

EVOUCHER FREQUENTLY ASKED QUESTIONS

[Click a question to read the answer](#)

Connecting and Signing On

1. When I connect to eVoucher, there is no place to type in my username or password. How do I log on?
2. I know I'm supposed to use an approved browser, like Internet Explorer, to connect to eVoucher, but Google (or another service) keeps popping up. How do I make it change to Internet Explorer?
3. My username and/or password won't work. What do I do?
4. I have a new address and/or phone number. Do I need to tell someone?
5. I want to change my username or password. How do I do that?

Voucher for Fees and Expenses (CJA 20s)

6. I've been appointed to represent a defendant, but the case is not showing up in the appointments section on my home page. What went wrong?
7. I'm trying to enter my time, but I get a message that the "services/expenses are out of the Voucher Start and End dates." What do I do?
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9. How do I know if I'm getting close to the statutory maximum for attorney services?
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11. One of the documents I submitted is back on my homepage, but it is now bright yellow. Why is that?
12. eVoucher keeps signing me out while I'm still entering data to it. How do I prevent losing the voucher I am working on?
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14. Can I put all my time entries in chronological order?
15. I want to look at all my time entries by category. For example, I want all my jail visits grouped together. Can it do that?
16. Before eVoucher started, the Court issued an order allowing me to submit monthly vouchers and an order allowing me to spend CJA money on an expert. Are these pre-conversion orders still good in eVoucher?
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20. The expert that I want to use in a case isn't listed on the drop down menu. Can I still use that person?
21. I submitted a request for funds to hire an expert. How do I know if the request was granted?
22. I am asking for money to hire an expert. Can I just type the reasons in the message section?
23. I have used the services of an expert a few times in this case and I need to use her services again. How do I know if I'm getting close to the \$800 cap for experts and services?

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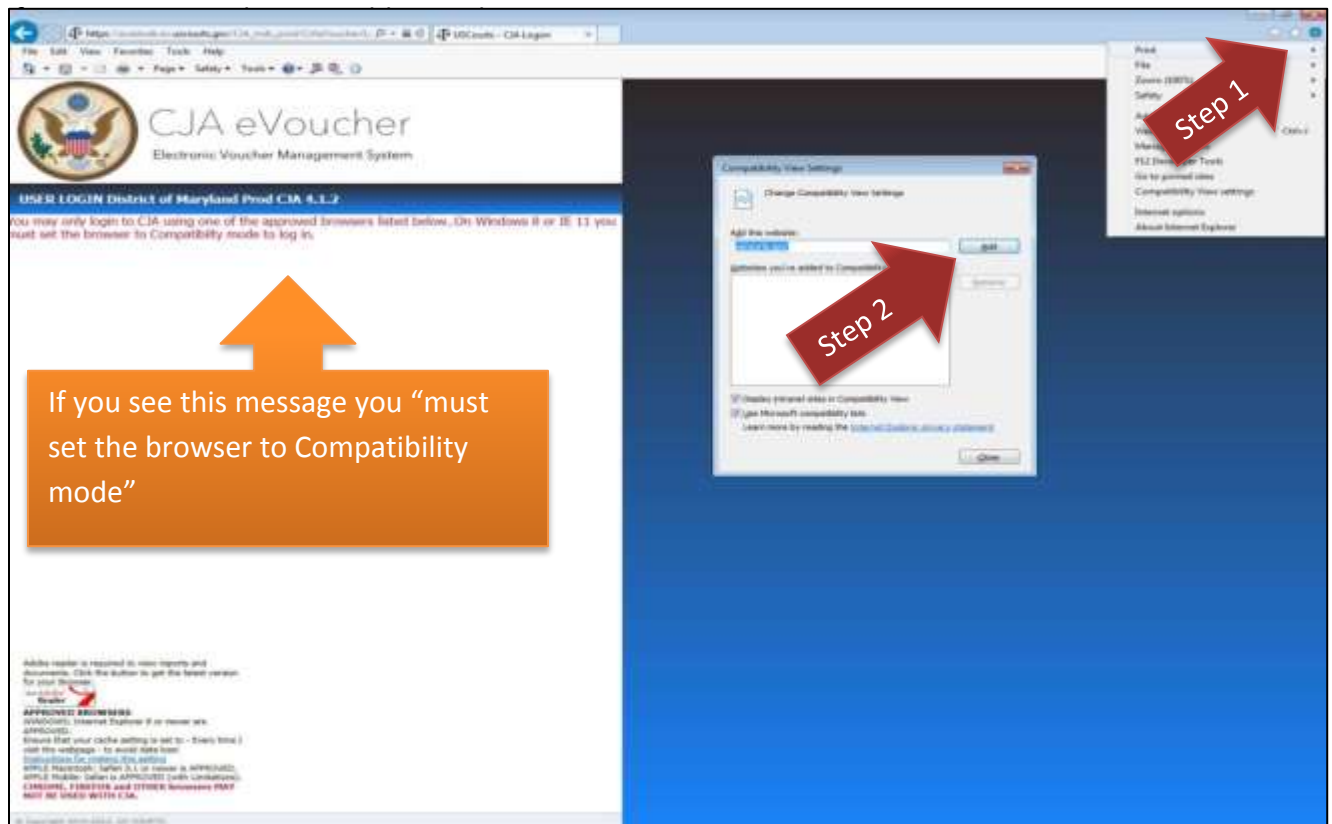
CONNECTING AND SIGNING ON

1. When I connect to eVoucher, there is no place to type in my username or password. How do I log on?

You either have not connected to the correct website or you are not using a browser that is supported by the program.

