

# eVoucher FAQs/Troubleshooting

## How do I access the eVoucher site?

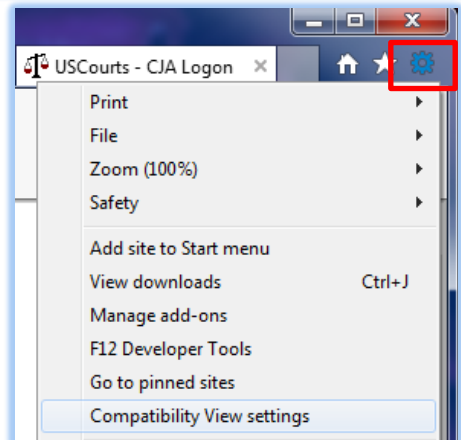
The direct link is [https://evsdweb.ev.uscourts.gov/CJA\\_orx\\_prod/CJAeVoucher/](https://evsdweb.ev.uscourts.gov/CJA_orx_prod/CJAeVoucher/) (You must use **Internet Explorer** or **Safari** as Microsoft Edge, Firefox and Chrome browsers are not supported.) Make sure you have a current version (on Windows, the site works best using Internet Explorer 11 or newer; with Mac, the site works best using Safari 5.1 or newer. Keeping your browser up to date can help prevent data loss). The link can also be found at <http://or.fد.org/content/criminal-justice-act> under the CJA eVoucher Link heading.

## What if I can't see the log in boxes?

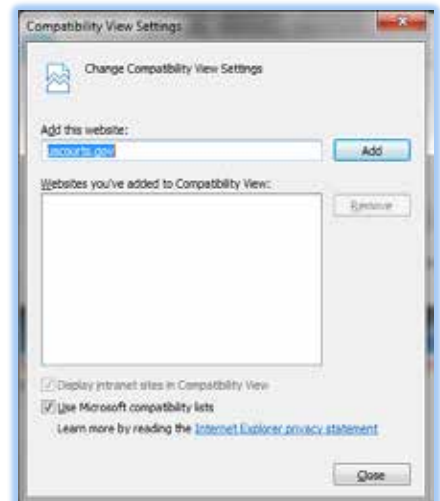
1. If you see this in Internet Explorer:



2. Go to the gear icon in the top right or tools, **Compatibility View Settings**.



3. Click **Add** to add the website "uscourts.gov". Once you click **Close** the page should refresh and you should be able to log in.



## What if I can't log in?

Users are locked out after three failed (or invalid) login attempts. If you are locked out, an administrator must unlock your profile. Call or email the CJA Panel Office at 503-326-2123 or [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org).

## What if my password expired or I forgot my password?

1. If you get a message that your password has expired or if you forget your password, click the **Forgot your Login?** hyperlink.



2. Enter your username or email address and click **Recover Logon**. You will receive an email with instructions, including complexity requirements, on how to reset your password. Passwords expire every 180 days (six months). The link to the password reset page in the email can only be used once and expires after 24 hours.

