

# CJA eVoucher

## **Attorney User Manual**

Release 6.10



**April** 

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#### Introduction —

The CJA eVoucher system is a web-based solution for submission, monitoring, and management of all Criminal Justice Act (CJA) functions. The eVoucher program allows for:

- Online authorization requests by attorneys for service providers.
- Online voucher completion by the service provider or by the attorney acting for the service provider.
- Online voucher review and submission by the attorney.
- Online submission to the court.

Unless the court has indicated otherwise, attorneys are generally required to create and submit vouchers for their service providers and associates. The program includes the following modules:

## 

- Allows attorneys to manage their own account information including address, phone, firm associations, and applicable CLE credits
- Allows for submission of holding periods or a specific amount of time taken off for medical leave, vacation, etc.

## Voucher and Authorization Request Submission —————

- Authorization requests by attorneys for expert services
- Requests by attorneys for interim payment
- Supporting document uploads to vouchers or authorization requests
- Reports for attorneys to take an active part in monitoring costs
- Automatic email notification to attorney of approval or rejection of vouchers and authorization requests

## Browser Compatibility —

• Windows: Chrome 62, Edge 16, Firefox 57

• Apple Macintosh: Safari 10.1

### Court Appointment -

When you make an appointment, the program automatically generates an email message to the appointed attorney. The email confirms the appointment and provides a link to the CJA eVoucher program.

Some courts may send a proposed email to the attorney, awaiting acceptance of a specific case.

## Accessing the CJA eVoucher Program -

Starting with version 6.10, you are required to use Login.gov to securely sign in to the eVoucher application. You must create a Login.gov account or use an existing Login.gov account and have a Single Login Profile (SLP) to access eVoucher.

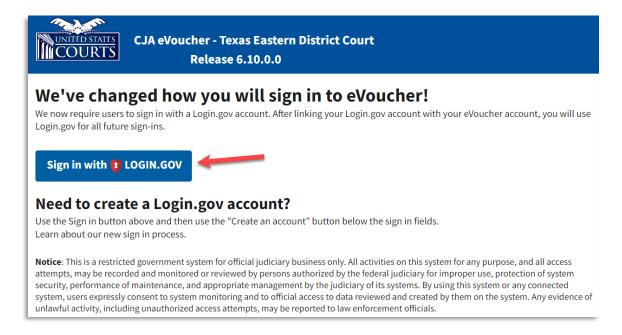
Note: Login.gov is a separate application from eVoucher. If you run into any issues, you must contact Login.gov support via their Help center page at <a href="https://www.login.gov/contact">https://www.login.gov/contact</a> or call their 24-hour help line at (844) 875-6446.

Follow the instructions in the next section to create your Login.gov account. Click the following links for additional information about Login.gov and helpful tips for creating your account. https://login.gov/what-is-login/ https://login.gov/create-an-account/

## Creating a Login.gov Account

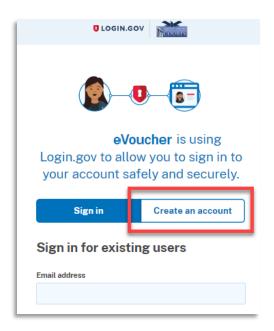
Step 1

On the eVoucher sign-in page, click Sign in with LOGIN.GOV.



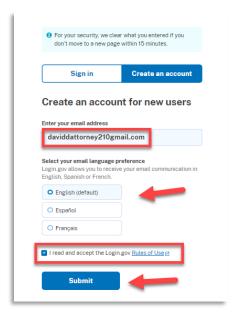
Step 2

On the Login.gov page, click Create an account.



Enter your email address, and then select your email language preference. Click the Rules of Use link, read the Login.gov Rules of Use, and then select the I read and accept the Login.gov Rules of Use check box. Click Submit.

Note: Login.gov recommends that you enter a personal email address that you can always access, not a work email address.



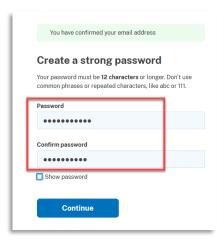
#### Step 4

You will receive an email message at the email address you entered in step 3. In the email message, click Confirm email address, and then continue creating your account.





Next, create a password. It must contain 12 or more characters and cannot include commonly used words or phrases. In the **Password** and **Confirm password** fields, enter and confirm your password, and then click **Continue**.



Your Login.gov account is now created, and you are directed to add an authentication method. Continue to the next section and follow the instructions to complete this requirement.

