

## eVoucher FAQs/Troubleshooting

### Connecting and Signing On

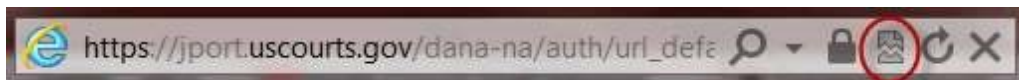
#### 1) How do I access the eVoucher site?

There is a link to the eVoucher program on Kentucky Western's website. The website address is: <http://kywd.uscourts.gov/criminal-justice-act-info>

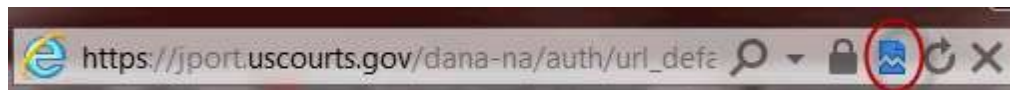
#### 2) When I connect to eVoucher, there is no place to type in my username or password. How do I log on?

You either have not connected to the correct website or you are not using a browser that is supported by the program. Be certain that you are using Internet Explorer 8 or newer, or Safari 5.1 or newer, to connect. In addition, if you have upgraded your Microsoft Office Operating System to IE 10 or higher, you will need to turn on compatibility mode for eVoucher to work.

Compatibility Mode Off:



Compatibility Mode On:



#### 3) Is this site different than the one I use for another district?

While many other courts are also using the eVoucher application, the Western District of Kentucky's system is different. They look exactly the same from the attorney's perspective, but are separate websites with separate logons and passwords.

#### 4) 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 unlock your account, please contact eVoucher support at: 1-866-822-8305, or email [cja@kywd.uscourts.gov](mailto:cja@kywd.uscourts.gov)

#### 5) I need to change my password.

To change your password, click on **My Profile**. Click **Edit** on your profile page. To change your password, click **Reset**. Type in the new password twice and click **Reset** again. Your password must be at least eight characters, is case sensitive, and can contain special characters. It is important that you choose a strong password.

## Entering Fees, Expenses, and other Data in the eVoucher Program

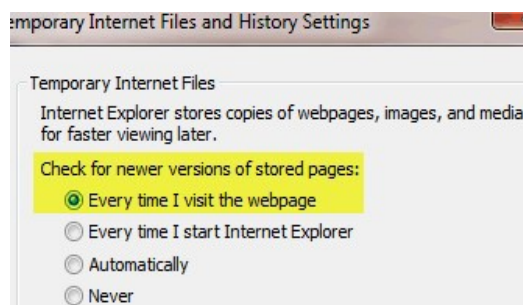
### 1) I was in the middle of entering data, but had to walk away from my computer for a short while, and the eVoucher program signed me out.

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.

### 2) 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 of the browser. Windows, the site works best using Internet Explorer 8 or newer; Apple, the site works best using Safari 5.1 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. Choose the option shown here:




### 3) I don't see all my appointments on my Home page.

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.)

However, if you have an older case that you need entered into the eVoucher system, contact eVoucher support at [cja@kywd.uscourts.gov](mailto:cja@kywd.uscourts.gov). Please include:


- The Case Number.
- The Defendant's Name.
- Date of Appointment.
- Short explanation or note for the request.

### 4) I received this error message and I can't submit my voucher.

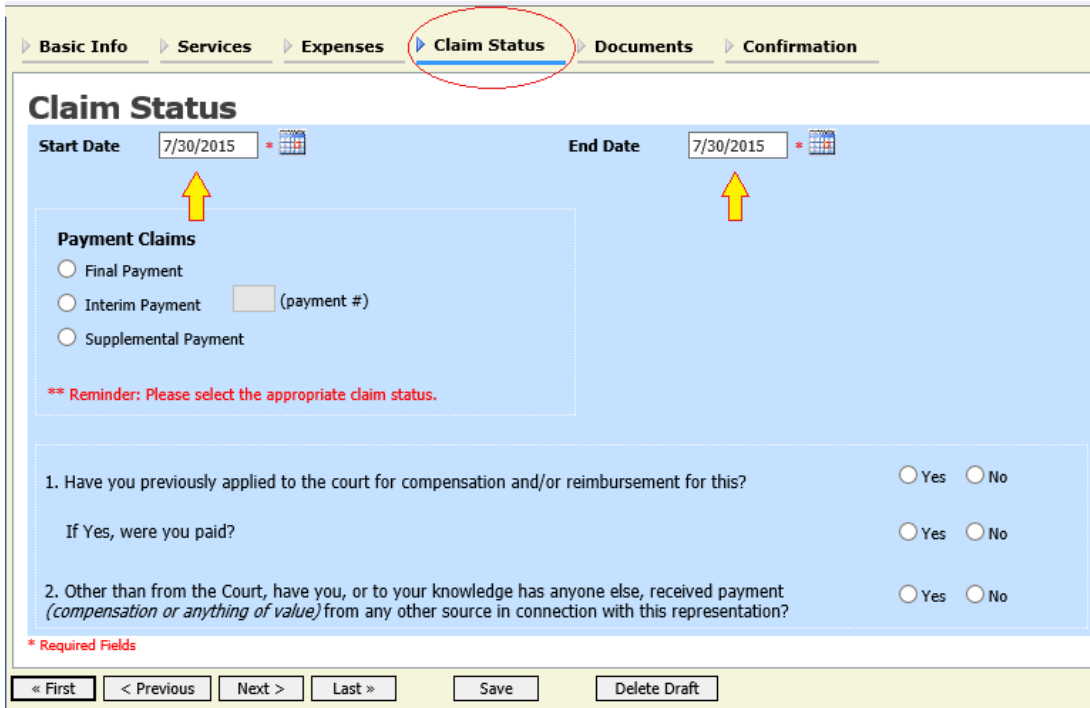
 The date of this voucher is before the Appointment Date.

