

To find the answer to the question, click on the question.

### **Connecting and Signing On**

1. When I connect to eVoucher, there is no place to type in my user name or password. How do I log on? (Answer #1)
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? (Answer #2)
3. My user name and/or password won't work. What do I do? (Answer #3)
4. I have a new address and/or phone number. Do I need to tell someone? (Answer #4)
5. I want to change my user name and password. How do I do that? (Answer #5)

### **Voucher for Fees and Expenses (CJA 20's)**

6. I've been appointed to represent a defendant, but the case is not showing up in the appointments section on my home page. (Answer #6)
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." (Answer #7)
8. I already submitted my voucher but now I realize I made a mistake on it. Can I get it back?(Answer #8)
9. How do I know if I'm getting close to the statutory maximum for attorney services? (Answer #9)
10. I want to check on the status of a voucher. How do I do that? (Answer #10)
11. One of the documents I submitted is back on my home page, but is now bright yellow. Why is that? (Answer #11)
12. eVoucher keeps signing out even though I didn't log off and I'm entering data on it. (Answer #12)
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? (Answer #13)
14. I want all my time entries to be listed in chronological order but I entered them, out of order. Can I fix that? (Answer #14)
15. I want to look at all my time entries by category. For example, I want all my jail visits grouped together. Will I be able to that? (Answer #15)

16. Before eVoucher started, the Court granted 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? (Answer #16)

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

### **Printing**

18. Can I print the vouchers? How about saving an electronic copy, can I do that? (Answer #18)

### **Creating Other Vouchers or Requests**

19. I am trying to create an Auth or a CJA 21 or a CJA 26 but those options aren't on the left hand side, where they should be. What happened to them? (Answer #19)

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

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

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

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

**1. When I connect to eVoucher, there is no place to type in my user name or password.**

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\\_wvs\\_prod/CJAeVoucher/](https://evadweb.ev.uscourts.gov/CJA_wvs_prod/CJAeVoucher/)

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

If you continue to have trouble, try this:

The screenshot shows the Internet Explorer browser window displaying the CJA eVoucher Electronic Voucher Management System login page. The page title is "CJA eVoucher" and the URL is "https://evadweb.ev.uscourts.gov/CJA\_mdxx\_prod/CJAeVoucher/L...". The page content includes a "USER LOGIN District of Maryland Prod CJA 4.1.2" section with a message: "You may only login to CJA using one of the approved browsers listed below..On Windows 8 or IE 11 you must set the browser to Compatibility mode to log in." Below this message is an orange box with an upward-pointing arrow containing the text: "If you see this message you 'must set the browser to Compatibility mode' Follow Step 1 and Step 2". The browser's Compatibility View Settings dialog box is open, showing the "Add this website:" field with "uscourts.gov" entered and the "Add" button highlighted. A red arrow labeled "Step 2" points to the "Add" button. The browser's menu bar is visible, with a red arrow labeled "Step 1" pointing to the "Tools" menu. At the bottom of the page, there is a section for "APPROVED BROWSERS" listing Internet Explorer 8 or newer as approved, and other browsers like Chrome, Firefox, and Safari as not approved.