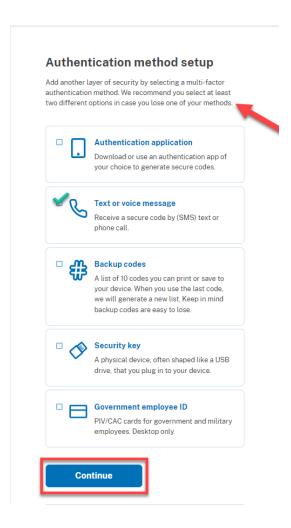
**Note**: Once your Login.gov setup is complete, you will ONLY use the email address you entered and the password you created in Login.gov to access eVoucher, so it is important to remember them.

## Adding an Authentication Method

Login.gov requires that you set up at least one authentication method when creating your account. However, it is recommended that you select at least two authentication methods on different devices so that you have an alternative way(s) to sign in to eVoucher if your primary method becomes unavailable.

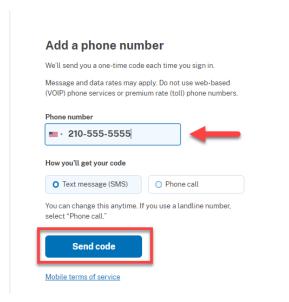
#### Step 1

Select your first method of authentication, and then click Continue. Authentication methods include security keys, government employee IDs, authentication applications, text or voice messages, or backup codes.



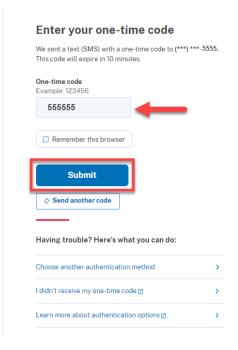
**Note**: Every time you sign in to eVoucher you are required to authenticate, so make sure you use an authentication method that's easy for you to access. For these instructions, the Text or voice message option is selected.

To authenticate by text or voice message, in the **Phone number** field, enter your phone number to receive a one-time code by text message or phone call, and then click **Send code**.



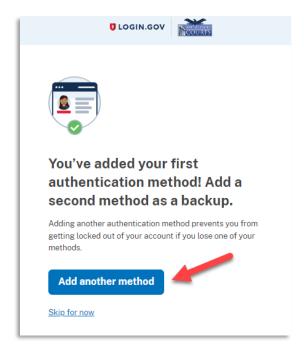
#### Step 3

In the **One-time code** field, enter the one-time code sent to your device, and then click **Submit**.



Once your code has been successfully authenticated, you are prompted to add another authentication method (recommended). Click **Add another method** and follow the previous steps to create a second authentication method.

**Note**: It is recommended that you use a different device for your second authentication method, even if you choose the same setup option. For example, if you chose text or voice message as your first method, you can do the same for the second, as long as you use a different phone number.



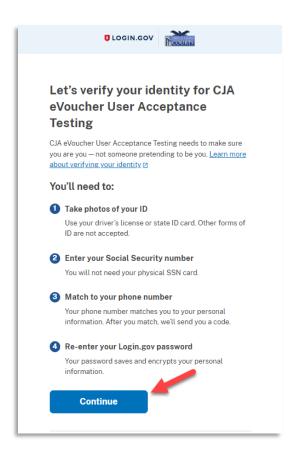
## **Identity Verification**

To access eVoucher, you must verify your identity by uploading an acceptable form of identification (driver's license or state ID). This added security measure is to ensure that you are you and not someone pretending to be you.

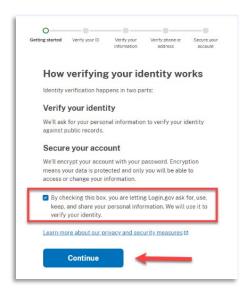
**Note**: This is a one-time identity verification; if you have previously proven your identity through Login.gov, you are not required to do this again.

#### Step 1

If you've previously created a Login.gov account, you will be asked to verify your identity after signing in to Login.gov from the eVoucher sign-in page. If you're in the process of creating your Login.gov account, this step automatically appears after you've established your multi-factor authentication method(s). Click **Continue**.

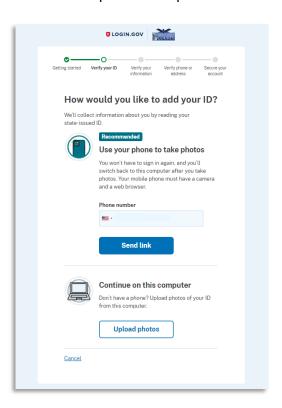


To continue, select the check box allowing Login.gov to ask for, use, keep, and share your personal information to verify your identity, and then click **Continue**.



