

CJA 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 will implement eVoucher on **Monday, June 6, 2016**. All paper vouchers received after Wednesday, May 18, 2016 will be returned and counsel will be directed to resubmit via eVoucher after the program is live.

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 Internet 8 or newer
- Apple Safari 5.1 or newer

A few notes:

If you update your PC and Windows 10 is included, Windows 10 comes with Microsoft Edge, not Internet Explorer. Please download Internet Explorer so you do not have issues working in eVoucher.

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

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

In order for eVoucher to function properly, you must use Internet Explorer, version 8 or higher (refer to the Help item on the IE menu bar to determine which version of Internet Explorer you are currently using). You may also use Safari on an Apple device. If you are using IE 10 or 11, you will need to set your browser to "compatibility mode." See

pages 3-6 of the 3rd Circuit CJA eVoucher Attorney Manual for additional information regarding compatibility.

What browsers are NOT approved to use eVoucher?

-Google Chrome, Firefox and other browsers **may not** be used with eVoucher.

How do I obtain a username and password for eVoucher?

Attorneys who have existing CJA appointments will be assigned usernames and passwords shortly after eVoucher goes live. In addition, an attorney will be assigned a username and password at the time he or she is appointed in this Court as a CJA attorney. 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.

Once I obtain a username and password, how do I change my username and password for eVoucher?

Click on the My Profile hyperlink at the top of your homepage. Within the Login Information section, click the Edit button on the right side of the screen. To change your username, highlight and type over the existing username with the new one and click “Change.”

To reset your password, click the word “Reset,” type in the new password twice and click “Reset” again. Your password must be at least eight characters, have at least one uppercase AND one number AND one special character. The password is case sensitive. It is important that you choose a strong password.

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?

Click on Forgot your login? under the username/password section of the eVoucher home page. You will be prompted to enter your username and/or email address. An email will be sent to the current email address on record regarding obtaining your username and password.

What if I get locked out?

If you have entered your username and password unsuccessfully three (3) or more times, your account will be locked. Please contact the eVoucher Help Desk by sending an email to evoucher_helpdesk@ca3.uscourts.gov or calling the CJA Team at 267-299-4966.

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 or see page 17 of the 3rd Circuit CJA eVoucher Attorney Manual.

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.




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.

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.

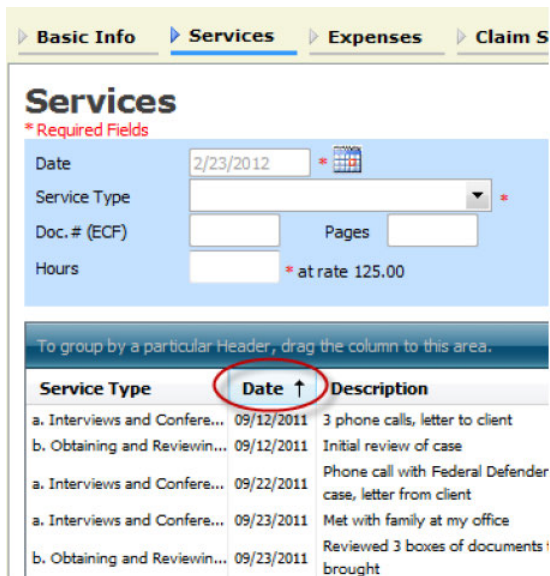
Is this site different than the one I use for the District Court?

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 with separate logons. You can, however, have the same username and password for each site by changing your user name and password to a uniform user name and password for all courts where you practice. Please note that you would need to make the change in each individual court's eVoucher system.

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 have to 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:



The screenshot shows the 'Services' tab with a form and a table. The form includes fields for Date (2/23/2012), Service Type, Doc. # (ECF), Pages, and Hours (with a note '* at rate 125.00'). Below the form is a table with columns for Service Type, Date, and Description. The 'Date' column header is circled in red.

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.

How do I account for Associate/Paralegal Time on my voucher?

Sometimes an associate or a staff member may help on various aspects of the case. This time is often accounted for at a different hourly rate than what counsel would claim. To account for associate or staff work go to the Services tab and input 0 in the hours box. In the Description input the amount of hours spent on that task along with the rate you want to charge per hour. CJA staff will adjust the voucher once submitted to reflect this time.

Who do I contact if I have questions about eVoucher?

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