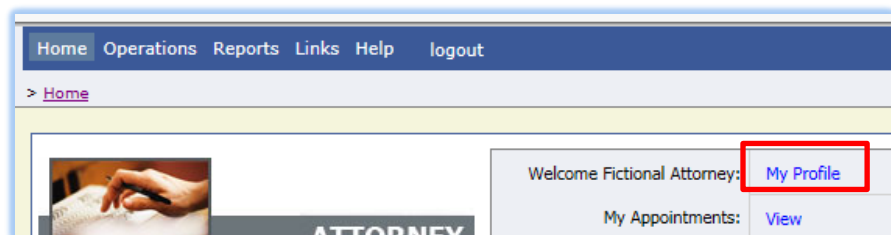


## How do I change my username and password?

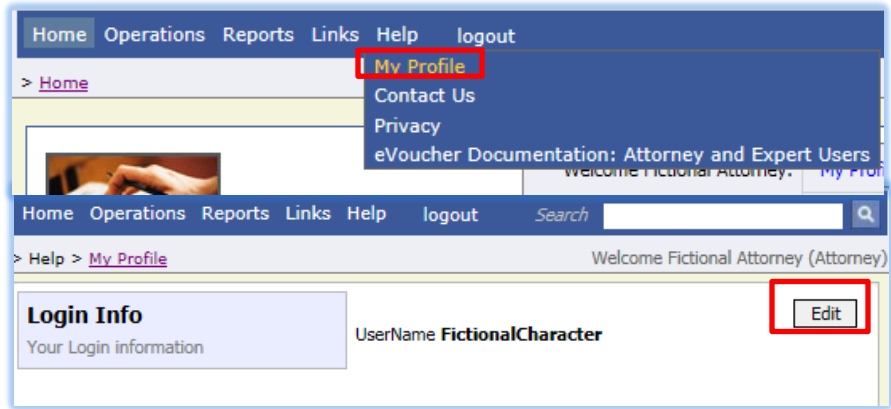
You can edit your username and password in My Profile. You will find a link to **My Profile** near the top of your home page and also under the Help menu.

1. Home Page.

Or

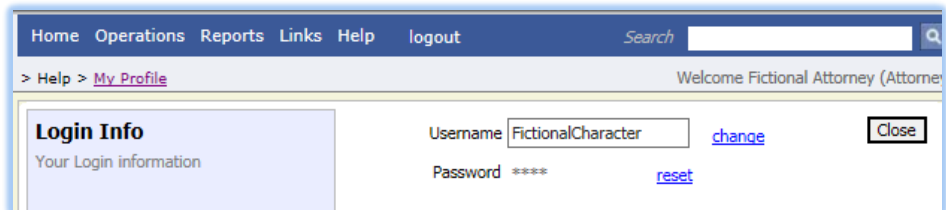


2. Help Menu. Hover on **Help**, then click **My Profile**:



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

4. To change your Username, type the new Username and click **change**.



5. To reset your password, Click **reset**. The screen will change to allow you to enter and confirm the new password.

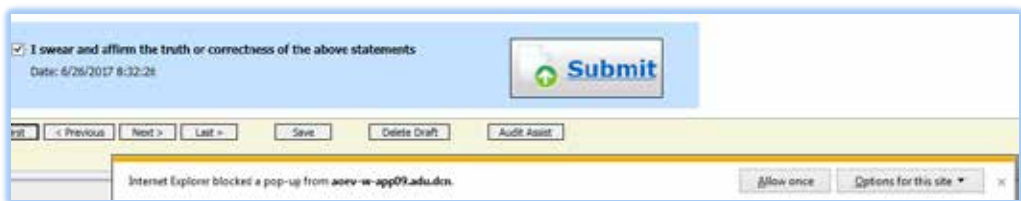


Passwords must be a minimum of eight characters in length and contain:

- a. One lower-case character | One upper-case character | One number | One special character
- b. Click the **Reset** button. Then click **Close**.

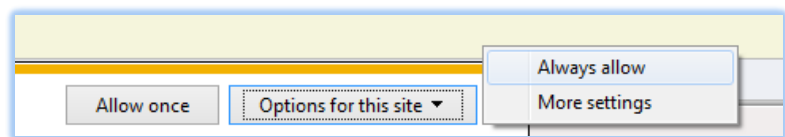
## What if I can't submit my voucher?

1. If you are not able to submit your voucher and see that a

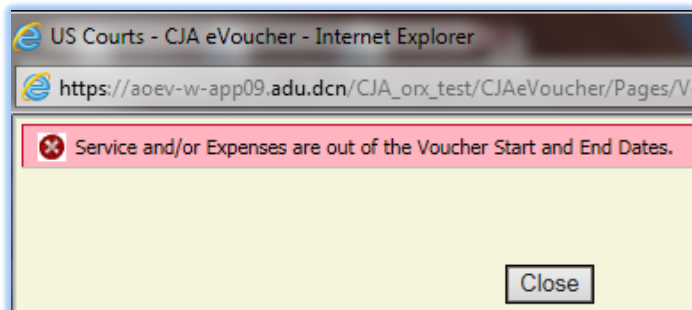


pop-up has been blocked by your browser, you need to enable the pop-up.