#### Step 3

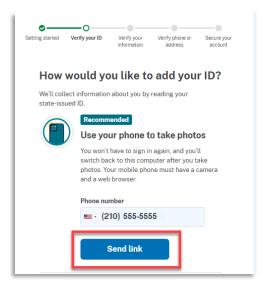
Choose an option for adding your identification information. One option is to upload photos of your ID from your phone, and the other option is to upload them directly from your computer.

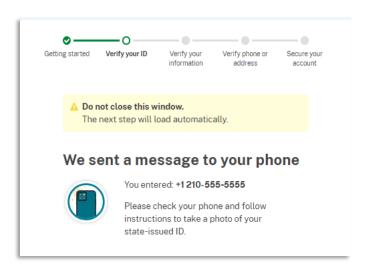


#### **Option 1: Upload photos from phone (recommended)**

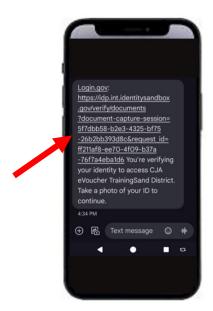
## Option 1

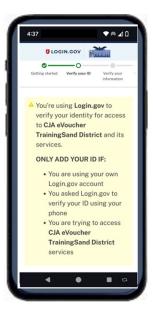
1. Click **Send link**. A message appears, prompting you to check your device for a text message with instructions for taking a photo of your ID to verify your identity.





2. Tap the link in the text message. A message appears, confirming that you are attempting to verify your identity to access eVoucher. Scroll down for additional instructions.





3. Tap **Take photo** to switch your phone to the camera function. Take a photo of the front of your ID card. Scroll down and tap **Take photo** again to take a photo of the back of the card. Verify that each image appears in the appropriate box, and then tap **Submit**.





4. Login.gov verifies your identity from your photos, and prompts you to switch back to your computer to complete the process.

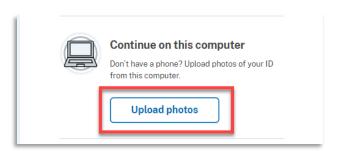


Continue to step 4 to complete the identity verification process.

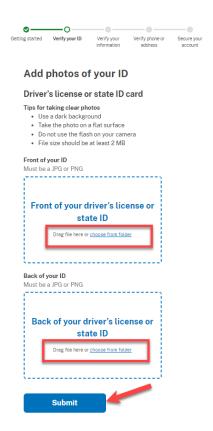
#### **Option 2: Upload photos from your computer**

#### Option 2

1. Click **Upload photos** to upload photos of your ID from your computer.

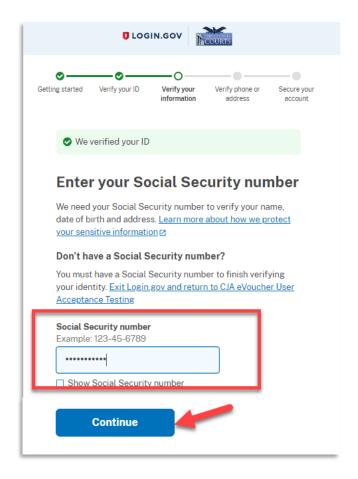


2. You can either drag photos of the front and back of your ID from your computer and drop them in the appropriate boxes, or click the **choose from folder** link to browse for and select the photos to add. Once the photos are uploaded, click **Submit**.



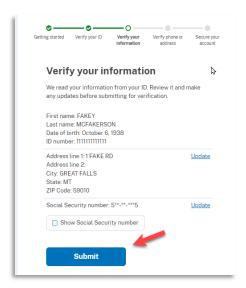
**Note**: You may see a processing screen as the upload completes and Login.gov verifies your identity.

Once your identity has been verified, Login.gov verifies your name, date of birth, and address using your Social Security number (SSN). In the **Social Security number** field, enter your SSN, and then click **Continue**.



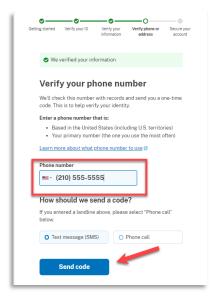
Your name, date of birth, and address are imported from your ID; verify the information is correct. If any of the information has errors, click the **Update** link next to it and make necessary corrections. Once your information is correct and complete, click **Submit**.

**Note**: You have five attempts to verify your personal information, after which your account will be locked. To unlock your account, contact Login.gov.