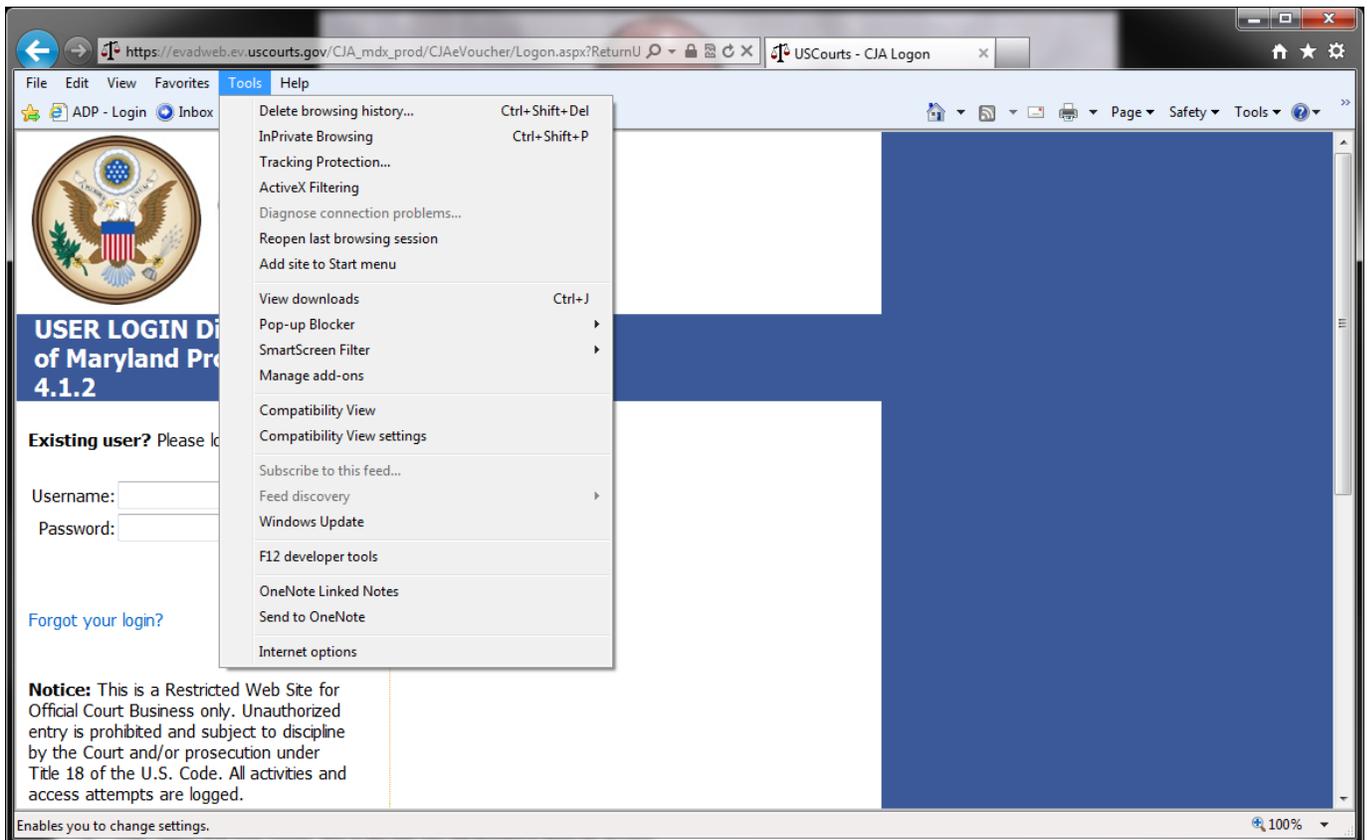
[Click here to return to the Frequently Asked Questions page](#)