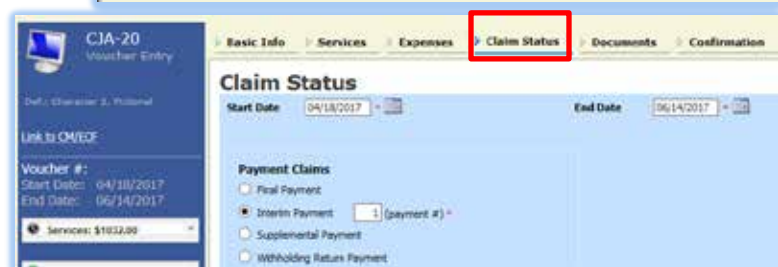
2. You can choose to **Allow Once** or **Always Allow** from this site.



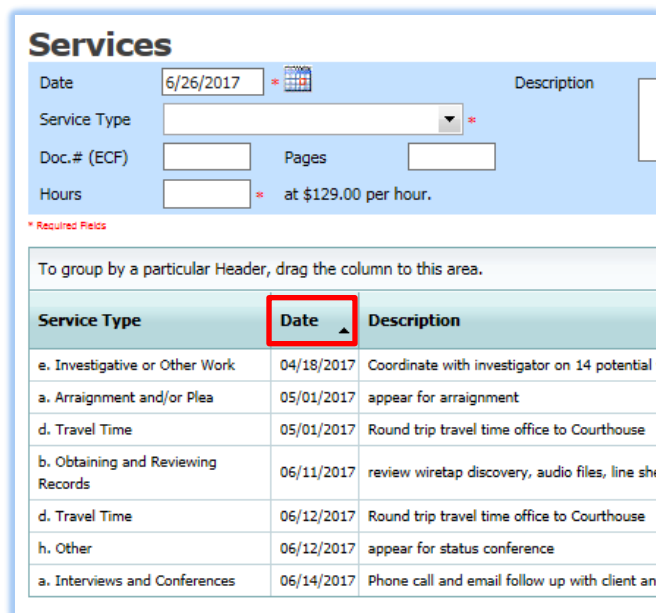
3. Once the pop up is allowed for this site, the page may refresh and you will need to submit again. This time, you will likely see this error message:



4. In order to fix this, go to the **Claim Status** section of the voucher. The start date and the end dates here have to contain the earliest and latest dates you entered for Services and Expenses.

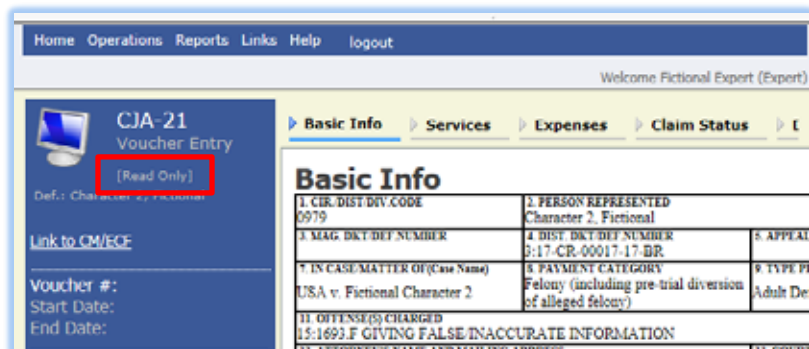


5. One easy way to determine the earliest and latest dates entered, is to go to the Services (and/or Expenses) tab and click on the **Date** column heading to sort by date chronologically. Click on **Date** a second time and it will sort in reverse chronological order. Once you have entered the correct start and end dates in the Claim Status section, save your voucher and click on submit.