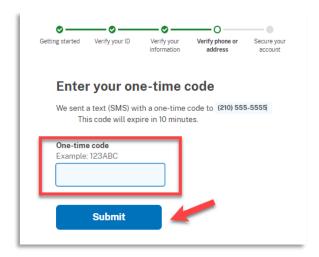


#### Step 6

Next, verify your phone number. To do this, in the **Phone number** field, enter your phone number, and then click the appropriate radio button to receive a one-time code either by text message or phone call. Click **Send code**.



In the One-time code field, enter the code sent to your device, and then click Submit.

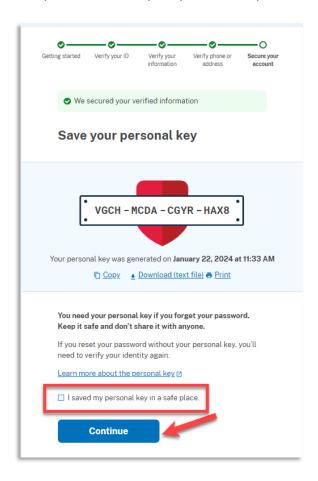


#### Step 8

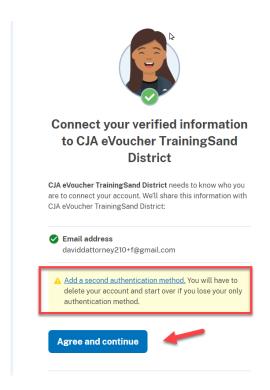
Once your phone number is verified, in the **Password** field, re-enter the password you created to access Login.gov, and then click **Continue**.



A personal key is generated. You will need this key if you ever forget your password or lose your authentication method. Keep your key in a secure place and do not share it with anyone. Select the check box to confirm that you have saved your personal key, and then click **Continue**.



Your Login.gov account is now verified. Next, you are asked to connect, or link, your Login.gov account with your eVoucher account. Click **Agree and continue** and follow the instructions in the next section to complete this connection.

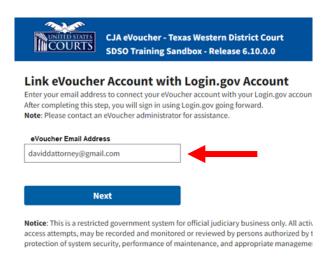


**Note**: If you have not created a secondary authentication method, you are prompted to do so before continuing. Click **Add a second authentication method** and review the Adding an Authentication Method section for those instructions if you wish to complete this task.

## Linking Your eVoucher Account to Your Login.gov Account -

#### For NEW Login.gov accounts:

After you complete your identity verification and receive your security key, you are automatically directed to your court's eVoucher linking page. Note that the email address you used to create your Login.gov account is pre-populated in the **eVoucher Email Address** field.



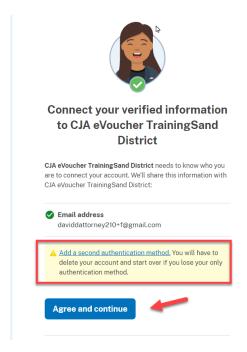
#### For EXISTING Login.gov accounts:

#### Step 1

From your court's eVoucher sign-in page, click **Sign in with LOGIN.GOV** and follow the prompts to sign in and authenticate your Login.gov account.



After successful Login.gov account sign-in and authentication, you are then asked to connect, or link, your Login.gov account with your eVoucher account. Click **Agree and continue**.



**Note**: If you have not created a secondary authentication method, you are prompted to do so before continuing. Click **Add a second authentication method** and review the Adding an Authentication Method section for those instructions if you wish to complete this task.

Login.gov automatically directs you to your court's eVoucher linking page. Note that the eVoucher Email Address field is now pre-populated with your email address.

