eVoucher Frequently Asked Questions & Quick Tips

What is eVoucher?

The CJA eVoucher system is a web-based solution for submission, monitoring, and management of all Criminal Justice Act (CJA) functions. It allows an attorney to create, complete, and submit various CJA documents via the internet and allows the Court (including CJA staff and judges) to perform their functions electronically. The result is more efficient submission and processing of all CJA-related documents.

The Court implemented eVoucher on **June 6, 2016**.

How can I access eVoucher?

The link to the Court's eVoucher program is in the Criminal Justice Act section of the Third Circuit's website.

It can also be accessed by cutting and pasting the following link into your approved browser: https://evadweb.ev.uscourts.gov/CJA_c03_prod/CJAeVoucher/

What browsers are approved to use eVoucher?

- Windows: Chrome 62, Edge 16, Firefox 57, Internet Explorer 10.1 with Compatibility Mode, Internet Explorer 11
- Apple Macintosh: Safari 10.1

Note: Internet Explorer 11 requires enabling compatibility mode before attempting to log in. (See Question and Answer that follows below).

What if I connect to eVoucher and there is no place to type in my username or password? How do I log on?

For eVoucher to function properly, you must use one of the approved browsers mentioned above. If you are using IE 10 or 11, you will need to set your browser to "compatibility mode."

How do I obtain a username and password for eVoucher?

The Clerk's Office will assign a username and password when counsel is first appointed in this Court as a CJA attorney and notify the attorney via email. Any other attorney who needs a username and password should contact the eVoucher Help Desk by sending an email to evoucher_helpdesk@ca3.uscourts.gov or calling the CJA Team at 267-299-4966.

This username and password will be used only once to gain access to eVoucher. Once eVoucher is accessed, you will be prompted to create a new Single Login Profile (SLP).

How do I update my account?

On the Single Login Profile page, you can:

Edit first, middle, and last name.
Edit mail address.
Edit Single Login Profile (SLP) password.
Edit security questions.
View your linked eVoucher accounts.
Link your eVoucher accounts to your Single Login Profile (SLP).

To access the Single Login Profile page, from the menu bar, click Help and then click Single Login Profile, or point to the profile icon and then click Single Login Profile.

In the account information section, you can change your name, email address, and password.

Passwords must:

- Be at least eight characters in length.
- Contain one lowercase character.
- Contain one uppercase character.
- Contain one special character.
- Be alphanumeric.
- Not be a password used in the past 365 days.

You are required to change your password every 180 days.

Remember that it is your responsibility to protect and secure your password against unauthorized use. If you have any reason to suspect that your password has been comprised, you are responsible for immediately notifying the CJA Team of the suspected breach of security.

What if I forgot my password or username?

After entering a valid email address, click Forgot your password? You will be taken to a page where you must enter a correct answer to one of the security questions to have a password reset link sent to your email. The link provided in the password reset email is only valid for 15 minut3es and can only be accessed one time.

What if I get locked out?

You can attempt to log in a maximum of six times. On the seventh unsuccessful attempt, you will be blocked, and a message is displayed: "Login failed. Invalid username or password or your account is locked. Please contact an eVoucher Administrator for assistance." The counter of unsuccessful creation attempts resets to zero after 30 minutes if less than seven consecutive attempts have occurred.

Court Staff cannot reset your password. They can only send you the password reset link.

Why can't I navigate from Associate under Billing Type?

If you are unable to select either of the other options under Billing Type (Self-Employed or Firm), it may be because your SSN has not been entered in Attorney Info. Go back to your profile and add your SSN. When you return to the Billing Info, the other options should be available. If the problem persists, signing out and signing back in has been known to work, as well as clearing your cache.

How do I account for Associate/Co-Counsel time?

Co-counsel that is not affiliated with the same firm as appointed counsel must be separately appointed. Appointed counsel must file a motion requesting appointment of co-counsel with the Court. If the Court grants the motion, the Clerk's Office will create a separate representation in eVoucher.

