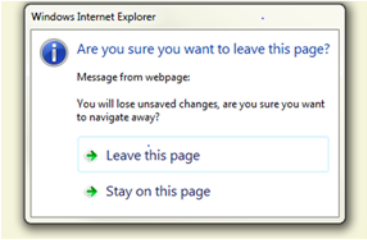




## Tips for eVoucher Success

<p><b>Approved Browsers</b></p>	<ul style="list-style-type: none"> <li>- Windows Internet Explorer 8 or newer</li> <li>- Internet Explorer 11 requires enabling compatibility mode before attempting to log in.</li> <li>- Apple Safari 5.1 or newer</li> <li>- Google Chrome, Firefox and other browsers may not be used with eVoucher.</li> </ul>
<p><b>Changing my username or password</b></p>	<p>From the Home Screen – “My Profile” – Login Info – Edit</p> <ol style="list-style-type: none"> <li>1. To change your username, enter the new username and click <b>change</b>.</li> <li>2. To change your password, click <b>reset</b>.</li> <li>3. Enter the new password and reenter it in the <b>confirm</b> field.</li> <li>4. Click <b>reset</b> to change.</li> <li>5. Click <b>Close</b> to exit the <b>Login info</b> section.</li> </ol>
<p><b>Forgot your user name or password?</b></p>	<p>If you have forgotten your username or password or your password has expired, select the "Forgot your login?" hyperlink.</p> <p>Enter your username or email address and click <b>Recover Logon</b>. You will receive an email offering help.</p> <p><b>** The link provided in the <u>password reset email is valid for 24 hours and can only be accessed one time.</u></b></p>
<p><b>My eVoucher account is locked</b></p>	<p>If you have entered your user name or password unsuccessfully 3 or more times, your account will be locked.</p> <p>You must contact the court to unlock your account. Please contact the CJA Clerk in your division.</p>
<p><b>Password Reset error message</b></p>	<p>On the "Password Reset" screen, if the error "Your request could not be executed. Please try again or contact your administrator" is displayed, do not try to reset your password again immediately on this screen.</p> <p>If you get the error above, one of the following things has occurred:</p> <ul style="list-style-type: none"> <li>▪ The email link is older than 24 hours and has expired.</li> <li>▪ The email link was used twice and is invalid.</li> <li>▪ The username field entered on the password reset screen is not correct.</li> <li>▪ The email field entered on the password reset screen is not correct.</li> </ul> <p>If any of these occur, the user should return to the login page and pick "Forgot your login?" again and start the process over.</p>