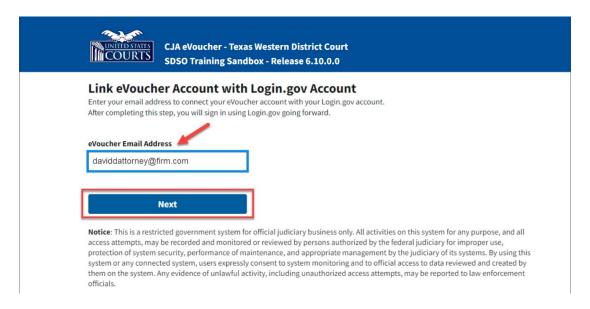


# Linking Your Accounts Using Your SLP Email Address and Password —

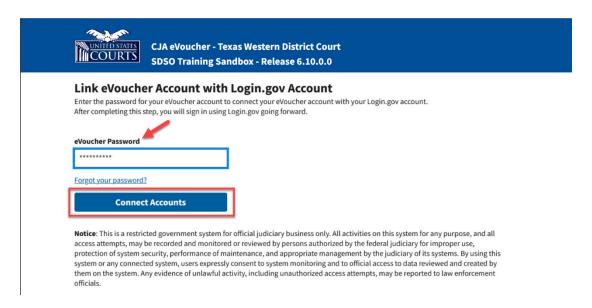
Existing eVoucher users who have an SLP can sign in using their SLP email address and password.



In the **eVoucher Email Address** field, delete the pre-populated Login.gov email address and enter your eVoucher SLP email address. Click **Next**.

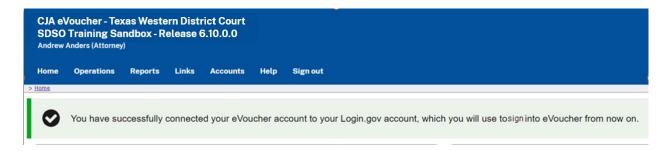


In the **eVoucher Password** field, enter your eVoucher SLP password (the password you normally use to access eVoucher), and then click **Connect Accounts**. If you don't remember your password, click the **Forgot your password?** link and follow the security question prompts. If you enter your password incorrectly six times or fail your security questions three times, your account locks and you must contact your eVoucher administrator.



#### Step 3

If your Login.gov account is successfully linked to your eVoucher account, a success message appears at the top of your eVoucher home page. Continue to use eVoucher normally.



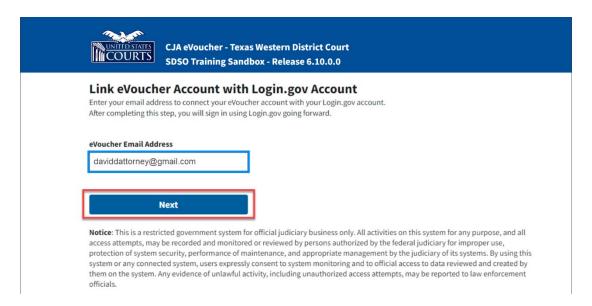
You have now linked your eVoucher account with your Login.gov account. For all future use, sign in to Login.gov to access eVoucher.

## Linking Your Accounts by Email Invitation – New User -

New eVoucher users who do not have an SLP can also link their accounts from the eVoucher linking page.

Step 1

Do not change the Login.gov email address that's pre-populated in the **eVoucher Email Address** field. Click **Next**.



Step 2

A message appears, prompting you check your email and confirm that you entered the correct email address.

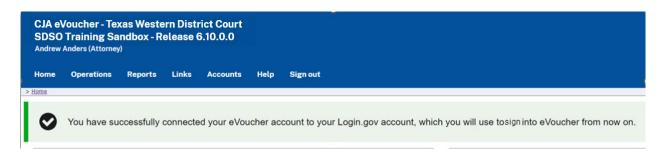


Click the link in the email message to automatically link your accounts and return to your eVoucher home page.



#### Step 4

If your Login.gov account is successfully linked to your eVoucher account, a success message appears at the top of your eVoucher home page. Continue to use eVoucher normally.



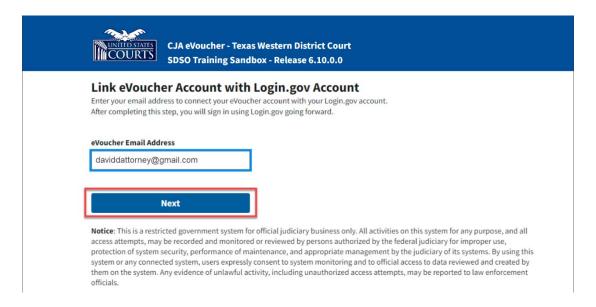
You have now linked your eVoucher account with your Login.gov account. For all future use, sign in to Login.gov to access eVoucher.

## Linking Your Accounts by Email Invitation – Existing User -

An existing eVoucher user who has an SLP but does not know their SLP credentials can also link their accounts on the eVoucher linking page.