Appointed counsel may utilize an associate affiliated with the same firm. No prior authorization is required for up to ten hours of work by the partner or associate. If appointed counsel anticipates requesting compensation for more than ten hours of work by an associate, counsel should submit Authorization through eVoucher. In either situation, the associate needs to be added to the existing appointment. Contact the Clerk's Office to have the associate added to the appointment if the work does not exceed ten hours. If an authorization is being filed because the work exceeds ten hours, the Clerk's Office will add the associate upon approval of the authorization.

How do I account for Law Clerks or Paralegals?

Time expended by law clerks or paralegals should be submitted on a CJA 21/31. The maximum with prior court authorization is $2600.00 and without prior court authorization is $900.00. If the funds will exceed the current statutory maximum, appointed counsel must first file an Authorization for pre-approval of those funds.

General Tips about Completing and Creating a CJA20/30

For specific information regarding Completing and Creating a CJA 20/30, please click here: http://www2.ca3.uscourts.gov/legacyfiles/CJA20_Atty_ELM.mp4.

A general rule for eVoucher is to save early and often!

eVoucher does not have an automatic save feature. You should click the **SAVE** button on the bottom of the screen often to avoid losing data. If you navigate away from the eVoucher screen, you will lose all data entered since the data was last saved. Additionally, it is good practice to save your work often as eVoucher will periodically time out for security purposes.

When you hit the save button, you may see what looks like an error message appear in pink at the top of the page. If you will not be completing a voucher at one sitting, hit the save button to save what you have entered. When you return to your Home Page, this voucher will now appear in your "My Active Documents" section. You may return to this voucher at any time by clicking on the "Edit" hyperlink.

If you lose data even after you hit SAVE, the culprit may be an outdated web browser. Alternatively, if you have an updated web browser, the cache settings may need to be updated. 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 and choose Check for new versions of stored pages: "Every time I visit the webpage."

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 periodically time out for security purposes. It is good practice to save your work often to prevent loss of data, however, the program will automatically save your work if it does time out. This is the only time the system will automatically save data.

Can I print a voucher? How do I save an electronic copy of a voucher?

Yes. To print a voucher, go to the Basic Information page of the document you wish to print. You will see a list of reports on the far left-hand side of the page. Pick the form voucher you would like to print, e.g., Form CJA20. To print an authorization, choose the selection called Form Authorization, which appears farther down in the list of reports.

Reports

Form CJA20
Defendant Summary Budget
Report
Totals only of budget info for
defendant

Case Detail Budget Report
Detailed budget info for entire
case

Defendant Detail Budget Report
Detail budget info for defendant

In a moment or two, all the pages of the voucher or request will be combined into one document, which can be printed by clicking on the printer icon (or Ctrl+P). It will not, however, print any documents that have been uploaded to the Document page. Those documents must be opened and saved or printed separately. If you want to save an electronic copy of the file, follow the above steps, but simply select print to PDF, rather than to printer, and save it to your computer.

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

All of the district courts in the Third Circuit are using stand alone versions of eVoucher. They look exactly the same from the attorney's perspective but are separate websites. You can now link your accounts to your Single Login Profile.

What do I do when I get this error message?

⚠ Service and/or Expenses are out of the Voucher Start and End Dates.
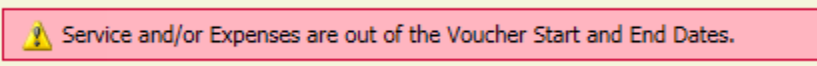
Go to the Claim Status section of the voucher. The start date and the end date in that section must be the earliest and latest dates you entered in either the Services or Expenses section. To easily find out what the earliest and latest dates are, go to the Services (or Expenses) tab and click on the Date column heading once to sort by date chronologically:

Click on Date again to sort in reverse chronological order. Once you have entered the correct start and end dates in the Claim Status section, refresh your browser and the error message will go away.

What are the most common reasons for a voucher to be rejected?

The most common reasons for a rejection of a voucher are the following: not attaching a motion for excess compensation or a CJA-27 (if applicable), not attaching a motion for interim compensation (if applicable), and not attaching receipts for expenses.

Who do I contact if I have questions about eVoucher?

eVoucher has an online help tool which can be accessed under the Help tab. You can also contact the Court's eVoucher Help Desk by sending an email to evoucher_helpdesk@ca3.uscourts.gov or calling the CJA Team at 267-299-4966.

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