**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?**

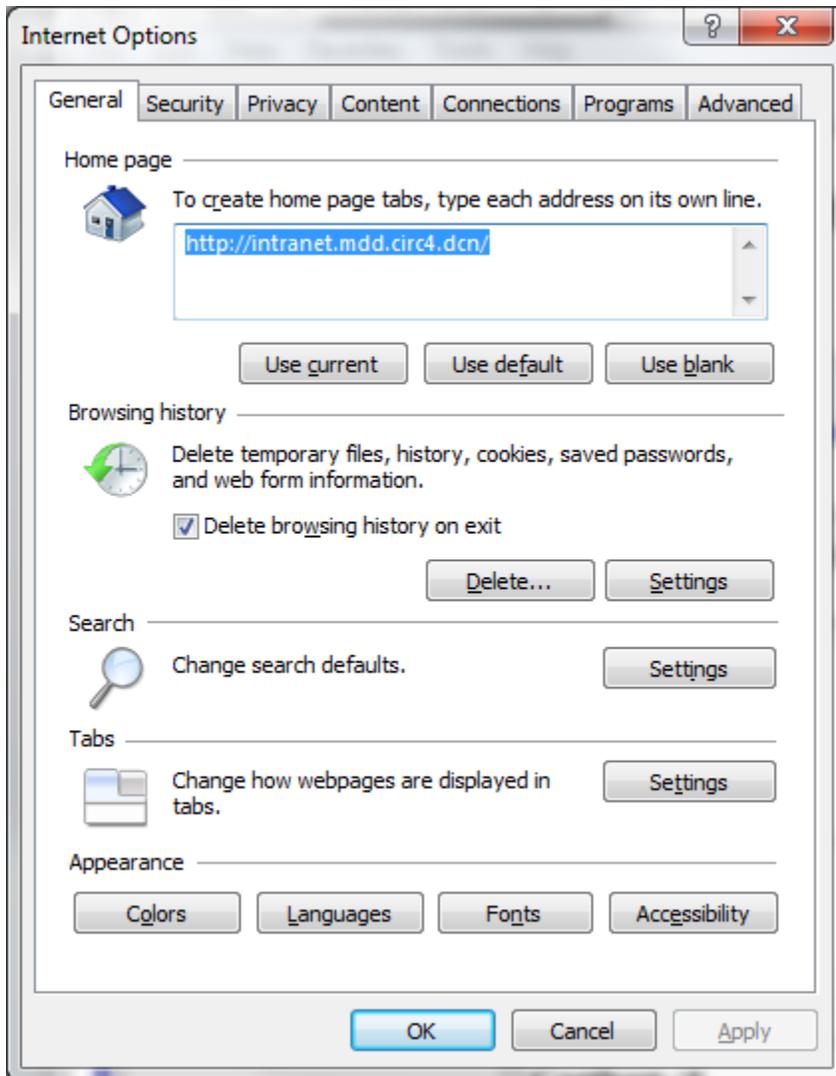
**Approved Browsers:**

In Windows, Internet Explorer 8 or newer is approved (Safari is approved if you are on a Mac). In IE, ensure that your cache setting is correct:

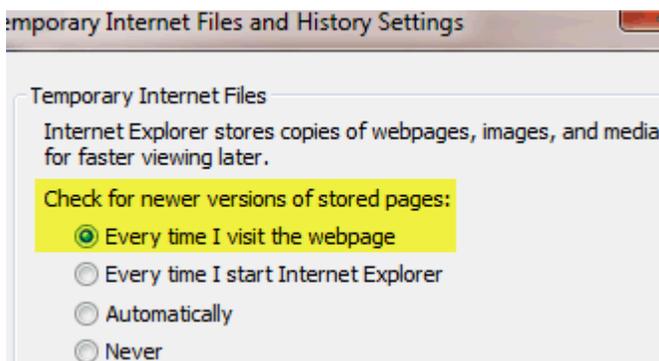
Go to TOOLS on your browser menu bar and click on "Internet Options."



From the General tab, click on Settings.



Choose this option:



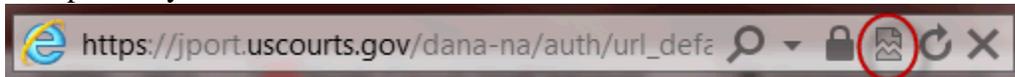
## **INTERNET EXPLORER COMPATABILITY ISSUES**

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.

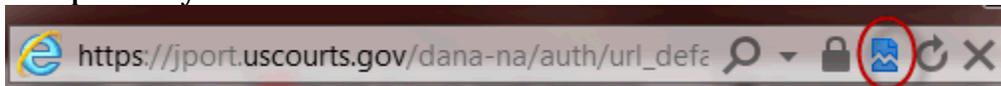
IE10:

In IE 10 turn on "compatibility mode" by clicking on what looks like a torn piece of paper after 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 user name and/or password won't work. What do I do?**

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

In order to find out what your correct user name and/or password are—or to get your account unlocked—please contact either Debbie Reynolds or Angie Volk.

Debbie Reynolds – CJA Technician  
[debbie\\_reynolds@wvsd.uscourts.gov](mailto:debbie_reynolds@wvsd.uscourts.gov)  
304-347-3461

Angie Volk  
[angie\\_volk@wvsd.uscourts.gov](mailto:angie_volk@wvsd.uscourts.gov)  
304-347-3191

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

Yes, please do so that our contact information for you is correct for purposes of appointments. Send an email to either:

[debbie\\_reynolds@wvsc.uscourts.gov](mailto:debbie_reynolds@wvsc.uscourts.gov)

[angie\\_volk@wvsc.uscourts.gov](mailto:angie_volk@wvsc.uscourts.gov)

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## 5. I want to change my user name or password. How do I do that?