Please try connecting to https://evadweb.ev.uscourts.gov/CJA_wvn_prod/CJAeVoucher/

And be certain that you are using Internet Explorer 8 or newer, or Safari 5 or newer, to connect.



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- I know I'm supposed to use an approved browser, like Internet Explorer, to connect to eVoucher, but Google (or another service) keeps popping up. How do I make it change to Internet Explorer?

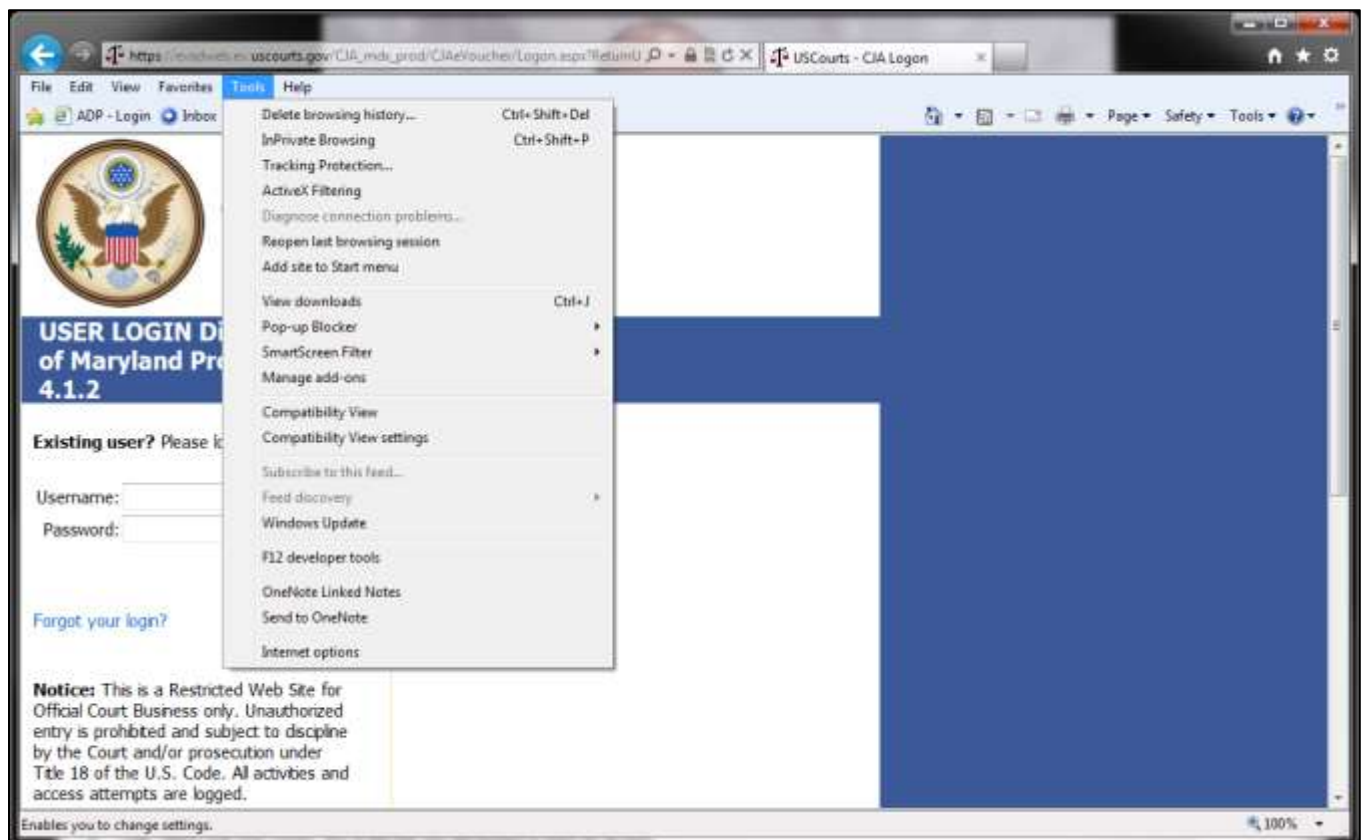
Approved Browsers

Internet Explorer (IE) 8 or newer is approved.