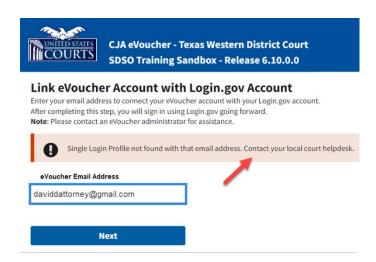
#### Step 1

Do not change the Login.gov email address that's pre-populated in the **eVoucher Email Address** field. Click **Next**.

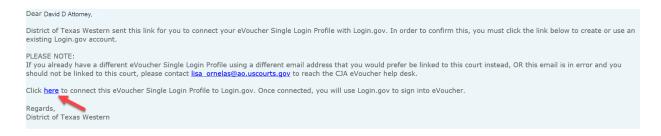


#### Step 2

If your Login.gov email address is not the same as your SLP email address, an error message appears, prompting you to contact your court's help desk.

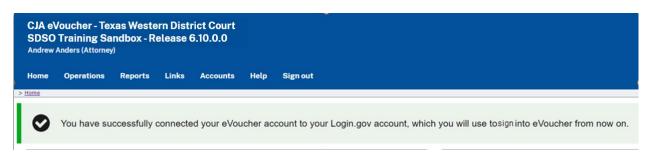


If you do this, your court then sends you an email message with a link that you can click to automatically connect your two accounts.



#### Step 4

If your Login.gov account is successfully linked to your eVoucher account, a success message appears at the top of your eVoucher home page. Continue to use eVoucher normally.



You have now linked your eVoucher account with your Login.gov account. For all future use, sign in to Login.gov to access eVoucher.

## Signing In to eVoucher -

Once you've created your Login.gov account, linked it to eVoucher, and signed in to the application for the first time, you will use your Login.gov credentials to access eVoucher going forward.

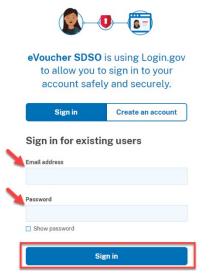
Step 1

To sign in to eVoucher, use any US Courts CJA eVoucher URL to access the Login.gov sign in button. Click **Sign in with LOGIN.GOV**.



#### Step 2

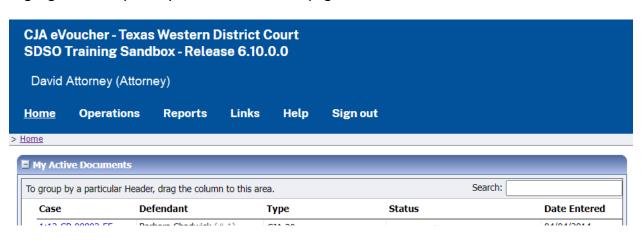
By default, you are directed to the Login.gov sign-in page. In the **Email address** and **Password** fields, enter the email address and password used to create your Login.gov account, and then click **Sign in**.



Complete the action required by your chosen authentication method. In this example, you'll authenticate using a mobile device. In the **One-time code** field, enter the one-time code sent to your device, and then click **Submit**.

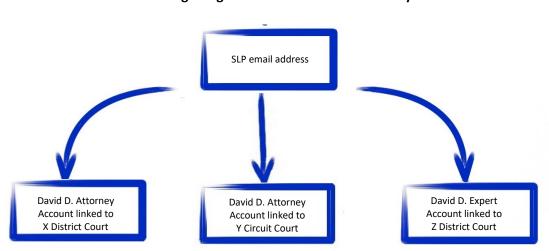


Login.gov directs you to your eVoucher home page.



## Single Login Profile (SLP) -

An SLP allows you to link to your other court accounts and switch from one account to another from within the eVoucher application without needing to sign out. It is set up by court staff when your court profile is initially created in eVoucher.



Single Login Profile for David D. Attorney

On the Single Login Profile page, you can:

- Edit your first, middle, and last name.
- Edit your email address.
- View your linked eVoucher accounts.
- Change your default court.

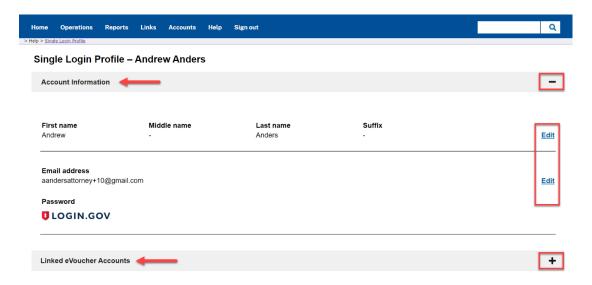
To access the Single Login Profile page, from the menu bar, click **Help**, and then click **Single Login Profile**, or point to the profile icon, and then click **Single Login Profile**.