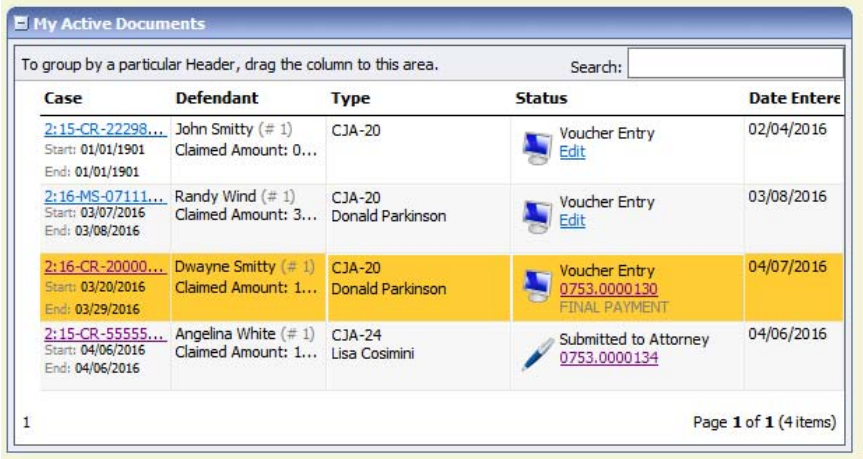
## Tips for eVoucher Success

<p><b>Periodic Saving</b></p>	<p>eVoucher does not have an automatic save feature. You should click the <b>SAVE</b> button at the bottom of the screen often to avoid losing data. If you navigate away from the eVoucher screen, you will lose all data since your last save.</p> <p>If you navigate away from a data entry screen, the message below will appear. Select "Leave this page" to leave without saving. Select "Stay on this page" to save your work before leaving.</p> <div style="text-align: center;">  </div>
<p><b>Address or Phone Number Change</b></p>	<p>The Panel Attorney is responsible for maintaining current contact information in eVoucher so that the court can contact the attorney for assignments and so that disbursement checks are mailed to the proper address.</p> <p>Updates to mailing address and phone number can be made in the Profile (LandingPage, 'My Profile') or by contacting the CJA Clerk in your division who can make changes for you.</p>
<p><b>Billing Information Change</b></p>	<p>The Panel Attorney is responsible for entering and maintaining their Billing Information in eVoucher, including adding the Social Security Number or EIN.</p> <p>Payments will be mailed from the U.S. Treasury to the address listed in the attorney's profile and W2s will be issued under the SSN/EIN as it appears in the Profile.</p> <p><b>Self-Employed</b> = the panel attorney does not work for a firm and/or the taxable income associated with these CJA payments shall be reported to the IRS and on a 1099 with the attorney's name and SSN.</p> <p><b>Firm</b> = the panel attorney is performing CJA services as an employee of a firm (Pre-Existing Agreement). All CJA payments will be payable in the name of the appointed attorney. However, the taxable income associated with these CJA payments shall be reported to the IRS and on a 1099 with the firm's Name and EIN.</p> <p><b>Associate</b> = the attorney is not the appointed counsel in the case, but is providing services in support of appointed counsel in the case. Work performed by the associate is claimed by and paid to the appointed counsel. The firm's billing code will be required to complete the billing information for the Associate.</p>
<p><b>Email Notifications</b></p>	<p>The following actions in eVoucher will generate an e-mail to the Panel Attorney:</p> <ul style="list-style-type: none"> <li>- <a href="#">Appointment</a> - E-mail will confirm the acceptance of an assignment.</li> <li>- <a href="#">Voucher Rejection</a> - E-mail will alert the attorney that a submitted voucher has been rejected by the Court for further action by the attorney.</li> <li>- <a href="#">Voucher Approval</a> - E-mail will advise the attorney that the voucher has been approved by the</li> </ul>


## Tips for eVoucher Success

	<p>Court. Payment will be mailed from the U.S. Treasury to the address listed in 'My Profile'</p>																		
<p><b>Error Messages</b></p>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #ffe6e6;">  Service and/or Expenses are out of the Voucher Start and End Dates.         </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #ffe6e6;">  The date of this voucher is before the Appointment Date.         </div> <p>If you receive either of the above errors, navigate to the Claim Status section of the voucher.</p> <p>The <u>start date</u> appearing on this page is the date of the appointment. This is the earliest date for which claims can be submitted.</p> <p>The <u>end date</u> is the final date on which expenses relative to the appointment were incurred.</p> <p>To resolve the errors above, verify that claims on the Services and Expenses sections do not fall outside of the date range on the Claim Status page. If you are not able to resolve the error, contact the Court.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p style="text-align: center;"> <span>Basic Info</span> <span>Services</span> <span>Expenses</span> <span style="border-bottom: 1px solid blue;">Claim Status</span> <span>Documents</span> <span>Confirmation</span> </p> <p style="text-align: center;"><b>Claim Status</b></p> <p> <span>Start Date</span> <input type="text" value="3/7/2014"/> <span>End Date</span> <input type="text" value="4/8/2016"/> </p> </div>																		
<p><b>To find out earliest/latest date of work performed -OR- to put dates in chronological order...</b></p>	<p>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:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p style="text-align: center;"> <span>Basic Info</span> <span style="border-bottom: 1px solid blue;">Services</span> <span>Expenses</span> <span>Claim S</span> </p> <p><b>Services</b></p> <p><small>* Required Fields</small></p> <p>Date <input type="text" value="2/23/2012"/> <span>Service Type</span> <input type="text"/> <span>Doc.# (ECF)</span> <input type="text"/> <span>Pages</span> <input type="text"/> <span>Hours</span> <input type="text"/> <small>* at rate 125.00</small></p> <p style="background-color: #0056b3; color: white; padding: 2px; text-align: center;">To group by a particular Header, drag the column to this area.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0056b3; color: white;"> <th>Service Type</th> <th style="border: 2px solid red;">Date ↑</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>a. Interviews and Confere...</td> <td>09/12/2011</td> <td>3 phone calls, letter to client</td> </tr> <tr> <td>b. Obtaining and Reviewin...</td> <td>09/12/2011</td> <td>Initial review of case</td> </tr> <tr> <td>a. Interviews and Confere...</td> <td>09/22/2011</td> <td>Phone call with Federal Defender case, letter from client</td> </tr> <tr> <td>a. Interviews and Confere...</td> <td>09/23/2011</td> <td>Met with family at my office</td> </tr> <tr> <td>b. Obtaining and Reviewin...</td> <td>09/23/2011</td> <td>Reviewed 3 boxes of documents brought</td> </tr> </tbody> </table> </div> <p>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.</p>	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
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<p><b>Grouping time entries by category</b></p>	<p>To group all the same types of services together on the Services or Expenses page, click on the "Service Type" column heading under the dark blue bar seen in the middle of the image below.</p>																		

