

# CJA eVOUCHER FAQs

**Q: WHAT BROWSERS ARE SUPPORTED?**

A. Internet Explorer 8.x or 9.x for Windows Operating Systems  
Safari 5 or newer for Apple Operating Systems

**Q: HOW DO I ACCESS THE eVOUCHER SITE?**

A. Bookmark [https://evsdweb.ev.uscourts.gov/CJA\\_lae\\_prod/CJAeVoucher/](https://evsdweb.ev.uscourts.gov/CJA_lae_prod/CJAeVoucher/). This link is also on our website.

**Q: HOW DO I CHANGE MY USERNAME?**

A. Login to the eVoucher system  
Click on my profile  
Click on the edit button (upper right hand corner)  
Highlight your current username and type over the existing name with the new one  
Click on Change  
You should see "The Username has been change" in red  
Click on Close

**Q: HOW DO I CHANGE MY PASSWORD?**

A. Login to the eVoucher system  
Click on my profile  
Click on the edit button (upper right hand corner)  
Click on the reset button  
Type your new password in the Password box  
Type your new password again in the Confirm box  
Click on the reset button

**Q: I SUBMITTED A VOUCHER AND NOW IT IS BACK IN MY ACTIVE VOUCHERTS BUT APPEARS HIGHLIGHTED – WHAT DOES THAT MEAN?**

A. 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 rejection can also 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 --09.0000073
<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 Nerdy Nerdington Accountant	Voucher Entry <a href="#">Edit</a> FINAL PAYMENT

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