It is wise to change your user name 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.

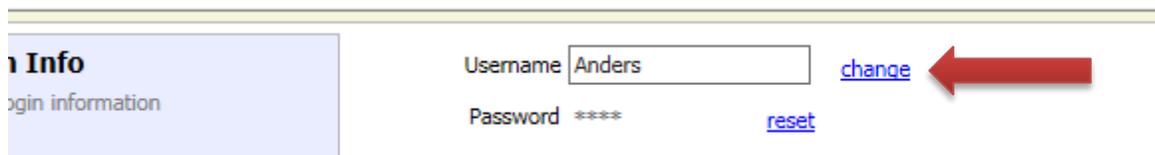
To do this, click on “My Profile” on your home page.



Click on “Edit” on your profile page.



To change your **user name**, highlight your current name and type in a new user name. Then click on “change.” Then click on “close.”



To change your **password**, click on “reset.”



Type your new password in both rectangles. Click on “reset” a second time. Then click on “close.”



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**6. *I've been appointed to represent a defendant, but the case is not showing up in the appointments section 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.)

If the case is not listed, please email the CJA Technician, Debbie Reynolds, at [debbie\\_reynolds@wvsc.uscourts.gov](mailto:debbie_reynolds@wvsc.uscourts.gov) and provide the following information:

Defendant's Name

Case Number

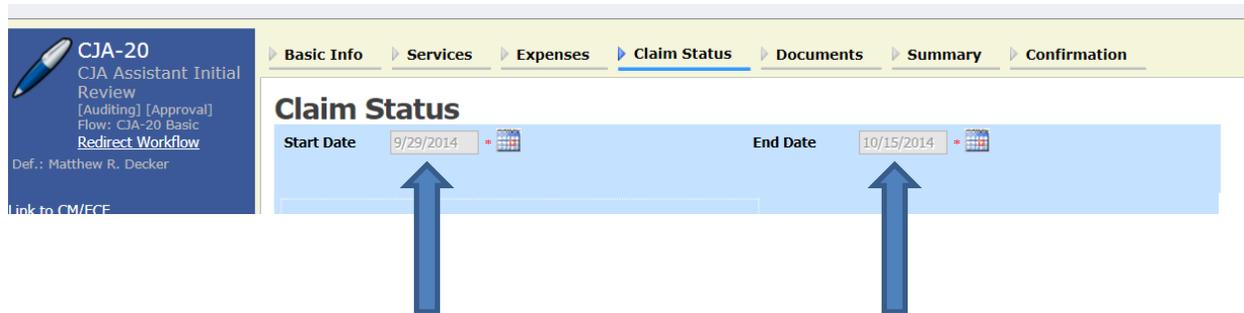
Date of Appointment

Name of Person that Appointed You

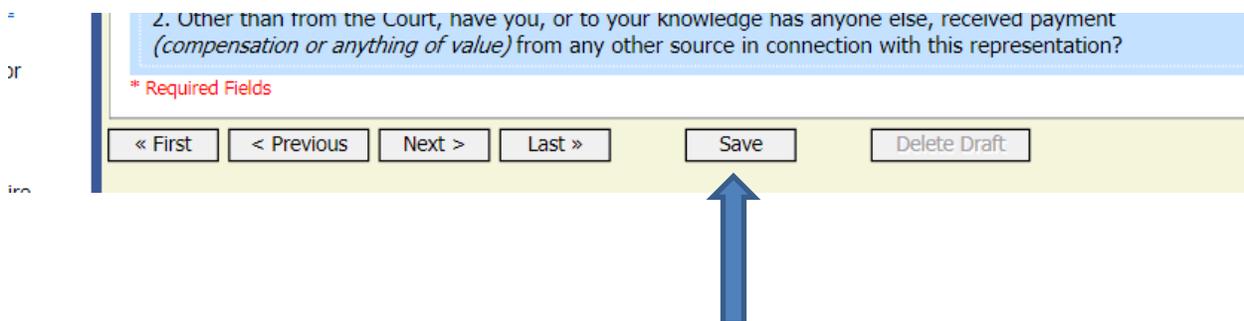
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**7. I'm trying to enter my time, but I get a message that the "services/expenses are out of the Voucher Start and End dates."**

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 you had services or expenses--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 Technician, Debbie Reynolds, at [debbie\\_reynolds@wvsd.uscourts.gov](mailto:debbie_reynolds@wvsd.uscourts.gov) or 304-347-3461 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 on "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 attorneyservices?**

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.

