type	Date ↑	Description
a. Interviews and Confere...	09/12/2011	3 phone calls, letter to client
b. Obtaining and Reviewin...	09/12/2011	Initial review of case
a. Interviews and Confere...	09/22/2011	Phone call with Federal Defender case, letter from client
a. Interviews and Confere...	09/23/2011	Met with family at my office
b. Obtaining and Reviewin...	09/23/2011	Reviewed 3 boxes of documents brought

Click on Date a second time and it will sort in reverse chronological order. Once you have entered the correct start and end dates in the Claim Status section, save your voucher and the error message will go away.



### **I received this error message and I can't submit my voucher. What do I do now?**

The date of this voucher is before the Appointment Date.

Make sure that there are no services entered prior to your appointment date or nunc pro tunc date. If an appointment date needs to be changed, please contact the CJA panel department as it may require a new order signed by the District Court Judge.

### **I submitted a voucher but now it is back in My Active Vouchers but appears highlighted – what does that mean?**

An entry that looks like the one below means that the voucher has been rejected by CJA court staff.

My Active Vouchers			
To group by a particular Header, drag the column to this area.			Search:
Case	Defendant	Type	Status
<a href="#">9:11-AP-00666--</a> Start: 03/06/2012 End: 03/06/2012	Tom Riddle (# 1) Claimed Amount: 1,250.00	CJA-20 Denny Crane	 Voucher Entry <a href="#">--09.0000073</a>
<a href="#">9:10-AP-03838-NRS-</a> Start: 02/10/2012 End: 02/10/2012	Darth Vader (# 1) Claimed Amount: 2,000.00	CJA-21 Nerdly Nerdington Accountant	 Voucher Entry <a href="#">Edit</a> FINAL PAYMENT

1 Page 1 of 1 (2 items)

Counsel should receive both an automated email from the system with some notation and a second email from CJA staff with further details. If it is an expert voucher, it may require the attorney to reject the voucher down from the Attorney Approval level to the Voucher Entry level. Once the expert has made any changes, they will submit it back to the Attorney Approval level and it will once again need to be reviewed and approved on to court. If during review, the Attorney sees something to be fixed in an expert voucher, please reject it back to the expert and let the expert know what to fix.

## I created and submitted a CJA21 voucher for a service provider. Why does it still show up in My Active Vouchers folder?


The attorney creates all CJA21/24/31 vouchers and most often will assign them to the expert to complete. If it is a seldom used expert, the attorney may create and complete the voucher on their behalf. Whether the attorney submits on behalf of the service provider, or the service provider submits on their own behalf, the attorney must then approve the voucher. So if the attorney is submitting a voucher on behalf of a service provider, they must submit the voucher first and then go back into the voucher in order to approve the voucher (in the same manner). Please refer to the Attorney Manual or CJA21 training video available under the Links tab of eVoucher.

## What if I can't edit my voucher or my expert can't edit their voucher?

On the top left side, the voucher will show [Read Only] if you are locked from editing it:

Home Operations Reports CMECF Links Help [logout](#)

Welcome Andrew Anders (Attorney)



**CJA-21**  
Voucher Entry  
[Read Only]

Def.: Jebediah Branson

[Link to CM/ECF](#)