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

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



- 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. The attorney will need to double check to make sure that **Voucher Assignment** is set to **Expert** after the Expert's name is selected from the drop down menu and before clicking create voucher.

**Authorization Selection**  
You can click the **Use Existing Authorization** button to select from a list of approved authorizations, or click the **No Authorization** button if under the statutory limit.

**No Authorization Required**  
If your voucher compensation is under the statutory limit and does not require prior authorization.

**Use Existing Authorization**  
Select this option to display and select from a list of approved authorizations for this appointment.

**Please Select the Associated Authorization**

ID Number: 413730      Service Type: Investigator  
Order Date: 01/01/2017      Estimated Amount: \$3,000.00  
Authorized Amount: \$2,500.00      Notes: Sample Expert

**New Voucher Information**

Service Type: Investigator

Description:

**2** Voucher Assignment:  Attorney  Expert  
This indicates who will be responsible for filing the voucher claim part.

**1** Service Provider: Expert (Expert, Sample)

**Expert Info**      **Sample Expert**

Details: 123  
123 OR 97204 US  
Phone: 1234567891

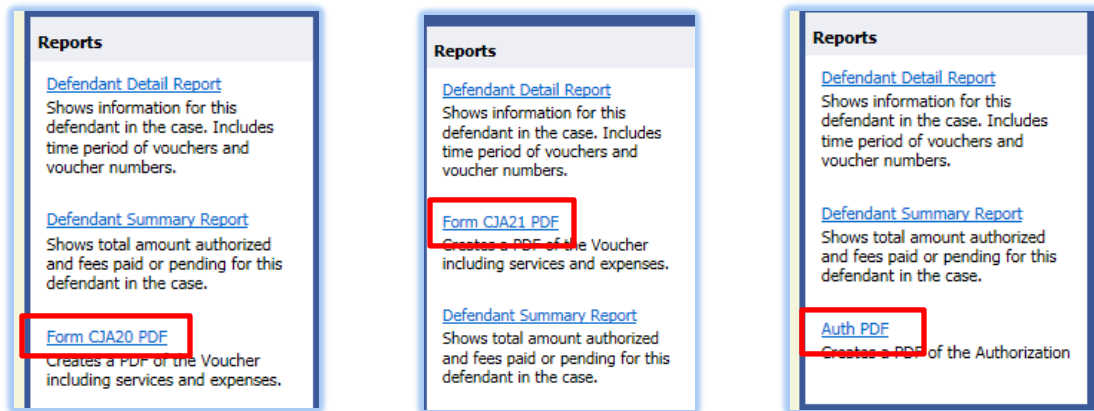
**3** Create Voucher

- If an expert's voucher has been returned for edits, the attorney needs to reject it back to **Voucher Entry** before the expert can make edits and resubmit to **Submitted to Attorney**. The attorney then needs to resubmit the voucher back to **Submitted to Court** status.

My Active Documents			
To group by a particular Header, drag the column to this area.			Search:
Case	Defendant	Type	Status
<a href="#">3:20-CR-00017-SJ-</a> Start: 06/26/2017 End: 06/26/2017	Character 2, Fictional (# 17) Claimed Amount: 464.40	CJA-20 Sample Attorney	Voucher Entry <a href="#">Edit</a>
<a href="#">3:20-CR-00017-SJ-</a> Start: 05/15/2016 End: 05/08/2017	Character 2, Fictional (# 17) Claimed Amount: 1,129.50	CJA-21 Sample Expert Investigator	Submitted to Attorney <a href="#">0979.0413731</a> INTERIM PAYMENT 3

## How do I save a copy of eVoucher documents?

You can only print or save a copy of your voucher **BEFORE** you submit it or after the voucher is completed and in closed status. eVoucher locks attorneys and experts from printing this report while the voucher is in Submitted to Court status. The Auth PDF report is useful for sending the approved Authorization details to the expert. From the left side panel when within a voucher or authorization, click the **Form CJA20 PDF** or **Form CJA21 PDF** or **Auth PDF** link to print/save a PDF copy.