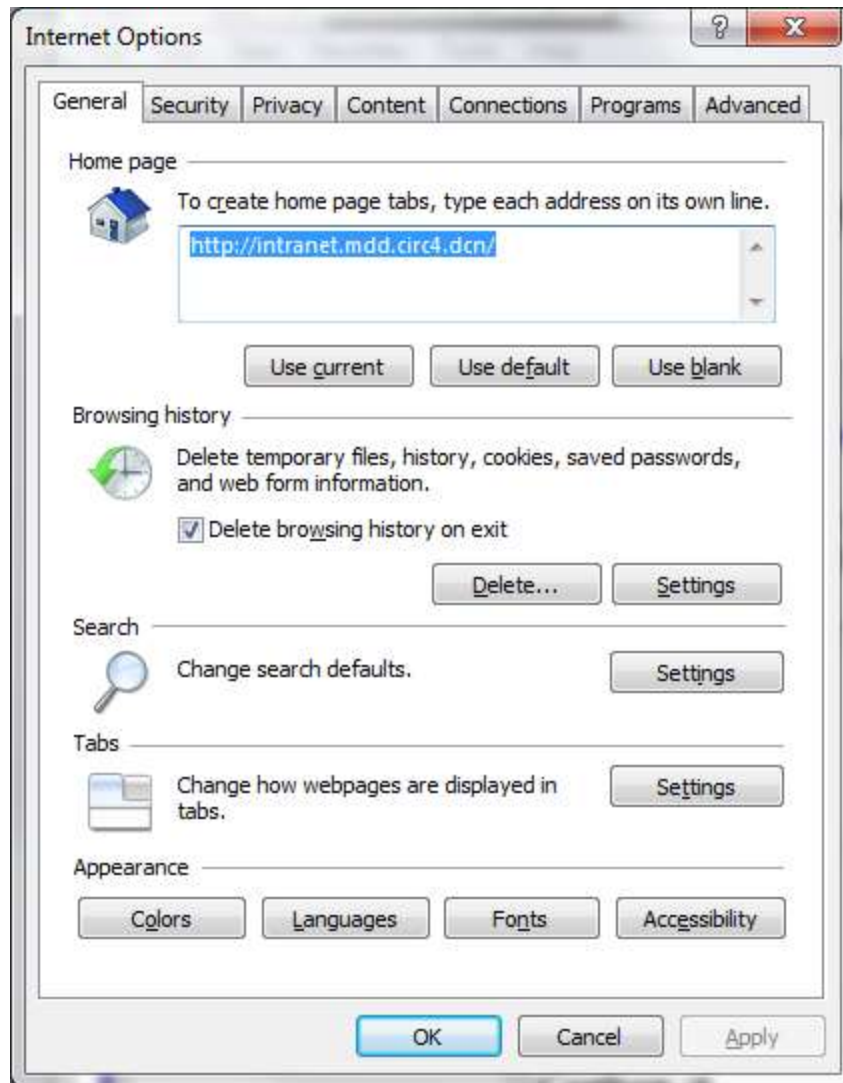
If you are using a Mac, Safari is also compatible.

In IE, ensure that your cache setting is correct:

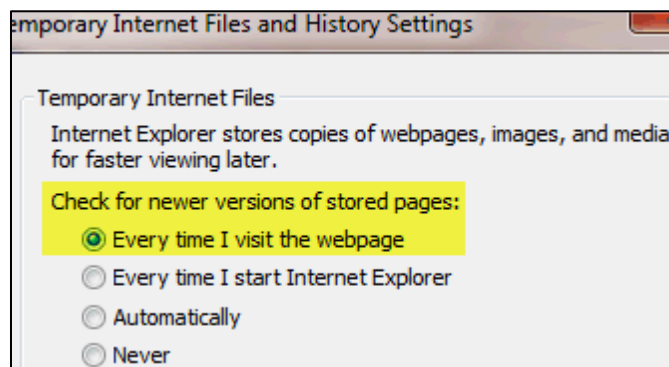
Go to **Tools** on your browser menu bar and click **Internet Options**.



From the **General** tab, click **Settings**.



Choose the following option:



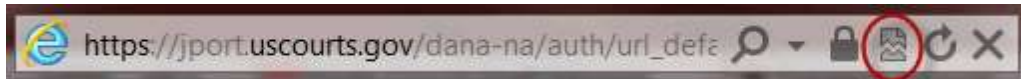
INTERNET EXPLORER COMPATABILITY ISSUES

The electronic vouchering program used by eVoucher must be accessed via the web browser Internet Explorer (or Safari on an Apple product). If you have recently upgraded your Microsoft Office Operating System and/or your Internet Explorer to IE 10 or 11, you need to take the following steps in order for the program to function correctly.

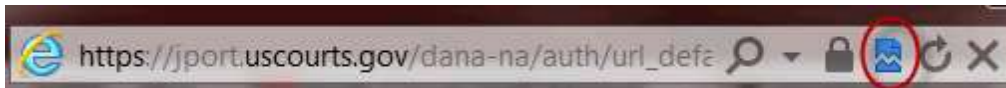
IE10:

In IE 10, turn on **Compatibility Mode** by clicking on the icon of a torn sheet of paper located at the end of the web address. If compatibility mode is on (as it should be for eVoucher to work properly) the icon will be blue:

Compatibility Mode Off:



Compatibility Mode On:



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3. My username and/or password won't work. What do I do?

If you incorrectly enter your username or password three times, the system will automatically lock you out of your account. This is for security purposes.

In order to find out what your correct username and/or password are—or to get your account unlocked—please contact either Lisa Coleman or Daniel Sczerba.

Lisa Coleman

lisa_coleman@fd.org

304-622-3823

Daniel Sczerba

daniel_sczerba@fd.org

304-622-3823

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4. I have a new address and/or phone number. Do I need to tell someone?

Yes, please send us an email. This is so the change can also be made in the payment system—or else your checks will not be delivered to you.