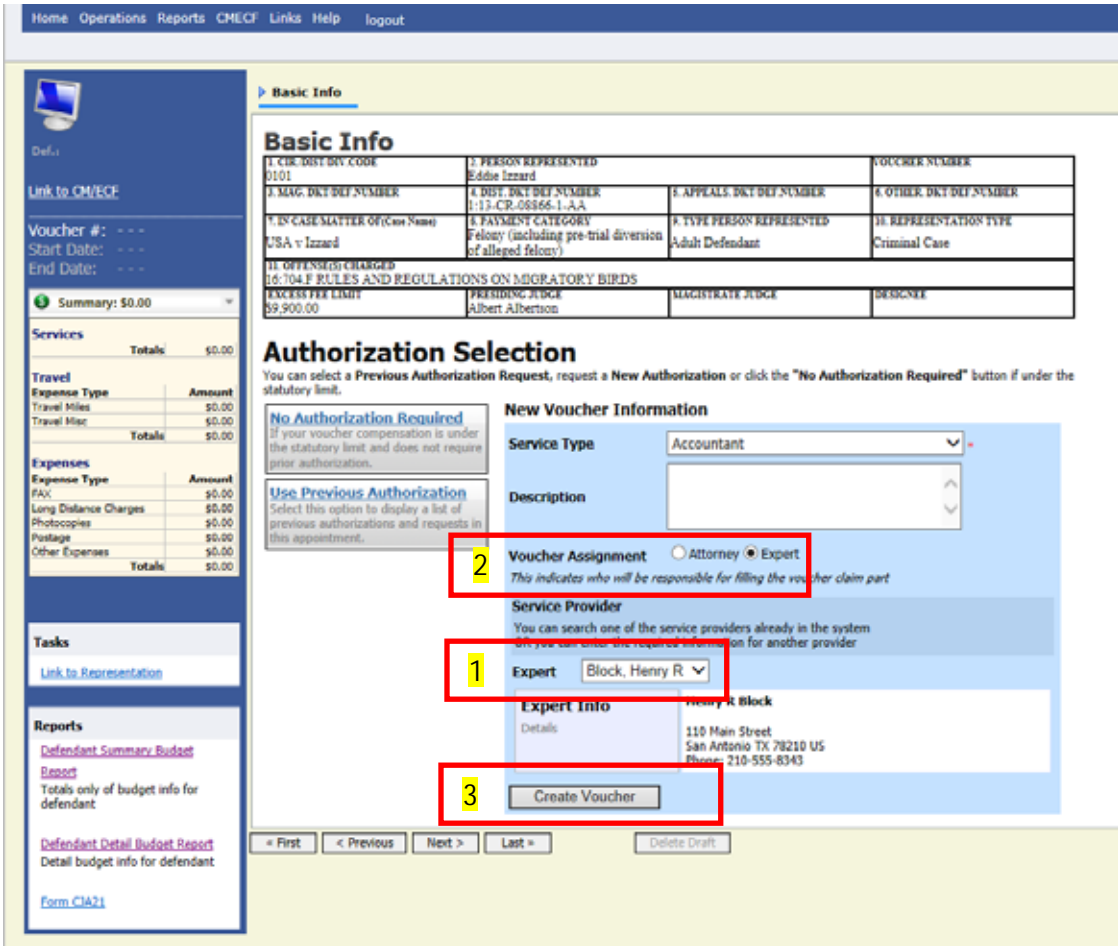
[Basic Info](#)
[Services](#)
[Expenses](#)
[Claim Status](#)
[Docun](#)

**Basic Info**

1. CIR./DIST/DIV.CODE 0101	2. PERSON REPRESENTED Jebediah Branson
3. MAG. DKT/DEF NUMBER	4. DIST. DKT/DEF NUMBER 1:14-CR-08805-1-AA
	5. APPEALS. DKT/DE

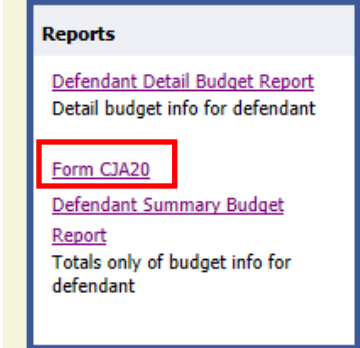
If you are an expert and the CJA-21 is in voucher entry mode, the attorney will need

to delete this CJA-21 and create a new voucher double checking that Voucher assignment is on Expert after the Expert's name is selected from the drop down menu.



**How can I save a copy of eVoucher documents?**

You can save a PDF copy of your voucher before you submit it by clicking on Form CJA20 or Form CJA21. Reports must be run before you or your expert submit your voucher. eVoucher now locks attorneys and experts from running this report while the voucher is in Submitted to Court or Submitted to Attorney status. You can also save a PDF copy once the voucher is completed and in Voucher Closed status. This is especially useful for sending the approved Authorization request to the expert as otherwise the experts are not able to see Authorization details.





## Where is my paycheck?

Once a voucher is approved by the final Judge and closes, you should receive an automated email. It may take around 10 business days for the check to physically arrive at the billing address once this happens. If at any point you are concerned or want to double check on a voucher, please have the last four digits of the voucher or the case name as a reference when emailing or calling. If a check has not arrived for 4 weeks from the date of issuance, there is a remedy where you would be paid by direct deposit. Contact CJA staff for further details. The checks come from the US Treasury.

## I had many vouchers in my Closed Vouchers folder on my Home Page, but some of them have disappeared – have they been removed from the system?

Closed vouchers are periodically archived by court staff. Once archived, they are removed from your closed voucher folder. However, they are still in the system. They can be located by using the Search Appointments feature, under Operations on the blue menu bar:



## My case is closed but still appears in my Active Appointments' List. How can I remove it?

In order for a representation to be removed from your home page, the CJA panel staff must enter a closed date on the appointment. Email the eVoucher help desk @ [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org) or contact the CJA department.

## Other Questions?

Call or email the eVoucher help desk at 503-326-2123 or [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org). Your question should get a response within one business day.