Is this site different than the one I use for the Circuit Court?

Yes. Each District and Circuit Court has its own eVoucher page. The pages look similar, but the blue box for Oregon will show **Oregon District Court Production Release 5.0** (current version):

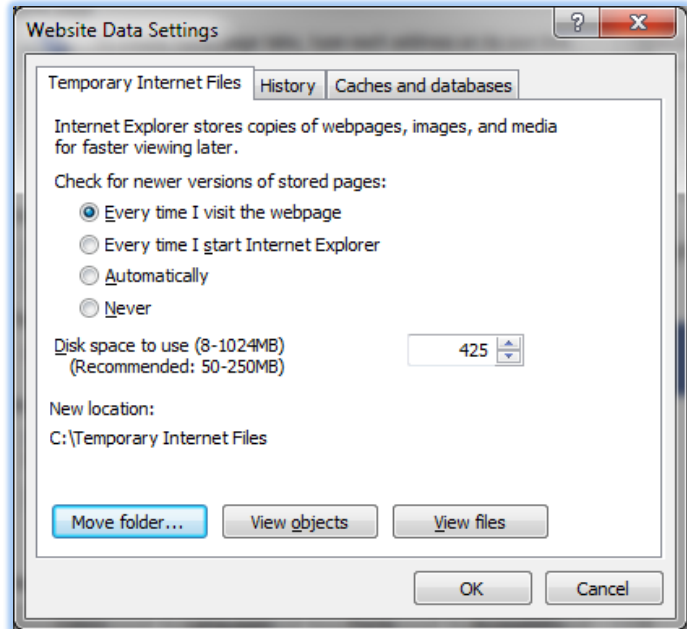
The screenshot shows the login page for the CJA eVoucher system. At the top left is the seal of the United States District Court for the District of Oregon. To the right of the seal is the text 'CJA eVoucher' and 'Electronic Voucher Management System'. Below this is a blue header bar with the text 'USER LOGIN Oregon District Court Production Release 5.0'. The main content area has the text 'Existing user? Please log in.' followed by two input fields: 'Username:' and 'Password:'. A 'Log In' button is located below the password field.



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

The probable culprit is an outdated web browser. 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 Panel Office at [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org) with the case name, case number, approximate time of loss, and what type of document as in CJA20 or CJA21. The CJA Panel Office will work with the national helpdesk as they may be able to restore the lost data.



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

The CJA Panel Office 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 Panel Office at [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org).

Once your cases are closed, let us know and we'll archive them for you so your Appointments' List does not become cluttered with inactive appointments. Clicking on **Appointments** sorts by docket number. Clicking on **Defendant** sorts alphabetically.



Appointments	Defendant
<a href="#">Case: 3:20-CR-00017-SJ</a> Defendant #: 17 Case Title: USA v. Fictional Character 2 Attorney: Sample Attorney	<b>Defendant: Character 2, Fictional</b> Representation Type: Criminal Case Order Type: Subs for Panel Attorney Order Date: 01/01/17 Pres. Judge: Sample Judge Adm./Mag Judge:
<a href="#">Case: 3:18-CR-02199-SJ</a> Defendant #: 12 Case Title: USA v. Sample Defendant Attorney: Sample Attorney	<b>Defendant: Defendant, Sample</b> Representation Type: Criminal Case Order Type: Subs for Federal Defender Order Date: 12/01/16 Pres. Judge: Sample Judge Adm./Mag Judge:
<a href="#">Case: 3:18-MS-09991-SJ</a> Defendant #: 33 Case Title: In re: Sample Witness Attorney: Sample Attorney	<b>Defendant: Witness, Sample</b> Representation Type: Witnesses (Grand Jury, a Court, the Agency, etc.) Order Type: Appointing Counsel Order Date: 06/05/17 Pres. Judge: Sample Judge Adm./Mag Judge:

## I submitted a voucher but now it is back in My Active Documents and appears highlighted – what does this mean?

An entry that looks like this one means that the voucher has been returned by CJA Panel Office.

