

eVoucher - FAQs

- 1. I lost/forgot my password or want to set a new password. How do I get a new one?** From the eVoucher logon page, select "Forgot your login?" and follow the email link to reset your password. If you would like to change your password, you should select the same "Forgot your login?" link to change your password.
- 2. What are the requirements for an eVoucher password?** EVoucher passwords must contain the following characters:
 - Minimum 8 characters
 - One upper-case letter
 - One lower-case letter
 - One number
 - One special character
 - You will also be required to change the password periodically, 180 days.
- 3. I just remembered my password after trying several times but I still cannot get into eVoucher.** After failing to login 3 times in a row, the system will lock you out. Please email moedml_CJA@moed.uscourts.gov or call 314-244-7872 to get unlocked. Setting a new password will not release the lock.
- 4. How do I print a copy of my voucher from eVoucher?** Any document in eVoucher should be available to print. Just open the document and look for the Reports section in the navy blue bar on the left side of the screen. You should always find a report called "Form CJA20, Form CJA21, etc". Just select that report. A new window will open with a document you can print, save, etc.
- 5. I created a document in eVoucher and all of my entries are gone?** In December 2015 we notified the panel of a problem identified by our national Administrative Office of a potential issue with eVoucher affecting attorneys while entering a voucher in the system. This issue is believed to only occur in one-half of a percent of vouchers, however, it may appear to the attorney that all service and expense data has been lost on the voucher and that data must be re-entered.

If this occurs, data on the voucher is still in the system and can be retrieved. Please contact the court as soon as possible so that we can obtain assistance to retrieve the data on the voucher. You may contact us by emailing - moedml_cja@moed.uscourts.gov or 314-244-7872.

The court will request the following data:

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| -Attorney Name | -Representation ID or Appointment ID |
| -Attorney Contact Information | -Data Lost |
| -Voucher Type | -Operating System |
| -Case Number | -Web Browser Version |

- 6. Can eVoucher be updated to work with other web browsers?** EVoucher is a national system supported by the courts Administrative Office. Changes such as this are determined on a national basis and are out of the control of our local court. Currently, only Internet Explorer 8 or newer and Apple Macintosh: Safari 5.1 or newer are Approved. Chrome, Firefox and other browsers may not be used.

7. **I am no longer appointed CJA on a case but I still need to file my voucher and it is no longer on my desktop. How do I find my appointment and voucher?** Since the court entered a termination date for the appointment, it will no longer appear in your desktop appointments list. To find the appointment, simply select Operations in the navy blue bar across the top of the desktop, then select Appointments from the drop down list. All appointments will be listed. You will notice a termination date on any appointment that is complete or the appointment has been terminated. When you click on the hyper link for the case you will find any vouchers previously created.

8. **How should I enter travel time and mileage applicable to more than one client?** While time spent in common on more than one CJA representation must be prorated, the entire amount of travel or other expenses applicable to more than one representation must be billed to one representation.

Simply, if you draft a motion applicable to two representations, you should charge 50% of the time spent to each case and your log entry should reference the other case. If you travel to meet with two defendants at the same facility, you should charge all of the travel time and mileage to one representation and reference the other case on the log entry. In the case without the charge make a zero time and mileage entry, referencing the other case that was charged. Time spent meeting with each defendant should be charged accordingly to each representation. *Guide to Judiciary Policy, Vol 7A, Chapter 2, Section 230.50 (a-h).*

9. **How much detail should I include for time log entries on vouchers?** The level of detail necessary varies but can be related to factors such as the complexity of the case and repetitious activities which warrant more detail. Greater detail, as well as a full note of explanation, is also especially important when a case will exceed the maximum.

10. **How are CJA appointments selected in the Eastern District of Missouri?** The court has piloted a random appointment process using the CJA eVoucher system since September of 2015 for three of the court's magistrate judges. These appointments have only been selected from the CJA panel during the pilot for the three judges. Other off panel appointments may have been made for appointments in the southeastern district, death penalty appointments and appointments to previously appointed counsel in revocation cases. Appointments from the remaining judges in the court have been in the same manner as the past.

The court is moving over the next several months to making all appointments through the eVoucher system. Again, death penalty case appointments will not be drawn randomly. Appointments for revocations will typically be made to the prior CJA appointed attorney.

Keep in mind, appointments for revocation, magistrate cases and similar lesser appointments will not use your turn in the eVoucher system. Likewise, if an attorney is not able to respond in time, your turn in the eVoucher system is also not used and is held in the system.