

Attorneys

1. When I sign in to eVoucher for the first time, how do I create an SLP?

Sign in with your email address and then enter the user name and password for your court's eVoucher account. The Create New Single Login Profile page appears. Once you have entered all information, an email is sent to your external email address. Click the **confirm your email address** link, and the Enter Password page appears. After you have created a password, the eVoucher home page appears.

2. I'm signed in as an attorney in my district court, but I also serve as an expert in that same court. How do I link my Expert account to my SLP?

You should have a user name and password for your Expert account user. If you do not know this information, contact your court.

Once you have your user name and password, sign in to eVoucher using your SLP, and then navigate to your SLP. Click the plus sign (+) icon next to **Link your eVoucher Accounts to your Single Login Profile** to expand the section, enter the user name and password for the Expert account, and then click **Link**. Your two court accounts are now linked to your SLP.

3. What's the difference between the SLP and a court profile?

Your SLP uses your email address to sign in to eVoucher and allows you to access all of your linked court accounts. Your court profile, formerly known as My Profile, is specific to each individual court. You can view court-specific information using your court profile.

4. If I change my information in the court profile, does my information change for all of my court profiles?

No. If you change information in your court profile, the changes only apply to *that* profile. If you need to change all of your court profiles, you must make those changes in the Court Profile section for each court account.

If you change email 1 in your court profile, this does not change the email in your SLP. eVoucher system emails are sent to the email addresses in the court profile. If a different email address is used for your SLP, emails related to SLP password changes or signing in to eVoucher are sent to the SLP email address.

Troubleshooting

1. **An attorney called me and said they were having trouble setting up their SLP. They did not receive an email when they were creating their SLP and they do not know what to do. How can I help them?**
 - a) Determine which step of the process the attorney is on.
 - b) Look up the attorney user in the Users Manager.
 - c) Is the user's court profile terminated or locked? If so, confirm that the information is correct.
 - d) If the **View** link is next to the user's name in the Single Login Profile column, this means that the user has at least started the process of creating their SLP.
 - e) Is the user's SLP locked? If so, unlock it by clicking the **View** link next to their name, and then deselecting the **Locked** check box in their SLP.
 - f) Verify that the user's name and email address are correct.
 - g) If the email address was entered incorrectly, change it to the correct email address. You can then send the user an email resetting their password.