Case	Defendant	Type	Status	Date Entered
<a href="#">3:20-CR-00017-SJ-</a> Start: 03/01/2017 End: 05/19/2017	Character 2, Fictional (# 17) Claimed Amount: 167.70	CJA-20 - (RETURNED) Sample Attorney	Voucher Entry <a href="#">0979.0413704</a>	06/26/2017
<a href="#">3:20-CR-00017-SJ-</a> Start: 06/26/2017 End: 06/26/2017	Character 2, Fictional (# 17) Claimed Amount: 1,032.00	CJA-20 Sample Attorney	Voucher Entry <a href="#">Edit</a>	06/26/2017

Counsel should receive an automated email from eVoucher and a second email from the CJA Panel Office with further details. If it is an expert voucher (CJA21 or CJA31), it may require the attorney to reject the voucher from **Attorney Approval** to **Voucher Entry**. The expert should make necessary changes, then submit it for Attorney Approval. The attorney should review the voucher again. If the attorney sees something that needs to be fixed in an expert voucher, please reject it back to the expert and let the expert know.

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

The attorney creates all CJA21/24/31 vouchers and usually assigns them to experts to complete. If it is a seldom-used expert, the attorney may create and complete the voucher on the expert's behalf. Whether the attorney **submits** the voucher on behalf of the service provider, or the service provider **submits** on his or her own voucher, the attorney must then **approve** the voucher. The **submit** button moves the voucher out of the Voucher Entry level and into the Submitted to Attorney level. The **approve** button moves the voucher out of the Submitted to Attorney level and to the Submitted to Court level.

You can click once on Date Entered under any section in order to sort oldest to newest. Clicking twice will sort newest to oldest.

Case	Defendant	Type	Status	Date Entered
<a href="#">3:20-CR-00017-SJ-</a> Start: 06/26/2017 End: 06/26/2017	Character 2, Fictional (# 17) Claimed Amount: 464.40	CJA-20 Sample Attorney	Voucher Entry <a href="#">Edit</a>	06/26/2017
<a href="#">3:20-CR-00017-SJ-</a> Start: 05/15/2016 End: 05/08/2017	Character 2, Fictional (# 17) Claimed Amount: 1,129.50	CJA-21 Sample Expert Investigator	Submitted to Attorney <a href="#">0979.0413731</a> INTERIM PAYMENT 3	05/19/2017
<a href="#">3:20-CR-00017-SJ-</a> Start: 01/01/1901 End: 01/01/1900	Character 2, Fictional (# 17) Claimed Amount: 3,000.00	AUTH Investigator	Voucher Entry <a href="#">Edit</a>	05/18/2017

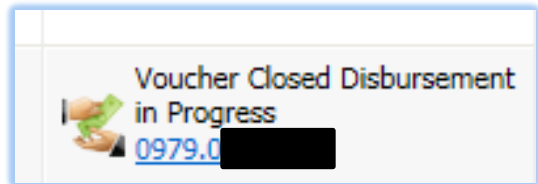
## Where is my paycheck?

On average it takes 30 days to process a voucher for payment once it is in Submitted to Court status. Once a voucher is approved by the final judge, you will receive an automated email. It may take around ten business days for the check to physically arrive at the billing address. Be sure to keep your billing address up to date as the checks cannot be forwarded.



If at any point you are concerned or want to double check on the status of a voucher, please have the last six digits of the voucher number or the case detail as a reference when emailing or calling. If a check has not arrived within four weeks from the date the voucher entered closed status, you may be able to be paid by direct deposit. Contact the CJA Panel Office for further details. The checks come from the U.S. Treasury.

Possible statuses in eVoucher are "Awaiting Disbursement" or "Disbursement in Progress" or "Paid."

