



# CJA eVoucher

## eVoucher FAQs/Troubleshooting

### **How do I access the eVoucher site?**

There is a link to the District of Alaska's eVoucher program on our public website. The website address is: <http://www.akd.uscourts.gov/>

### **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.

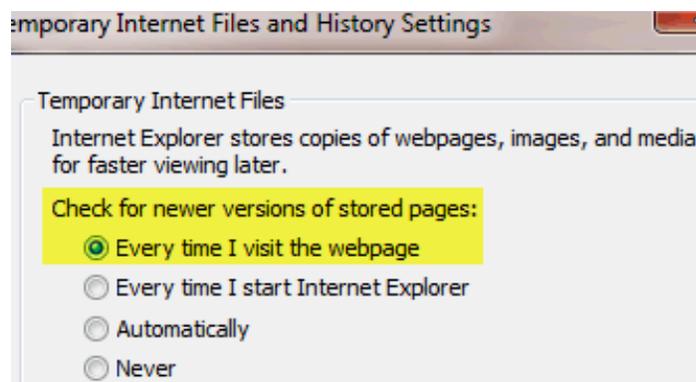
## I have lost data even after I hit the “Save” button – what happened?

It is most likely one of two reasons; clicking the “Approve” button immediately after saving, or an out dated browser.

If you hit the “Save” button and then immediately click the “Approve” button data may be lost. Prior to hitting the “Approve” button, click on “Home” on the top menu bar, then access the voucher, via “My Vouchers” and **without making any changes**, go to the confirmation page, click the “certify” box and then click the “Approve” button.

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).

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:



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

The CJA Administrator has to enter case information into the system which they will do regularly. However, if you have a case you want entered right away, contact the CJA Administrator and ask that the appointment be created in eVoucher.

## I received this error message and it prevents me from submitting my voucher.

Contact the CJA Administrator. If deemed appropriate, she 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 entered time, 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:

Basic Info Services Expenses Claim S

### Services

\* Required Fields

Date  \*

Service Type  \*

Doc. # (ECF)  Pages

Hours  \* at rate 125.00

To group by a particular Header, drag the column to this area.

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

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.

My Active Vouchers			
To group by a particular Header, drag the column to this area.			Search: <input type="text"/>
Case	Defendant	Type	Status
<a href="#">3:12-CR-00400-RR...</a> Start: 05/01/2012 End: 05/08/2012	Harry Smith (# 1) Claimed Amount: 1,...	CJA-20 Joe Attorney	 Voucher Entry <a href="#">0969.0000769</a> FINAL PAYMENT

1 Page 1 of 1 (1 items)

Counsel should review the “notes” section on the confirmation screen for the reason for rejection.