## Editing Your SLP -

Your SLP information is divided into two sections: Account Information and Linked eVoucher Accounts. Click the plus (+) or minus (-) signs to expand or collapse each section.

**Note**: The Account Information section automatically displays when you access your SLP information.



## **Modifying Your Name**

## Step 1

To edit your name, in the Account Information section, click the **Edit** link to the right of your name.



Make any necessary changes, and then click **Save changes**.



Note: It is important to remember that changing your SLP name does not change the name associated with your court profile.

## **Updating Your SLP Email Address**

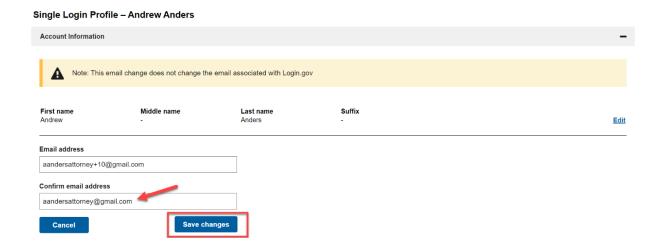


Click the **Edit** link to the right of your email address.



#### Step 2

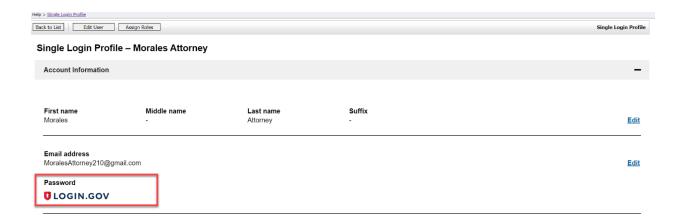
Enter your new email address, confirm it, and then click **Save changes**.



**Note**: It is important to remember that changing your SLP email address does not change the email address associated with your Login.gov account.

## **Updating Your SLP Password**

After you link your Login.gov account to your eVoucher account, Login.gov handles all password changes and forgot your password requests. The Login.gov logo is visible in the Password section of your SLP account information; you do not have the option to edit your password from here.



**Note:** Login.gov is a separate application from eVoucher. For password assistance, visit their Help center page at <a href="https://www.login.gov/help">https://www.login.gov/help</a> or call their 24-hour help line at (844) 875-6446.

## Linked eVoucher Accounts

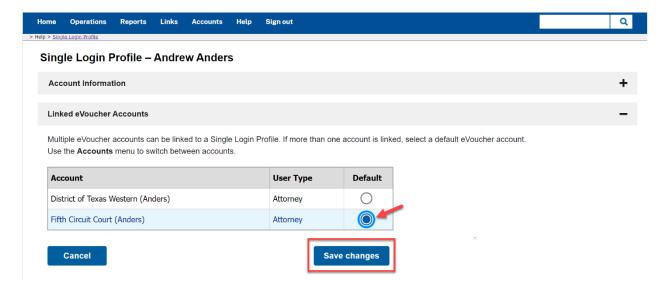


Click the plus sign (+) to expand the Linked eVoucher Accounts section and view any accounts that are currently linked.



If this is your first time in the system, your only linked account is the one with the court you just logged in as. This is your default account. Users with more than one eVoucher account have one account designated as the default.

Your default court is the court that initially appears when you sign in to eVoucher. To change your default court, click the radio button for the desired court account, and then click **Save changes**.



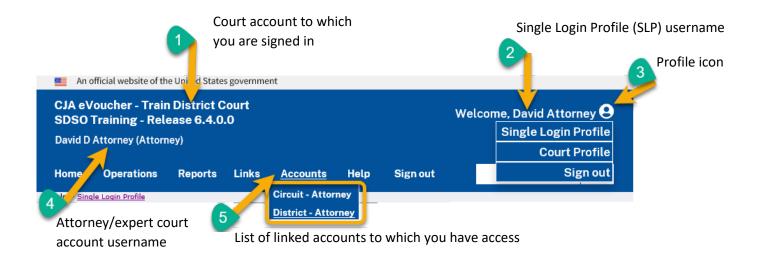
# Accessing Multiple Accounts in eVoucher

From the **Accounts** menu, click the court account in which you wish to work.