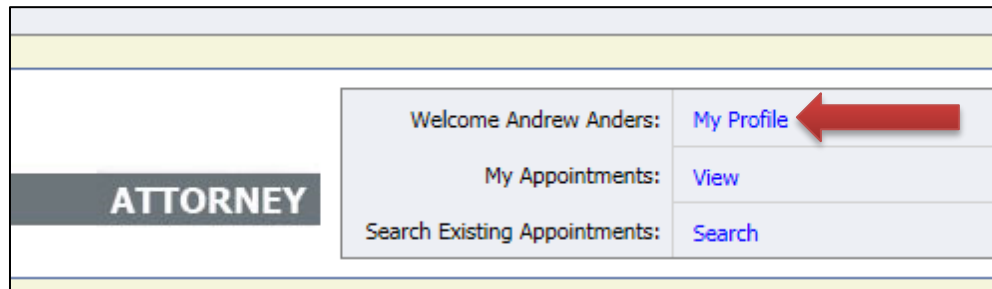
You can send the email to lisa_coleman@fd.org.

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5. I want to change my username or password. How do I do that?

It is wise to change your username and/or your password once you begin using eVoucher. If you have provided this information to someone who is no longer authorized to act on your behalf, you should again change these for security reasons.

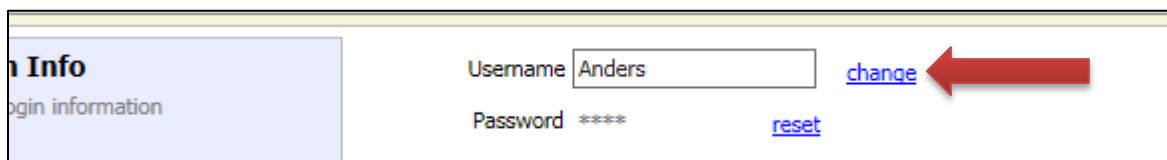
To do this, click **My Profile** on your home page of eVoucher.



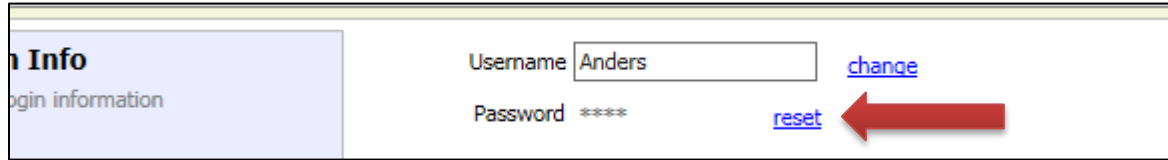
Click **Edit** on your profile page.



To change your **username**, highlight your current name and type in a new username. Then click **change**, and then click **close**.



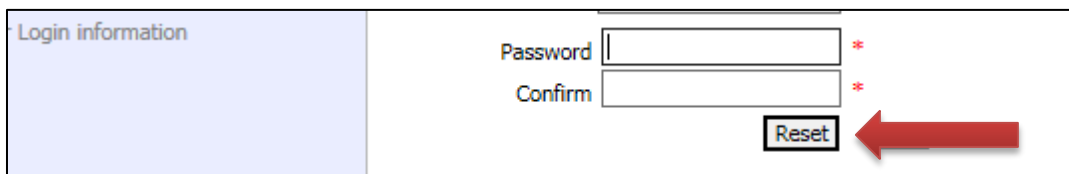
To change your **password**, click **reset**.



A screenshot of a user profile page. On the left is a blue sidebar with the text 'Info' and 'Login information'. The main content area shows 'Username Anders' with a 'change' link to its right. Below that is 'Password ****' with a 'reset' link to its right. A red arrow points to the 'reset' link.

Type your new password in both boxes. Click **reset** a second time.

Then click **close**.



A screenshot of a password change form. It has two input fields: 'Password' and 'Confirm', each with a red asterisk to its right. Below the fields is a 'Reset' button. A red arrow points to the 'Reset' button.

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VOUCHER FOR FEES AND EXPENSES (CJA 20s)

6. I've been appointed to represent a defendant, but the case is not showing up in the appointments section on my home page. What went wrong?

After accepting a new appointment, the case information should show up on your home page within a few days. Be sure that you are looking in the **Appointments List** section and not the **My Active Documents** section—and be sure you check for entries on a second or subsequent page. (Use the hyperlink at the bottom of the Appointments List section to get to subsequent pages.)

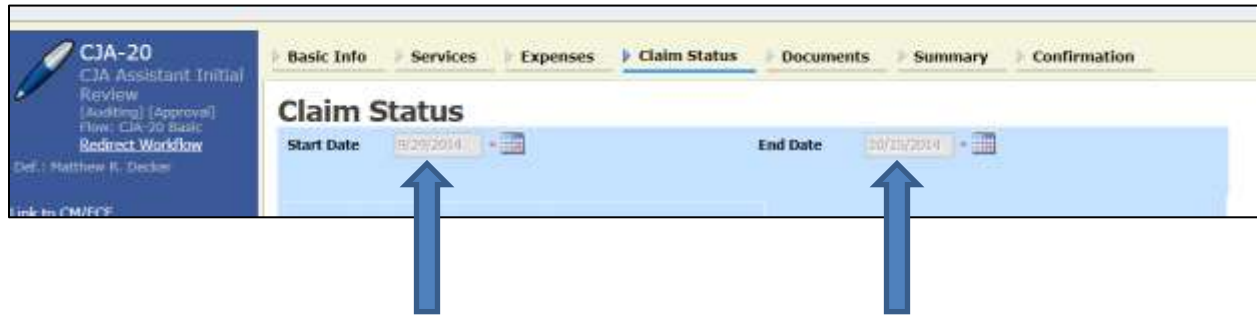
If the case is not listed, please email the CJA Administrator, Lisa Coleman at lisa_coleman@fd.org and provide the following information:

- Defendant's Name
- Case Number
- Date of Appointment
- Name of Person that Appointed You

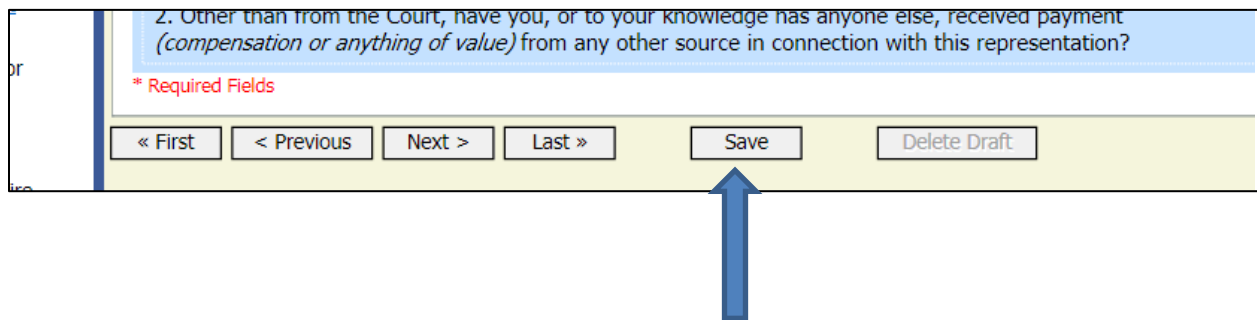
[Click here to return to the Frequently Asked Questions menu](#)

7. I'm trying to enter my time, but I get a message that the "services/expenses are out of the Voucher Start and End dates." What do I do?

In order to change the start and end dates so that the time or expenses you are trying to enter fall within the dates, go to the **Claim Status** page. Either type in the earliest date and the latest date--or click on the calendars and click on the earliest and latest dates.



Then go to the bottom of the page and click **Save**.



It is best to get into the habit of checking the start and end dates before beginning to enter time or expenses on a voucher.

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8. I already submitted my voucher but now I realize I made a mistake on it.
Can I get it back?

Yes. You will need to contact the CJA Administrator, Lisa Coleman at lisa_coleman@fd.org or 304-622-3823 in order for us to “reject” your document so that it will come back to you. When it arrives back on your home page, it will be highlighted in bright yellow.

To delete it, open the document and then click **delete draft** at the bottom of the **Basic Information** or **Confirmation** page.

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9. How do I know if I'm getting close to the statutory maximum for attorney services?

In order to review the amount of fees and expenses you have been paid in a case, please refer to the **Reports** that are listed on the left-hand side of any of the voucher screens.

If you choose either of the **Defendant Budget Reports** (summary or detail) you will see a table showing the total fees and expenses pending and approved.

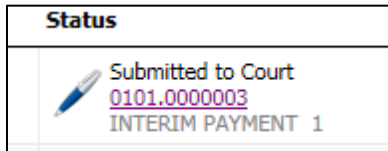


[Click here to return to the Frequently Asked Questions menu](#)

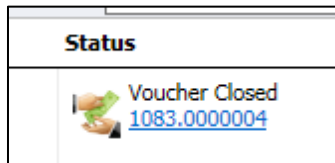
10. I want to check on the status of a voucher. How do I do that?

Once a voucher has been submitted for review and approval, it moves from the **My Active Documents** area of the home page to the **My Submitted Documents** area.

While the voucher is being reviewed and approved, the status will look like this:



Once the voucher has been approved by the judge (and Fourth Circuit, if necessary) and entered for payment, it will move to the **Closed Vouchers** area and this symbol will appear next to the voucher:



Once that appears, your check should arrive in seven to ten days.

If you have questions about the status of your voucher, feel free to contact the CJA Administrator. Please send an email to lisa_coleman@fd.org and be certain to include the (1) client's name, (2) the type of document of voucher, and (3) the document number or date submitted. Providing this information will result in a faster response time.

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11. One of the documents I submitted is back on my homepage, but it is now bright yellow. Why is that?

If a document that you've submitted reappears on your homepage, highlighted in yellow, the document has been “rejected” at some stage of the review and approval process. Please understand that we cannot edit your voucher. So, if even a small change is needed, the only way to do that is to “reject” the voucher so that you can make the change.

You will find an explanation for this action in the notes section on the confirmation page of the voucher. You will sometimes also receive an email further describing what needs to be done before resubmitting the document.

Feel free to contact us if you have questions about why a document was sent back to you.

Lisa Coleman

lisa_coleman@fd.org

304-622-3823

Brian Kornbrath

brian_kornbrath@fd.org

304-622-3823

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12. eVoucher keeps signing me out while I'm still entering data to it. How do I prevent losing the voucher I am working on?

Save your vouchers regularly when working on them. eVoucher automatically closes, for security reasons, if it does not detect "action" within a specified period of time. Entering time does not register with the program as an "action." Performing functions such as saving data, submitting a voucher, and closing a voucher will register as activity that will reset the timer for eVoucher to remain open.