## Tips for eVoucher Success

	<p>All entries in each category will appear together. You can do the same sort, in the "Description" column, to group similarly named activities together.</p>  <p><b>Services</b></p> <p>Date: 4/8/2016          Service Type: [dropdown]          Description: [text area]          Doc. # (ECF): [text] Pages: [text]          Hours: [text] at \$129.00 per hour.          Add Remove</p> <p>* Required Fields</p> <p>To group by a particular Header, drag the column to this area.</p> <table border="1"> <thead> <tr> <th>Service Type</th> <th>Date</th> <th>Description</th> <th>Hrs</th> <th>Rate</th> <th>Amt</th> </tr> </thead> <tbody> <tr> <td>a. Interviews and Conferences</td> <td>03/07/2016</td> <td>Conference with Client</td> <td>2.0</td> <td>\$129.00</td> <td>\$258.00</td> </tr> <tr> <td>a. Interviews and Conferences</td> <td>04/08/2016</td> <td>Meet with client and family to discuss case</td> <td>2.5</td> <td>\$129.00</td> <td>\$322.50</td> </tr> <tr> <td>h. Other</td> <td>03/07/2016</td> <td>Grand Jury Proceeding</td> <td>1.0</td> <td>\$129.00</td> <td>\$129.00</td> </tr> </tbody> </table>	Service Type	Date	Description	Hrs	Rate	Amt	a. Interviews and Conferences	03/07/2016	Conference with Client	2.0	\$129.00	\$258.00	a. Interviews and Conferences	04/08/2016	Meet with client and family to discuss case	2.5	\$129.00	\$322.50	h. Other	03/07/2016	Grand Jury Proceeding	1.0	\$129.00	\$129.00	
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<p><b>If you find a mistake after a voucher was submitted</b></p>	<p>Contact the CJA Clerk in your division and we will "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.</p> <p>To delete it, open the document and then click on "delete draft" at the bottom of the Basic Information or Confirmation page.</p>																									
<p><b>Yellow Highlighted Line Item appears in my Inbox</b></p>	<p>An entry that looks like the one below means that the voucher has been rejected by the CJA court staff.</p>  <p><b>My Active Documents</b></p> <p>To group by a particular Header, drag the column to this area. Search: [text]</p> <table border="1"> <thead> <tr> <th>Case</th> <th>Defendant</th> <th>Type</th> <th>Status</th> <th>Date Entere</th> </tr> </thead> <tbody> <tr> <td><a href="#">2:15-CR-22298...</a> Start: 01/01/1901 End: 01/01/1901</td> <td>John Smitty (# 1) Claimed Amount: 0...</td> <td>CJA-20</td> <td>Voucher Entry Edit</td> <td>02/04/2016</td> </tr> <tr> <td><a href="#">2:16-MS-07111...</a> Start: 03/07/2016 End: 03/08/2016</td> <td>Randy Wind (# 1) Claimed Amount: 3...</td> <td>CJA-20 Donald Parkinson</td> <td>Voucher Entry Edit</td> <td>03/08/2016</td> </tr> <tr style="background-color: yellow;"> <td><a href="#">2:16-CR-20000...</a> Start: 03/20/2016 End: 03/29/2016</td> <td>Dwayne Smitty (# 1) Claimed Amount: 1...</td> <td>CJA-20 Donald Parkinson</td> <td>Voucher Entry 0753.0000130 FINAL PAYMENT</td> <td>04/07/2016</td> </tr> <tr> <td><a href="#">2:15-CR-55555...</a> Start: 04/06/2016 End: 04/06/2016</td> <td>Angelina White (# 1) Claimed Amount: 1...</td> <td>CJA-24 Lisa Cosimini</td> <td>Submitted to Attorney 0753.0000134</td> <td>04/06/2016</td> </tr> </tbody> </table> <p>Page 1 of 1 (4 items)</p> <p>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.</p> <p>Click on the voucher number, go to Confirmation, and scroll down to the Notes section.</p>	Case	Defendant	Type	Status	Date Entere	<a href="#">2:15-CR-22298...</a> Start: 01/01/1901 End: 01/01/1901	John Smitty (# 1) Claimed Amount: 0...	CJA-20	Voucher Entry Edit	02/04/2016	<a href="#">2:16-MS-07111...</a> Start: 03/07/2016 End: 03/08/2016	Randy Wind (# 1) Claimed Amount: 3...	CJA-20 Donald Parkinson	Voucher Entry Edit	03/08/2016	<a href="#">2:16-CR-20000...</a> Start: 03/20/2016 End: 03/29/2016	Dwayne Smitty (# 1) Claimed Amount: 1...	CJA-20 Donald Parkinson	Voucher Entry 0753.0000130 FINAL PAYMENT	04/07/2016	<a href="#">2:15-CR-55555...</a> Start: 04/06/2016 End: 04/06/2016	Angelina White (# 1) Claimed Amount: 1...	CJA-24 Lisa Cosimini	Submitted to Attorney 0753.0000134	04/06/2016
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<p><b>Printing Vouchers</b></p>	<p>To print a voucher, go to the Basic Information page of the document you wish to print.</p> <p>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, Form CJA 21.</p> <p>To print an Authorization, choose the selection called "Form Authorization", which appears farther down in the list of reports.</p>																									

## Tips for eVoucher Success

	 <p>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.</p> <p>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</p>
<p><b>Previous closed vouchers are not on my Home Screen</b></p>	<p>Closed vouchers are periodically archived by CJA 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.</p>
<p><b>How do I remove a closed voucher in my Appointments' List Folder</b></p>	<p>In order for a representation to be removed from your home page, the CJA Clerk must enter a closed date on the appointment. That will be done during their procedural management of the case in due course.</p>
<p><b>I have lost Data even after hitting the "Save" button</b></p>	<p>An outdated web browser is probably the reason. 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).</p> <p>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:</p> 