


CJA eVoucher FAQs

1. I attempted to access the eVoucher website with Internet Explorer (V11) but got a message that it is not an approved browser. What do I do?

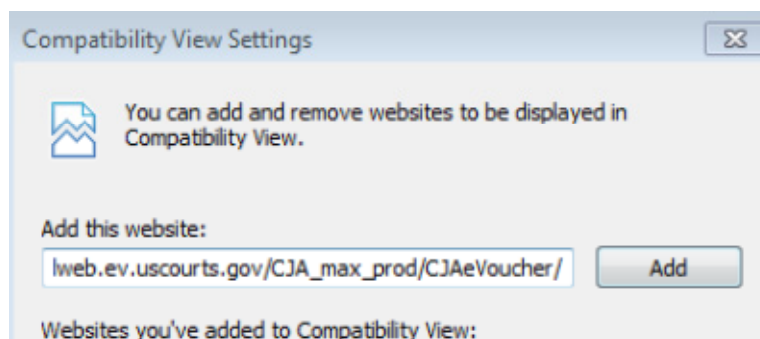
OR

2. I accessed the eVoucher website but there is no place to type in my username or password. What do I do?

Turn on compatibility.

To do that: Either Click on the icon  on your address line. (**This is a one-time fix. This method will need to be done each time you visit eVoucher)

Or click on Tools, then Compatibility View then copy and paste the URL to the “Add this website:” box and click Add. (**This will only need to be done once. Each time you visit eVoucher it will be with Compatibility set.)



3. The system requires me to change my password, but it keeps failing.

Users are 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 (ex. #@\$)

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

Your user account will be locked after three failed attempts. Please contact the CJA Administrator at 540-857-5100 for assistance.

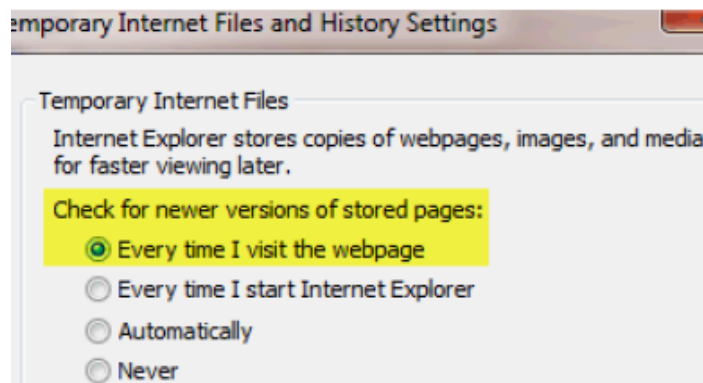
- 5. The eVoucher program sometimes signs out even though I am entering data.**

The eVoucher program only recognizes “action” items as activity, such as hitting the SAVE button, and will periodically time out for security purposes. It is a good practice to save your work often to prevent loss of data.

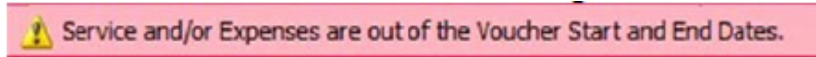
- 6. I have lost data even after I hit the SAVE button – what happened?**

The probable culprit is an outdated web browser. Make sure you have a current version (on Windows, the site is best using Internet Explorer 8 or newer. Safari is approved if you are on a Mac.) Chrome, Firefox and other browsers are not supported.

If you have an updated web browser, it may be a cache setting needs to be changed. 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 show below:



7. When I start to enter time, I get this error message:



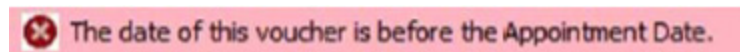
Go to the Claim Status section of the voucher. The start date and the end date in that section must be the earliest and the latest dates you entered in the Services and/or Expenses sections.

To easily find the earliest and latest dates, go to the Services and/or Expense tabs and click on the Date column heading once to sort the Services and/or Expenses chronologically and obtain earliest date. Click Date heading again, to sort in reverse order and obtain the latest date. Once these dates are corrected in the Claim Status section, the error message will go away.

A screenshot of a web application interface. At the top, there are four tabs: "Basic Info", "Services", "Expenses", and "Claim S". The "Services" tab is selected. Below the tabs, the heading "Services" is displayed in large bold font, followed by a red asterisk and the text "* Required Fields". There is a form with several fields: "Date" with a calendar icon and the value "2/23/2012"; "Service Type" with a dropdown menu; "Doc. # (ECF)" and "Pages" with input boxes; and "Hours" with an input box and the text "* at rate 125.00". Below the form is a blue bar with the text "To group by a particular Header, drag the column to this area." Underneath is a table with three columns: "Service Type", "Date", and "Description". The "Date" column header is circled in red and has an upward-pointing arrow next to it. The table contains six rows of data with dates ranging from 09/12/2011 to 09/23/2011.

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

8. I receive this error message and it prevents me from submitting my voucher:



You may contact us. If deemed appropriate, staff will enter a nunc pro tunc date so that your voucher can be submitted with time prior to the date of your appointment.

9. I submitted my voucher and now it is back in My Active Documents, but appears highlighted. What does that mean?

An entry that looks like the one below indicates that a voucher has been rejected by CJA court staff or the Court.

Counsel should receive an email from the system with an explanation for the rejection. The reason for rejection can also be found in the Notes section of the Confirmation page of the voucher.

Case	Defendant	Type	Status
9:11-AP-00666-- Start: 03/06/2012 End: 03/06/2012	Tom Riddle (# 1) Claimed Amount: 1,250.00	CJA-20 Denny Crane	Voucher Entry --09.0000073
9:10-AP-03838-NRS- Start: 02/10/2012 End: 02/10/2012	Darth Vader (# 1) Claimed Amount: 2,000.00	CJA-21 Nerdly Nerdington Accountant	Voucher Entry Edit FINAL PAYMENT

1 Page 1 of 1 (2 items)

10. I created and submitted a CJA-21 voucher for a service provider, but it still appears in My Active Documents folder?

The attorney creates all the CJA-21 vouchers on behalf of their experts. When the attorney creates the CJA-21 on behalf of their expert, they will certify the voucher on behalf of the expert. When the attorney approves the voucher, it will move to the next step. The voucher will appear in the My Active Documents section with the Status of Submitted to Attorney indicating the voucher is awaiting the attorney's certification. Once reviewed and certified by the attorney, the voucher will be submitted to the court. Please refer to Creating a CJA-21 Voucher in the Attorney User Manual or review the ELM Creating and Completing a CJA-21 eVoucher.

11. Can I print out my actual voucher and time/expense entries?

From any tab within a voucher (basic info, services, etc.) there will be a Reports section on the left side. The report entitled Form CJA20 will display a copy of the voucher as well as your detailed time and expense entries. You can choose to print or save it as a pdf.



12. I had many vouchers in my Closed Vouchers folder on my Home Page, but some have disappeared.

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 accessed by using the Search Appointments feature, under Operations on the blue menu bar.