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13. When I try to submit the voucher, I receive an error message that “the date of this voucher is before the appointment date.” What do I do?

Email the CJA Administrator, Lisa Coleman at lisa_coleman@fd.org, and she will enter a corrected appointment date so that the voucher can be submitted. Please provide the following information:

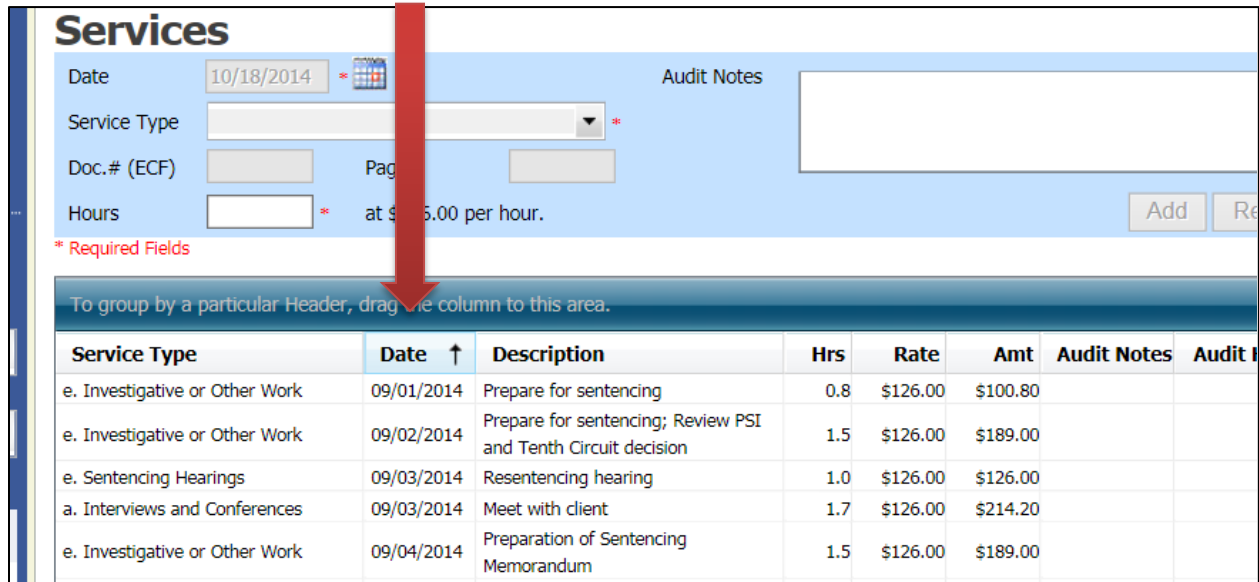
- Defendant’s Name
- Case Number
- Date of Appointment

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14. [Can I put all my time entries in chronological order?](#)

Yes, on the **Services** page, click on the **Date** column heading and all of your time entries will be placed into chronological order. To reverse the listing, click **Date** again. The arrow will point the opposite direction and the dates will be in reverse chronological order.

The same process works on the **Expenses** page.



The screenshot shows the 'Services' page interface. At the top, there are input fields for 'Date' (10/18/2014), 'Service Type', 'Doc.# (ECF)', 'Page', and 'Hours'. Below these is a table with columns: Service Type, Date, Description, Hrs, Rate, Amt, Audit Notes, and Audit I. A red arrow points to the 'Date' column header, which has an upward-pointing arrow next to it, indicating it is sorted chronologically. The table contains five rows of data.

Service Type	Date ↑	Description	Hrs	Rate	Amt	Audit Notes	Audit I
e. Investigative or Other Work	09/01/2014	Prepare for sentencing	0.8	\$126.00	\$100.80		
e. Investigative or Other Work	09/02/2014	Prepare for sentencing; Review PSI and Tenth Circuit decision	1.5	\$126.00	\$189.00		
e. Sentencing Hearings	09/03/2014	Resentencing hearing	1.0	\$126.00	\$126.00		
a. Interviews and Conferences	09/03/2014	Meet with client	1.7	\$126.00	\$214.20		
e. Investigative or Other Work	09/04/2014	Preparation of Sentencing Memorandum	1.5	\$126.00	\$189.00		

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15. I want to look at all my time entries by category. For example, I want all my jail visits grouped together. Can it do that?

Yes. To group all the same types of services together, click on the **Service Type** column heading on the Services page of the voucher. All entries in each category will appear together. You can do the same for the description column.

The screenshot shows the 'Services' page with a form at the top and a table below. The form includes fields for Date (10/18/2014), Service Type (dropdown), Doc.# (CF), Pages, Hours, and an 'Audit Notes' text area. Below the form is a table with columns: Service Type, Date ↑, Description, Hrs, Rate, Amt, Audit Notes, and Audit I. Two red arrows point to the 'Service Type' and 'Date ↑' column headers. A tooltip above the table reads: 'To group by a particular Header, drag the column to the area.'

