

# eVoucher FAQs/Troubleshooting

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## **How do I access the eVoucher site?**

There is a link to the Court of Appeals' eVoucher program in the Criminal Justice Act tab of the Circuit's website. The website address is:

[https://evadweb.ev.uscourts.gov/CJA\\_c06\\_prod/CJAeVoucher/](https://evadweb.ev.uscourts.gov/CJA_c06_prod/CJAeVoucher/)

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

All the courts in our circuit have their own eVoucher site. They look exactly the same from the attorney's perspective, but are separate websites with separate logons. You can however, have the same username and password for each site.

## **I am having trouble changing my username or password.**

To change your username, highlight and type over the existing username with the new one and click "Change."

To change your password: Click the word "Reset," type in the new password twice and click "Reset" again. Your password must be at least eight characters, is case sensitive, and can contain special characters. It is important that you choose a strong password.

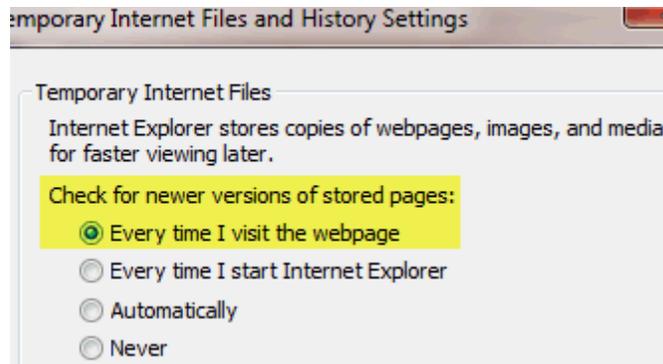
## **The eVoucher program sometimes signs out even though I am entering data.**

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.

## **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 works best using Internet Explorer 8 or newer; with Apple, the site works best using Safari 5 or newer).

If you have an updated web browser, it may be that the 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 shown here:



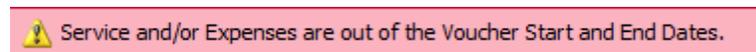
### **I don't see all my appointments on my Home page.**

The COA's CJA staff enters case information for newly assigned cases into the system on a regular basis. However, if you have an older case or a new case that you want entered right away, contact the CJA department or email the eVoucher help desk at [CA06-eVoucher@ca6.uscourts.gov](mailto:CA06-eVoucher@ca6.uscourts.gov)

### **I received this error message The date of this voucher is before the Appointment Date. and I can't submit my voucher.**

Check the date of order (your appointment date) entered in box 13 on the Basic Info tab of your voucher. Place this date in the start date located under the Claim Status tab. If your appointment date was entered incorrectly, or you are still having trouble submitting your voucher, contact our eVoucher help desk for assistance.

### **When I start making entries, I get this error message:**



Go to the Claim Status section of the voucher. The start date and the end date in that section have to be the earliest and latest dates you entered in either the services or expenses section. Your start date will be your appointment date (found in box 13 of your Basic Info tab). If you have provided services prior to your appointment date, change your service date to match your appointment date. To easily find out what the earliest and latest dates you have entered are, go to the Services (or Expenses) tab and click on the Date column heading once to sort by date chronologically:

Basic Info Services Expenses Claim S

## Services

\* Required Fields

Date: 2/23/2012 \*

Service Type:  \*

Doc. # (ECF):  Pages:

Hours:  \* at rate 125.00

To group by a particular Header, drag the column to this area.

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

Click on Date again and it will 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.

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

An entry that looks like the one below means that the voucher has been rejected by CJA court staff.

My Active Vouchers

To group by a particular Header, drag the column to this area. Search:

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

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

## How can I get a copy of 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 give you a copy of the form as well as your detailed time and expense entries. You can choose to print out the report or save it as a pdf.



## I had many vouchers in my Closed Vouchers folder on my Home Page, but some of them 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 located by using the Search Appointments feature, under Operations on the blue menu bar.



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

In order for a representation to be removed from your home page, the CJA staff must enter a closed date on the appointment. Email the eVoucher help desk, or contact the CJA department.

## How do I account for Associate Time on my voucher?

Sometimes an associate or a staff member may help on various aspects of the case. The rate assigned to associates is defaulted at \$90 for our circuit. To account for associate or staff work, please contact our office so the CJA staff can assign the associate to the voucher. Please see the Attorney Associate Functionality instructions on our website for more information.

## Services

Date	<input type="text" value="5/19/2015"/>	Description	<input type="text" value="10 hours @ \$80.00 an hour."/>
Service Type	<input type="text" value="a. Interviews and Conferences"/>		
Doc.# (ECF)	<input type="text"/>	Pages	<input type="text"/>
Hours	<input type="text" value="0.0"/>	at \$127.00 per hour.	<input type="button" value="Add"/> <input type="button" value="Remove"/>

