

# **eVoucher FAQs/Troubleshooting**

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

There is a link to the eVoucher System on the CJA section of the Court's website.

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

All of the District and Circuit courts 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.

## **How can I change my username and password?**

Click on the My Profile hyperlink at the top of your home page. Within the Login Info 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 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, have at least one uppercase letter AND one lowercase letter AND one number AND one special character. The password is case sensitive. It is important that you choose a strong password.

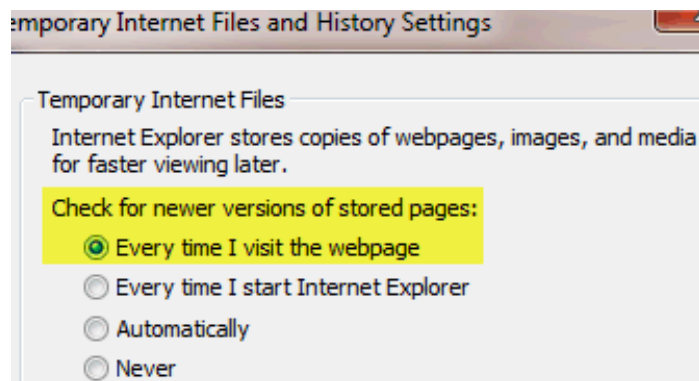
## **Why does the eVoucher program sign out even though I am entering data?**

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.

## **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:



## Why do not I see all my appointments on my Home page?

The CJA staff enters case information for newly assigned cases into the system on a regular basis. However, if you have a case that you want entered right away, contact the CJA unit (212) 805-0640 or email the eVoucher help desk at [CJAclerk@nysd.uscourts.gov](mailto:CJAclerk@nysd.uscourts.gov).

## I received this error message The date of this voucher is before the Appointment Date. and I cannot submit my voucher. What do I do now?

Contact the CJA department or email the eVoucher help desk. 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.

## 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 sections. 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:

Basic Info Services Expenses Claim S

### Services

\* Required Fields

Date  \*

Service Type  \*

Doc. # (ECF)  Pages

Hours  \* at rate 125.00

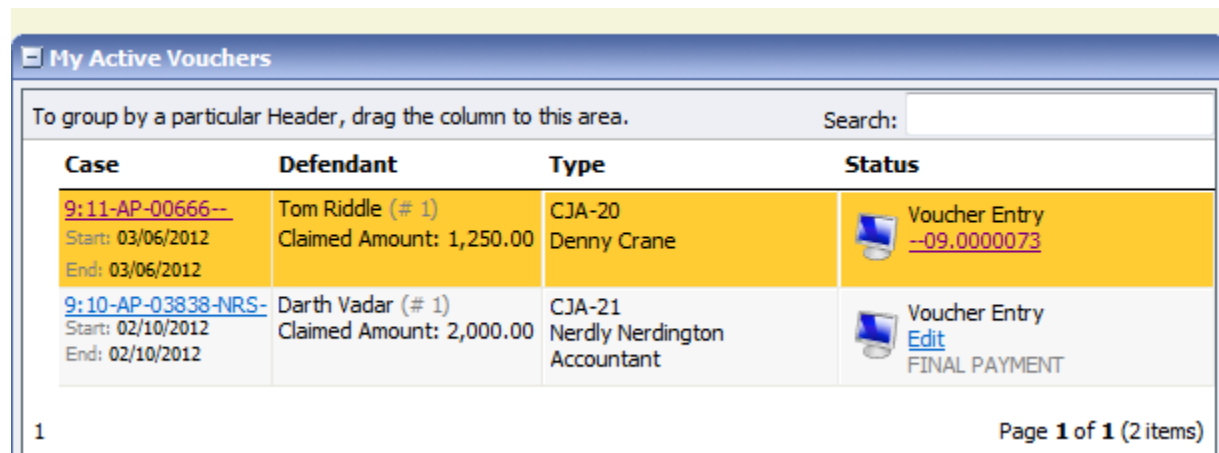
To group by a particular Header, drag the column to this area.



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.



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 tab. Click on the voucher number, go to Confirmation, and scroll down to the Notes section.

## I created and submitted a CJA21 voucher for a service provider. Why does it still show up in My Active Vouchers folder?

The attorney creates all CJA21, 24, and 31 vouchers, for the provider to submit his or her claim, but must select Expert Enter by Voucher Assignment. (Otherwise, the attorney will have to enter all of the provider's data.) The provider then submits the voucher to the attorney to review and submit to the court. The attorney submits the voucher to the court by approving the voucher. Please refer to the CJA 21, 24, or 31 sections of the Attorney Manual for further instructions.

## Can I pay a service provider and get reimbursed using eVoucher?

Attorneys should **never** pay service providers directly. In order to use CJA funds for payment, all service providers must have user accounts within eVoucher and must be paid using a CJA 21, 24, or 31 voucher created by the attorney.

## 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 – have they been removed from the system?

Closed vouchers are periodically archived by court staff. Once archived, they will no longer appear in your closed voucher folder, but they are still in the system. You can access all vouchers, including archived vouchers, 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.