eVoucher FAQs/Troubleshooting

How do I access the eVoucher site?

There is a link to the Middle District of Florida's eVoucher program in the Attorney Resources section of the court's website.

The direct website address to the system is:

https://evadweb.ev.uscourts.gov/CJA_flm_prod/CJAeVoucher/

Is this site different than the one I use for other courts?

Yes. Other courts may be using the eVoucher system, but while they may look exactly the same from the attorney's perspective, they are actually separate websites with separate logins. You can however, have the same username and password for each site.

I am having trouble changing my username or password.

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, is case sensitive, and can contain special characters.   It is important that you choose a strong password.

The eVoucher program sometimes signs 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, however, the program will automatically save your work if it does time out.

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 **Sarfari 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 below:
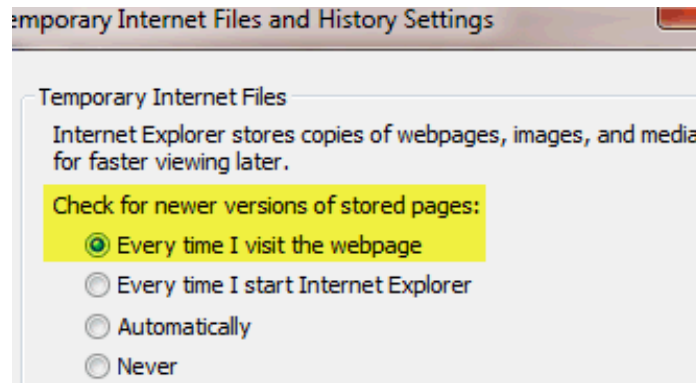
I don't see all my appointments on my Home page.

Court staff enters case information for newly assigned cases into the system on a regular basis. However, if you have an older case or a new case that you want entered right away, contact the CJA department or email the eVoucher help desk at:

FLMD_CJA@flmd.uscourts.gov

I received this error message ⊗ The date of this voucher is before the Appointment Date. and I can't submit my voucher.

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.

When I start making entries, I get this error message:

⚠ Service and/or Expenses are out of the Voucher Start and End Dates.
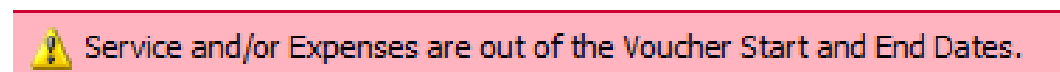
Go to the Claim Status section of the voucher. The start date and the end date in that section have to be the earliest and latest dates you entered in either the services or expenses section. To easily find out what the earliest and latest dates are, go to the Services (or Expenses) tab and click on the Date column heading once to sort by date chronologically:

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.

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 page.

I created and submitted a CJA21 voucher for a service provider, but it still shows up in My Active Vouchers.

The attorney creates all CJA21/31 vouchers and most often will submit them as well. However, some frequently used service providers may be granted direct access to the system and allowed to submit their own vouchers after they are created by the attorney. Whether the attorney submits on behalf of the service provider, or the service provider submits on their own behalf, the attorney must then <u>approve</u> the voucher. So if the attorney is submitting a voucher on behalf of a service provider, s/he must submit the voucher first and then approve the voucher (in the same manner). Please refer to the CJA21/31 Guide available under Links within eVoucher and/or watch the training video ' **Completing a CJA 21 (or 31)**.'

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.

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.

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.