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**

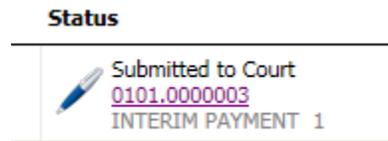
- [Defendant Detail Budget Report](#)  
Detail budget info for defendant
- [Form CJA20](#)
- [Defendant Summary Budget Report](#)  
Totals only of budget info for defendant

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

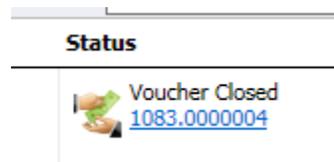
## 10. *I want to check on the status of a voucher. How do I do that?*

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 in the process of 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 approximately seven to ten days.

If you have questions about the status of your voucher, please feel free to contact the CJA Technician or CJA Supervising Attorney. Please send an email to [debbie\\_reynolds@wvsd.uscourts.gov](mailto:debbie_reynolds@wvsd.uscourts.gov) or [angie\\_volk@wvsd.uscourts.gov](mailto:angie_volk@wvsd.uscourts.gov) and be certain to include the (1) client's name; (2) the type of document or voucher; and (3) the document number or date submitted.

Providing that information will result in a faster response.

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**11. *One of the documents I submitted is back on my homepage, but it is now bright yellow. What's up with 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 the 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.

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

Debbie Reynolds  
[debbie\\_reynolds@wvsc.uscourts.gov](mailto:debbie_reynolds@wvsc.uscourts.gov)  
304-347-3461

Angie Volk  
[angie\\_volk@wvsc.uscourts.gov](mailto:angie_volk@wvsc.uscourts.gov)  
304-347-3191

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**12. *eVoucher keeps signing out even though I didn't log off and I'm entering data on it.***

Save. Save. Save. 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 or 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.”**

Email either the CJA Technician, Debbie Reynolds at [debbie\\_reynolds@wvsd.uscourts.gov](mailto:debbie_reynolds@wvsd.uscourts.gov) or the CJA Supervising Attorney, Angie Volk at [angie\\_volk@wvsd.uscourts.gov](mailto:angie_volk@wvsd.uscourts.gov) and a corrected appointment date will be entered if the date has been nunc pro tunced so that the voucher can be submitted. Please provide the following information:

Defendant's Name

Case Number

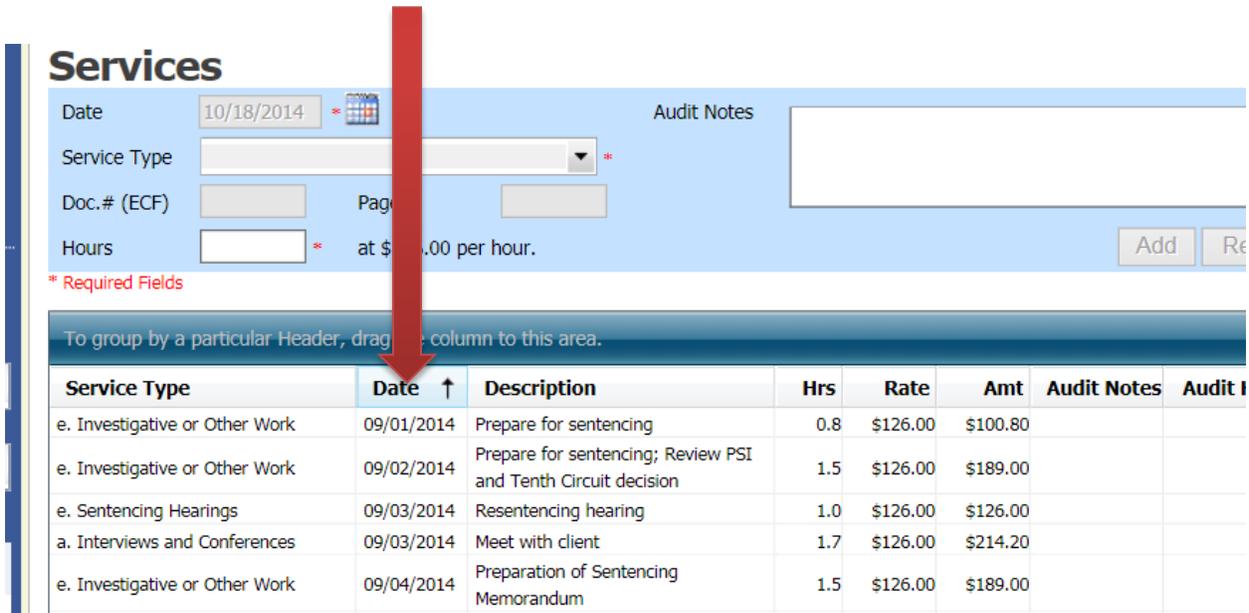
Date of Appointment

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**14. I want all my time entries to be listed in chronological order but I entered them out of order. Can I fix that?**

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

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



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, Doc.# (ECF), Page, Hours, and Audit Notes. A red arrow points to the 'Date' column header in the table below. The table has columns for Service Type, Date, Description, Hrs, Rate, Amt, Audit Notes, and Audit I.

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. Like, I want all my jailvisits grouped together. Will 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 sort, in the **Description** column, to group similarly named activities together.

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, Doc.# (CF), Pages, Hours, and Audit Notes. 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 'Description' column headers.

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 have 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 previously signed CJA-21 authorizing services 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 on CM/ECF.

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

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

The screenshot shows a web interface for uploading supporting documents. At the top, there are navigation tabs: 'Basic Info', 'Justification', 'Documents', and 'Confirmation'. The 'Documents' tab is selected. Below the tabs is a header 'Supporting Documents'. Underneath is a blue box titled 'File Upload (Only Pdf files of 10MB size or less!)'. This box contains a 'File' input field with a 'Browse...' button, a 'Description' text box, and a 'Mark as Private' checkbox. To the right of the 'Description' box is an 'Upload' button. Below the upload section is a table with columns 'Priv.', 'Description', 'Delete', 'View', and 'Visibility'. The table currently shows 'No Attachments'. A red arrow points to the 'Browse...' button, and another red arrow points to the 'Upload' button.

Click on "**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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**18. Can I print the vouchers? How about saving an electronic copy—can I do that?**

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.



After a moment or two, all the pages of the voucher or request will be contained in one document, which can be printed by clicking on the printer icon (or **Ctrl+P**). It will not, however, print any documents which have been uploaded to the document page.

**If you want to save an electronic copy of the file**, follow the above steps, but simply print to PDF, rather than a printer, and save to your computer.

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**19. *I am trying to create an Auth or a CJA-21 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 the person?**

Yes. The most efficient way to accomplish this is to send either the CJA Technician or the CJA Supervising Attorney an email with a completed Service Provider Information Form available on the Court's website under the CJA tab and eVoucher. 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 these steps:

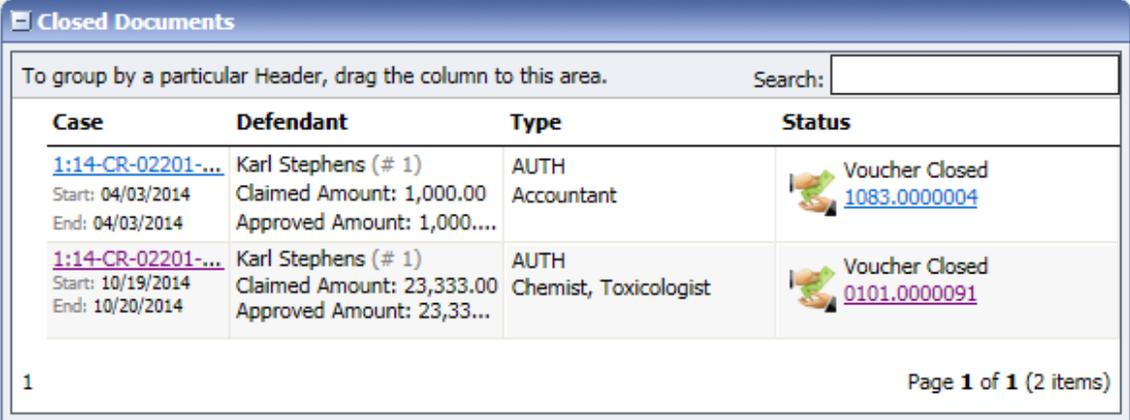
1. Select the **Service Type** from the drop down menu (investigator, interpreter, etc.).
2. Provide a description of the services that will be provided.
3. In the "**Expert**" drop down box, select the blank. That will cause a number of blanks to appear.
4. Fill in those blanks with the expert's information.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