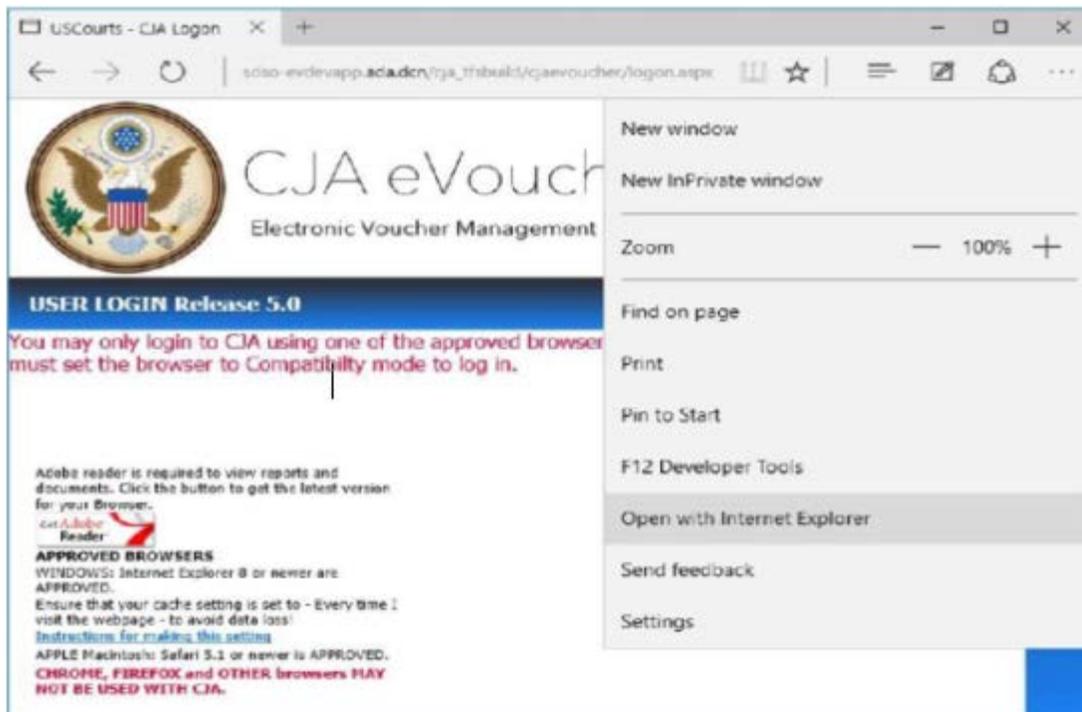
\* Required Fields

### 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 petition for certiorari (if applicable), not attaching a motion for excess or a CJA-27 (if applicable), not attaching receipts for expenses, and submitting a voucher before a case is closed (unless the client is proceeding pro se).

### Is eVoucher compatible with Microsoft Edge?

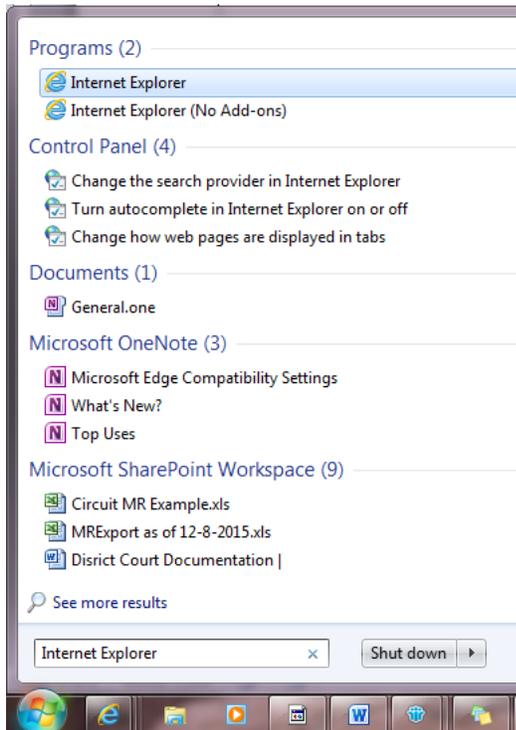
eVoucher is not compatible with Edge browser, however, Edge has a built-in option to open the site in Internet Explorer.



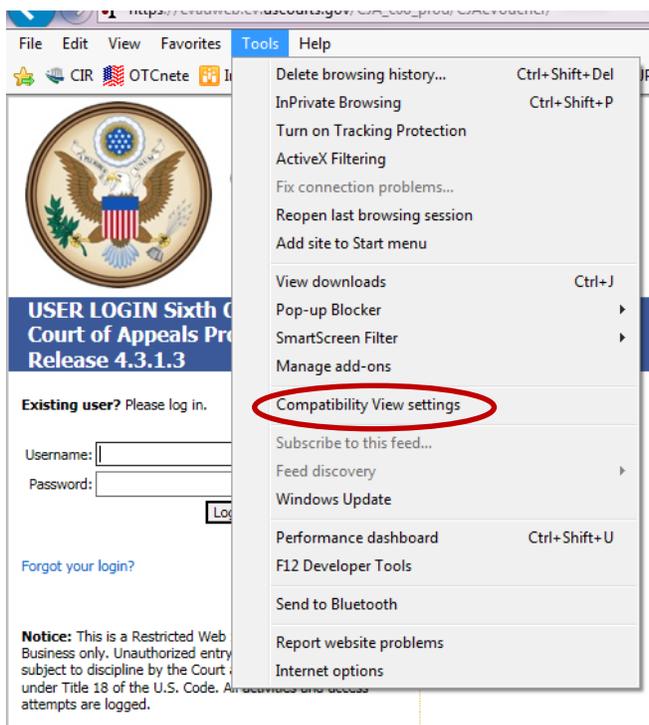
### Recommendations:

Internet Explorer 11 is included in Windows 10, but it is not the default browser. Here is the fastest way for an attorney or firm to find IE11 in Windows 10, and add it to compatibility mode:

1) Click the Windows button and type Internet Explorer in the Start Menu. IE11 will appear. Select it.



2) Click on Tools > Compatibility Settings



3. Click Add to manually add the website in compatibility mode. Click Close.