Service Type	Date ↑	Description	Hrs	Rate	Amt	Audit Notes	Audit I
e. Investigative or Other Work	09/01/2014	Prepare for sentencing	0.8	\$126.00	\$100.80		
e. Investigative or Other Work	09/02/2014	Prepare for sentencing; Review PSI and Tenth Circuit decision	1.5	\$126.00	\$189.00		
e. Sentencing Hearings	09/03/2014	Resentencing hearing	1.0	\$126.00	\$126.00		
a. Interviews and Conferences	09/03/2014	Meet with client	1.7	\$126.00	\$214.20		
e. Investigative or Other Work	09/04/2014	Preparation of Sentencing Memorandum	1.5	\$126.00	\$189.00		

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16. Before eVoucher started, the Court issued an order allowing me to submit monthly vouchers and an order allowing me to spend CJA money on an expert. Are these pre-conversion orders still good in eVoucher?

Yes, the orders are still good. Here is how you can get them to take effect in eVoucher:

ORDERS FOR INTERIM PAYMENTS

If the Court issued an order allowing monthly vouchers to be submitted in a case, you may still submit monthly vouchers through eVoucher. Please upload the order on the **Documents** page of your voucher.

ORDERS AUTHORIZING EXCESS FEES OR EXPERT SERVICES

Please submit an **Auth** in eVoucher and use the “description” box to explain that you have already been given authority by the Court for these services or fees. Then, please upload the motion and order on the **Documents** page of the **Auth**.

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17. I have receipts or invoices that I need to submit because the expense exceeded \$50. How do I do that?

This works just like filing a document in CM/ECF.

Save the document as a PDF on your computer. Then, open the voucher or authorization and go to the **Documents** page.

Click **Browse**. Find the PDF document on your computer and select it. The name will appear in the File box. You may include a description of the document, such as “hotel receipt” or “expert's resume.”

The screenshot shows a web interface for uploading supporting documents. The main heading is 'Supporting Documents'. Below it is a 'File Upload (Only Pdf files of 10MB size or less!)' section. This section includes a 'File' input field with a 'Browse...' button, a 'Description' text box, and a 'Mark as Private' checkbox. An 'Upload' button is located at the bottom right of this section. Below the upload section is a table with columns 'Priv.', 'Description', 'Delete', 'View', and 'Visibili'. The table currently shows 'No Attachments'. A red arrow points to the 'Documents' tab in the navigation bar, and another red arrow points to the 'Upload' button.

Click **Upload**.

The document will then be listed in the bottom portion of the page.

You can continue uploading additional documents, if desired.

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PRINTING

18. 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 documents. You will see a list of reports on the far right-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.

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CREATING OTHER VOUCHERS OR REQUESTS

19. I am trying to create an Auth, CJA-21, or CJA-26 but those options aren't on the left-hand side of my screen, where they should be. What happened?

You may have opened an existing voucher, rather than opening the appointment to create a new document. Close the document and go to the **Appointment List** area (not **My Active Documents**) of your home page. Click on the case you would like to work in and you should find all the options on the left-hand side of the **Basic Information** page.

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20. The expert that I want to use in a case isn't listed on the drop down menu. Can I still use that person?

Yes. The most efficient way to accomplish this is to send us an email with the basic information for the expert who you wish to hire. That way, we can create a user account for the expert before you try to request the services. We will need the following: information:

- Name
- Address
- Phone
- Email
- SSN/EIN
- Category of Expert

If you prefer to make the request through eVoucher, and the amount will be under the statutory limit of \$800, create a CJA-21 and, on the **Basic Information** page, take the following steps:

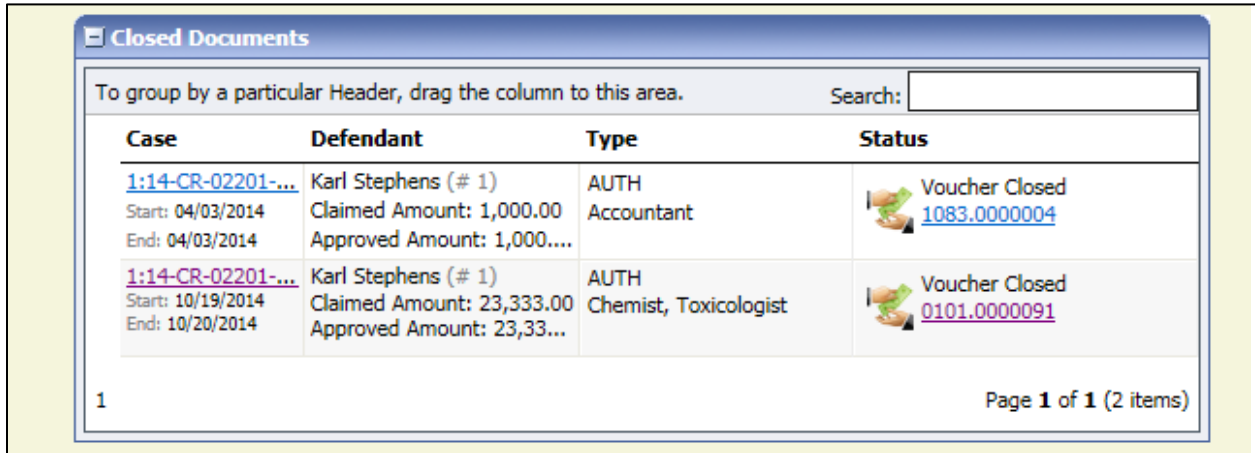
1. Select the **Service Type** from the drop-down menu (e.g., investigator, interpreter, etc.).
2. Provide a description of the services that will be provided.
3. In the **Expert** drop-down box, select the blank. That will cause a number of blanks to appear.
4. Fill in those blanks with the expert's information.
5. Click on **Create Voucher**.