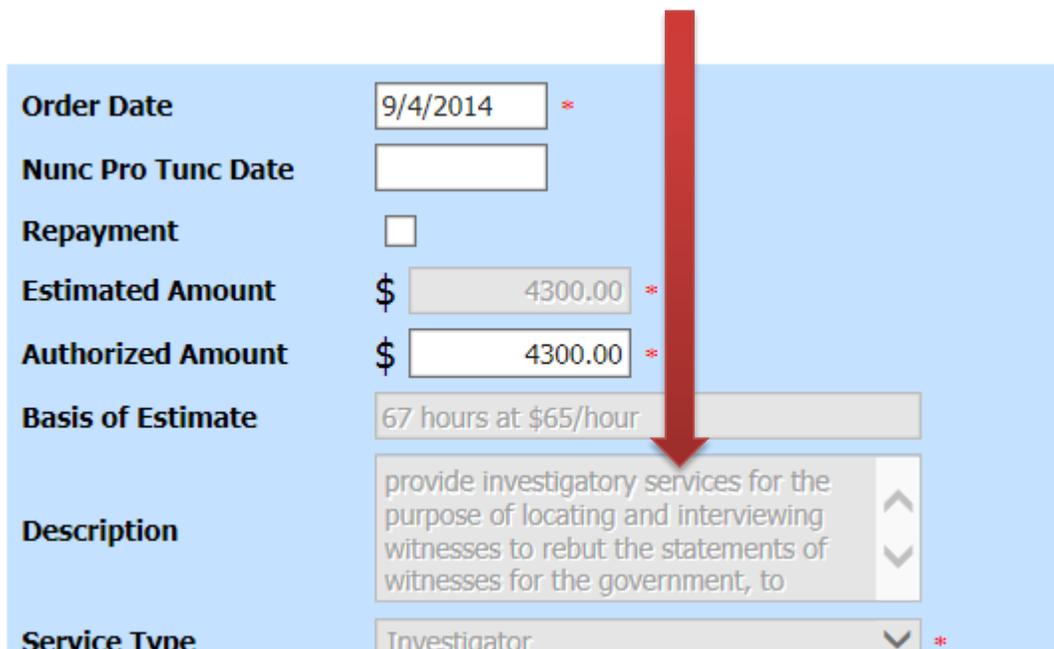
Case	Defendant	Type	Status
<a href="#">1:14-CR-02201-...</a> Start: 04/03/2014 End: 04/03/2014	Karl Stephens (# 1) Claimed Amount: 1,000.00 Approved Amount: 1,000....	AUTH Accountant	 Voucher Closed <a href="#">1083.0000004</a>
<a href="#">1:14-CR-02201-...</a> Start: 10/19/2014 End: 10/20/2014	Karl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

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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**" and include them on the CJA-002 form "Form Seeking Advance Authorization for Investigative, Expert, or Other Services Exceeding \$800" which is available under the Links tab in eVoucher or on the Court's website under the CJA tab and CJA Forms. You will upload this form in the "Documents" section of the Auth. If you put 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. A large red arrow points downwards from the top of the form towards the 'Description' field. The form contains the following fields:

- Order Date**: 9/4/2014 \*
- Nunc Pro Tunc Date**: (empty)
- Repayment**:
- Estimated Amount**: \$ 4300.00 \*
- Authorized Amount**: \$ 4300.00 \*
- Basis of Estimate**: 67 hours at \$65/hour
- Description**: provide investigatory services for the purpose of locating and interviewing witnesses to rebut the statements of witnesses for the government, to
- Service Type**: Investigator \*

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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](#)

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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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