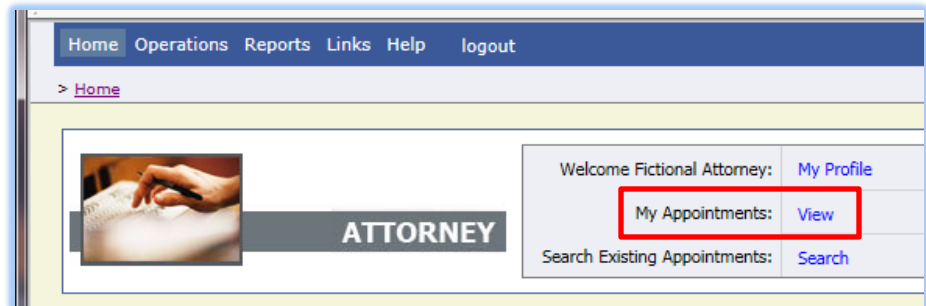


## My case is closed but still appears in my Active Appointments List. How can I remove it?

In order to remove a representation from your home page, the CJA Panel Office must enter a termination date on the appointment.

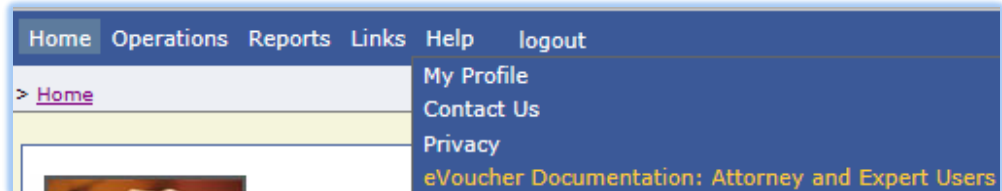
Email the CJA Panel

Office at [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org) or contact the CJA Panel Office. You can access all appointments by clicking on **View** in the grey bar. Once you are on your Appointments List, you can click on Defendant to sort alphabetically.



## Other Questions?

Call or email the CJA Panel Office at 503-326-2123 or [oregon\\_evoucher\\_support@fd.org](mailto:oregon_evoucher_support@fd.org). You can also look at the generic Help section in eVoucher by hovering over Help and clicking on eVoucher Documentation: Attorney and Expert Users



This will open up the below page. Please note that this is generic for all districts and circuits. The District of Oregon may have different procedures.

evoucher

Welcome | Home > Welcome to eVoucher

Welcome to eVoucher

Getting Started

Document Types

Attorney Topics

Expert Topics

Payment Information

## Welcome

eVoucher is an automated solution for the paper-based Criminal Justice Act (CJA) vouchering system to prepare, submit, review, and certify CJA vouchers for payment. It is designed with built-in features to support other CJA-related business functions from case budgeting to reporting.

The purpose of this help system is to provide guidance and explain various features and concepts of CJA eVoucher. It is intended for attorneys, expert service providers. The information contained in this document is meant to supplement training materials created by individual courts.

Some features of eVoucher may not be available. Contact the appropriate federal defender organization<sup>1</sup>, district or appeals court<sup>2</sup> with questions.

### Online Help Topics

- Get Started
  - Change Username and Password
  - Reset Forgotten or Expired Password
  - Browser Tips
  - Notification Requests
- Document Types
  - AJFH
  - AJFH 24
  - CJA 2030
  - CJA 2101
  - CJA 21
  - CJA 2627
  - TRAVEL AUTH
- Attorney Topics
  - Attorney Home Page
  - Attorney Profile
  - Create an AJFH for Expert Services
  - Create CJA 2030
  - Create CJA 2101
  - Attorney Reports
  - Audit Annual
  - Representation Types
  - Payment Information
- Expert Topics
  - Expert Home Page
  - Expert Profile
  - Submit CJA 2101
  - Expert Receipts
  - Expert Specialties
  - Payment Information
- CJA Resources
  - Criminal Justice Act (CJA) Guidelines<sup>1</sup>
  - GSA Travel Resources<sup>2</sup>
  - National CJA Voucher Reference Tool<sup>3</sup>
  - Defender Services - Appointees of Counsel<sup>4</sup>
  - Federal Defender Services<sup>5</sup>