



# CJA eVoucher

Electronic Voucher Management System

## FREQUENTLY ASKED QUESTIONS

### **TOPIC: Passwords in Version 4.2.1**

**Q:** The system requires me to change my password, but it keeps failing.

**A:** With Version 4.2.1 users will be required to use passwords that are at least eight characters in length and contain the following:

- One lower-case letter
- One upper-case letter
- One number
- One special character (a typographic symbol)

For new users and password that have been reset, the initial password must be changed within 30 days.

Passwords must be changed every 180 days.

Once eVoucher is upgraded (as of June 29, 2015), existing passwords will continue to work but will be subject to the 180 day rule.

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### **TOPIC: Linking/Validating eVoucher to CM/ECF**

**Q:** I tried linking my CM/ECF account to my eVoucher account but it keeps failing.

**A:** Be sure you are using the correct CM/ECF login name. Your CM/ECF account is the first four letters of your name followed by four digits; your PACER account is two letters followed by four digits. See the [Attorney Guide](#), page 3.

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**TOPIC:       Logging into eVoucher**

Q:       I have attempted to log in multiple times without success. Then I asked for a new password using “forgot password” and I still can’t log in. Can you help with this?

A:       Your user account will be locked after three failed login attempts. Please contact the clerk’s office at [eciaMAhelpdesk@mad.uscourts.gov](mailto:eciaMAhelpdesk@mad.uscourts.gov) for assistance.

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**TOPIC:       Voucher dates**

Q:       I am trying to submit a CJA20 payment voucher. All the info has been entered but I cannot submit the form because I am getting an error message saying that the service/expense dates are not within the voucher start and end dates. The voucher seems to have the start and end dates of today because this is when I actually entered all the info, but the service dates were obviously prior. Is there something else I should be doing?

A:       Before adding any data for services or expenses, go to the claim status tab and enter the start and end dates. Be sure to click on save, and then go to the Services or Expenses tab to add data. See the [Attorney Guide](#), page 16.

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**TOPIC:       Technical Issues**

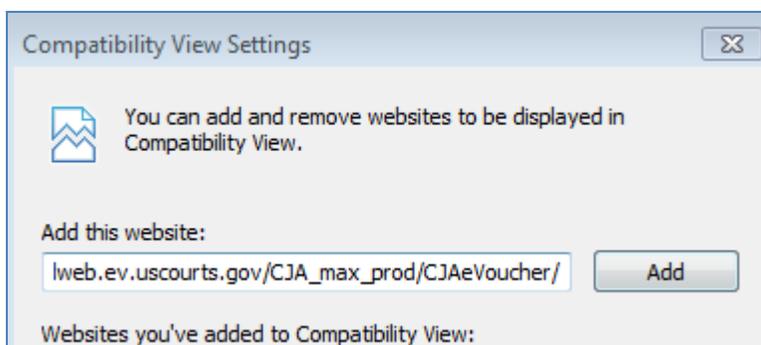
Q:       I’m using a MAC and I’m having problems logging in. Any suggestions?

A:       Other users with a MAC who have had success are running IOS 10.6 and Safari 6.1.6 and IOS 10.9.4 and Safari 7.06.

Q:       I attempted to access the eVoucher website with Internet Explorer (V 11) but got a message that it is not an approved browser. What do I do?

A:       Turn on compatibility.

To do that:     Click on the icon  on your address line  
                  Or click on Tools, then Compatibility View  
                  Or click on Tools, then copy and paste the URL to the “Add this website:”  
                  box and click on Add.



Q: I attempted to access the eVoucher website but got a screen with no login boxes. What do I do?

A: Turn on compatibility. See the answer above on a similar IE issue.

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**TOPIC: Including partners or associates on the CJA 20 voucher**

Q: I don't recall where to enter the information if my law partner or an associate works on a case.

A: Services performed by an associate or partner should be included on your CJA 20 voucher. Please use the public notes section on the confirmation tab to notify the court that an associate or partner is included in the billing. Be sure to add the billing rate for each individual. Upload any documentation if a formal request was made to the court. When adding services or expenses include the initials for that associate in the description field. Clerk's office staff will adjust the rate for each item attributed to an associate or partner (if that work was billed at a rate lower than the statutory rate). See the [Attorney Guide](#), page 22.

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**TOPIC: Adding Appointments**

Q: Would you please tell me how to add an appointment? The client is Richard Smith and it is criminal docket number 12-12345.

A: Please contact the eVoucher help desk at [ecjamahelpdesk@mad.uscourts.gov](mailto:ecjamahelpdesk@mad.uscourts.gov). Court staff will add the case for you.

Q: I was just appointed to 2 new cases. Can you please enter these on eVoucher? For future reference, am I to notify the financial office when I get new appointments?

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A: You shouldn't have to notify the financial office. The courtroom clerk will enter the appointment in the CJA Assignment Program, which is checked daily by the financial office. But, if you ever find that you receive an appointment and a few days later it wasn't entered in eVoucher, contact the eVoucher help desk.

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**TOPIC: Expert Service Providers and Authorizations**

Q: I am an interpreter, but I do not know how to access my account.

A: At this time, only attorneys are allowed to access eVoucher.

Q: Am I supposed to be entering a CJA-21 for interpreters on eVoucher? I see they are listed as vendors, but they don't seem to be aware of it and are still providing me with paper CJA-21 forms to sign.

A: CJA attorneys should enter the CJA 21 on behalf of the interpreter in eVoucher. The interpreters should submit an invoice for their services to you, which you will then attach as a document to the CJA 21.

Q: I'm attempting to add a CJA 21 for one of my expert service providers, but I don't see the request for authorization that I made through CM/ECF prior to September 1, 2014.

A: Because authorization was received prior to eVoucher, select no authorization needed. You can't select the other option because the authorization was not previously entered in eVoucher. Please attach your motion that you previously filed with the court. Use your firm as the payee.

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