When the expert has been entered into the system, the CJA-21 will be listed under **My Service Provider's Documents**. You will then be able to open the voucher and enter the expenses and services for the expert.

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21. I submitted a request for funds to hire an expert. How do I know if the request was granted?

Once an **Auth** has been approved by the judge (and the Fourth Circuit, if necessary), it will appear in the **Closed Documents** area of the attorney's home page. This means that the attorney has received permission to spend the requested amount on the service requested in the **Auth**. The attorney should then let the expert know that the services have been authorized.



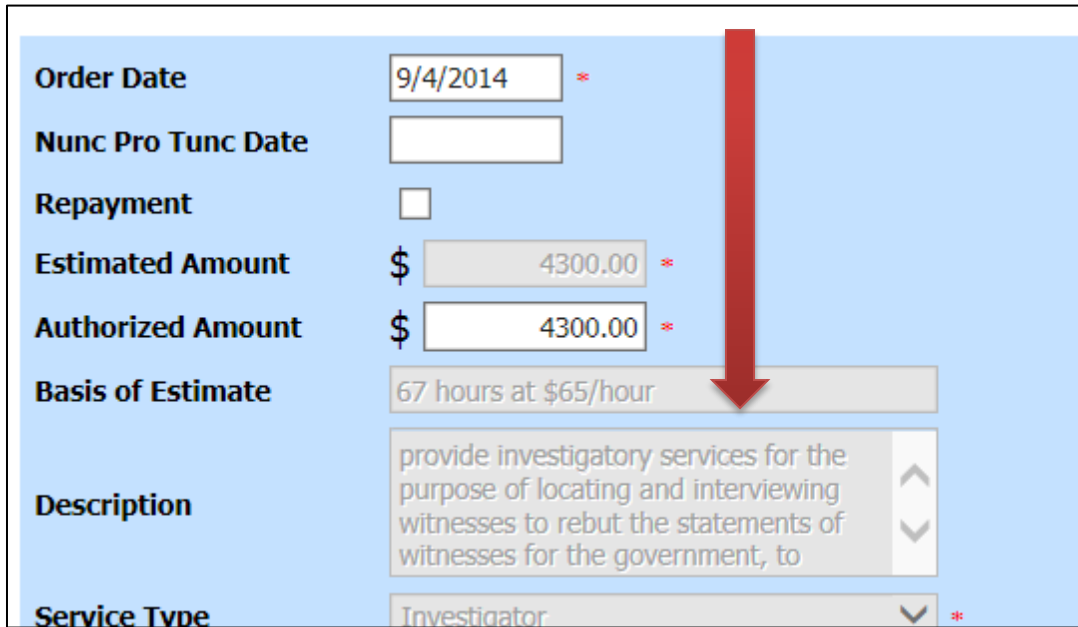
Case	Defendant	Type	Status
1:14-CR-02201-... Start: 04/03/2014 End: 04/03/2014	Karl Stephens (# 1) Claimed Amount: 1,000.00 Approved Amount: 1,000....	AUTH Accountant	 Voucher Closed 1083.0000004
1:14-CR-02201-... Start: 10/19/2014 End: 10/20/2014	Karl Stephens (# 1) Claimed Amount: 23,333.00 Approved Amount: 23,33...	AUTH Chemist, Toxicologist	 Voucher Closed 0101.0000091

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22. I am asking for money to hire an expert. Can I just type the reasons in the message section?

No. Please enter the reasons and basis for the request in the section on the **Basic Information** page labelled **Description**. If you type the reasons in the message section, they will not be available to the Fourth Circuit, if that approval is necessary.



The image shows a screenshot of a web form with a light blue background. The form contains several fields with labels on the left and input areas on the right. A large red arrow points downwards from the top of the form towards the 'Description' field. The fields are: 'Order Date' with a date input '9/4/2014' and a red asterisk; 'Nunc Pro Tunc Date' with an empty date input; 'Repayment' with an unchecked checkbox; 'Estimated Amount' with a dollar sign, a text input '4300.00', and a red asterisk; 'Authorized Amount' with a dollar sign, a text input '4300.00', and a red asterisk; 'Basis of Estimate' with a text input '67 hours at \$65/hour'; 'Description' with a text area containing the text 'provide investigatory services for the purpose of locating and interviewing witnesses to rebut the statements of witnesses for the government, to' and scroll arrows; and 'Service Type' with a dropdown menu showing 'Investigator' and a red asterisk.

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23. I have used the services of an expert a few times in this case and I need to use her services again. How do I know if I'm getting close to the \$800 cap for experts and services?

In order to review the amount of expert services you have been paid in a case, please refer to the **Reports** that are listed on the left-hand side of any of the voucher screens.

If you choose either of the **Defendant Budget Reports** (summary or detail) you will see a table showing the total fees and expenses pending and approved.

CJA-20
Submitted to Court
[Read Only]
Def.: Karl Stephens

[Link to CM/ECF](#)

Voucher #: 0101.0000003
Start Date: 3/3/2014
End Date: 3/3/2014

Services: \$63.00

Expenses: \$22.40

Reports

[Defendant Detail Budget Report](#)
Detail budget info for defendant

[Form CJA20](#)

[Defendant Summary Budget Report](#)
Totals only of budget info for defendant

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