Resetting a Forgotten or Expired Password

Follow these steps for a forgotten or expired password.

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1. On the main login screen, click the **Forgot your login?** link.

2. Once the link is selected, the **Forgot your Login?** box appears to the right of the **Existing user?** information.

3. Enter either the **Username** or **Email** associated with the account and click **Recover Logon**.

4. If the **Username** or **Email** are in the eVoucher system, the following message will display "Your Logon recovery process was sent to the email stored on our system."

However, if the **Username** or **Email** does not match any information in system, the following message will display "We could not find a matching record on our database." Verify that the data was correctly entered and/or you are using the Court's eVoucher System.
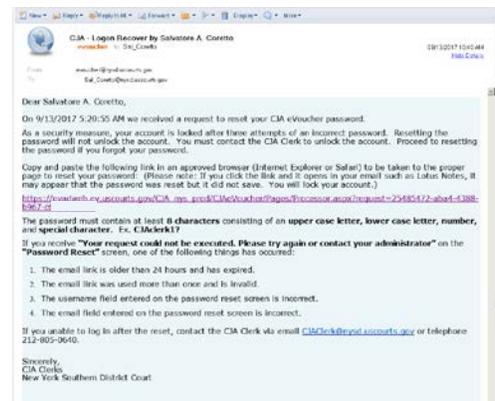

5. The next step is to retrieve the link that was sent to the email on file. Follow the prompts in the email.

6. On the Password Reset page, all information must be correctly filled in to reset the password including the **Username** and **Email**.

7. If the information is incorrectly entered or the password does not meet the criteria, the following message will appear "**Your request could not be executed. Please try again or contact your administrator.**" Before contacting the CJA clerk verify that the information was correctly entered.

8. Upon successful update the following message will appear "**Your password was successfully updated.**"

9. If you received the message that your password was successfully updated but still cannot log in, your account is probably locked and you will have to contact the CJA clerk to unlock the account.

USER LOGIN New York Southern District Court Production Release 5.0

Existing user? Please log in.
Login failed. Invalid user ID or password.

Username: TracyMiller ✕

Password:

Log In

Forgot your login?