Contact eVoucher support at [cja@kywd.uscourts.gov](mailto:cja@kywd.uscourts.gov). If deemed appropriate, the staff will enter a nunc pro tunc date so your voucher can be submitted with time prior to the date of your appointment.

## 5) When I start making entries, 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 services or expenses section.





## 6) I submitted a voucher but now I realize I made a mistake on it. Can I get it back?

In order for us to “reject” your document and it come back to you, you will need to contact eVoucher support at [cja@kywd.uscourts.gov](mailto:cja@kywd.uscourts.gov) When it arrives back on your home page, it will be highlighted in bright yellow. You can then make your correction, and resubmit the voucher.

## 7) I submitted a voucher but now it is back in My Active Vouchers but appears highlighted in bright yellow. What does that mean?

An entry that looks like the one below means that the voucher has been rejected by CJA court staff. Counsel should receive an email generated from the system, and the reason for the rejection can be found in the Notes section of the Confirmation page.

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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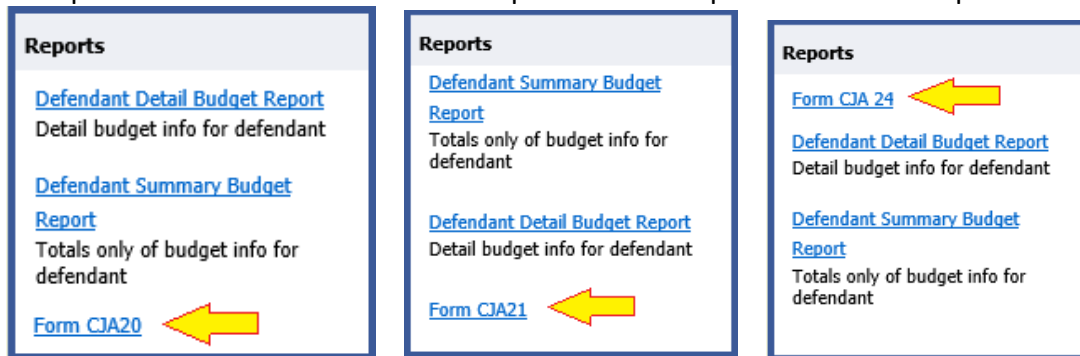
**8) I created and submitted a CJA-21 voucher for a service provider, but it still shows up in My Active Documents, with the status of “Submitted to Attorney.”**

When the attorney submits a voucher on behalf of the service provider, after entering the fees and expenses, the attorney should go to the confirmation tab and **Submit** the voucher. Then, the attorney will need to open the voucher again (via My Active Documents), to the confirmation tab, certify and **Approve** the voucher.

Once the attorney approves a CJA-21 voucher, it will show up in “My Service Provider’s Documents,” with the status “Submitted to Court.”

**9) How can I get a copy of my actual voucher and time/expense entries?**

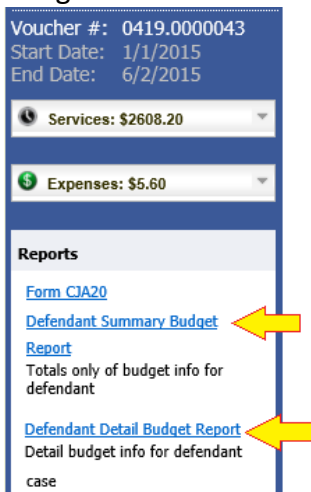
From any tab within a voucher, there will be a Reports section on the left side of the screen. The report entitled Form CJA\*\* will give you a copy of the form as well as your detailed time and expense entries. You can choose to print out the report or save it as a pdf.



**10) 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.



### 11) 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 section 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 entered for payment, it will move to the **Closed Vouchers** section and this symbol will appear next to the voucher:



### 12) I had vouchers in my Closed Vouchers folder on my Home Page, but some of them have disappeared.

Closed vouchers are periodically archived by court staff. Once archived, they are removed from your closed voucher folder, however, they are still in the system. They can be located by using the **Search Appointments** feature, under **Operations** on the blue menu bar.



When searching by case number, only use a two digit year, and case number. Example: 15-123