# Single Login Profile (SLP) vs. Court Profile

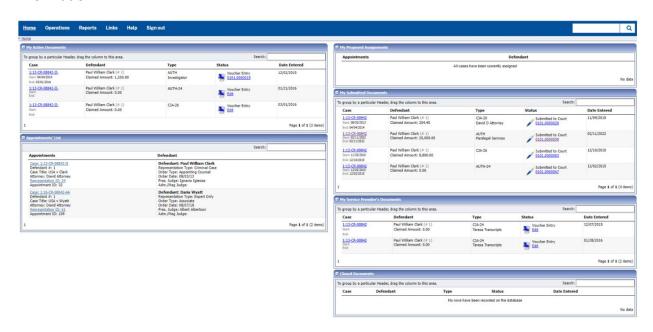
Here are some tips for viewing which court account you are in and who you are within that court.



- 1. **Court account** This is the court account you selected from the **Accounts** menu, showing the account to which you are signed in.
- 2. **Single Login Profile (SLP)** This profile is attached to a person. It connects multiple eVoucher accounts a user may have.
- 3. **Profile icon** You can access your Single Login Profile (SLP) or court profile, or sign out from here. You can also access these options from the **Help** menu.
- 4. **Court account username** This displays the court user you are signed in as, and your full name and user role as they appear for that court profile.
- 5. **Accounts menu** From this menu, you can access all of the court accounts to which you are linked.

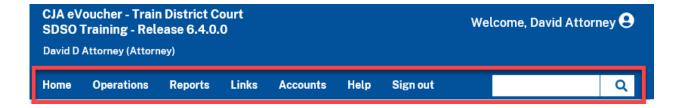
# Home Page -

Your home page provides access to all of your appointments and vouchers. Security measures prohibit you from viewing other attorneys' information. Likewise, no one else can view your information.



Section Name	Contents
My Active Documents	This section contains documents that you are currently working on or that have been submitted to you by an expert service provider. These documents are waiting for you to take action.
Appointments' List	This is a quick reference to all your appointments.
My Proposed Assignments	Cases appear in this section if an appointment has been proposed to you and you have not accepted or rejected it.
My Submitted Documents	This section contains vouchers for you—or your service provider—that have been submitted to the court for payment, along with documents submitted to the court requesting expert services or interim payments.
My Service Provider's Documents	<ul> <li>This section contains all the vouchers for your service providers, including:</li> <li>Vouchers in progress by the experts.</li> <li>Vouchers submitted to the attorney for approval and submission to the court.</li> <li>Vouchers signed off by the attorney and submitted to the court for payment.</li> </ul>
Closed Documents	This section contains documents that have been paid or approved by the court. Closed documents only display for open cases. Closed documents display until they are archived and/or for 60 days after the appointment is terminated. They are still accessible on the Appointment page.

# Navigating in the CJA eVoucher Program



Menu Bar Item	Description
Home	Click to access the eVoucher home page.
Operations	Click to search for specific appointments.
Reports	Click to view selected reports you can run on your appointments.
Links	Click to access links to CJA resources such as forms, guides, publications, etc.
Accounts	Click to access your different court accounts.
Help	<ul> <li>Click to access:</li> <li>Another link to your Single Login Profile (SLP).</li> <li>Another link to your court profile.</li> <li>Contact Us email.</li> <li>Privacy notice.</li> <li>eVoucher help documentation for attorneys and experts.</li> </ul>
Sign out	Click to sign out of the eVoucher program.
Search field	Enter search criteria to look up any of your cases.

# Customizing the Home Page -

You can customize your home page to change the way your information displays in each section.

**Expand/Collapse a Section:** Click the plus sign (+) to expand a folder. Click the minus sign (-) to collapse a section.

#### Resize a Column

#### Step 1

Along the column headers (e.g., Case, Defendant, Type, etc.), point to the line between the columns until a double arrow  $\iff$  appears.

#### Step 2

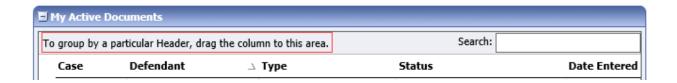
Click and drag the line in the desired direction to enlarge or reduce the column size.

**Note:** The section size does not increase; therefore, some columns may move off the screen.

Group by Column Header: To sort all the information within a section, you can group documents by column header. All folders displaying the group header bar can be sorted in this manner.

### Step 1

Click in the header for the column by which you wish to group.

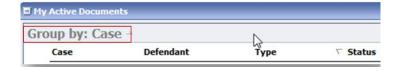


### Step 2

Click and drag the header to the group by header bar.



All the information in that folder is now grouped and sorted by that selection.



### Court Profile

If given access by your court, you can make changes to your eVoucher account information. On the home page, point to your profile icon, and then click **Court Profile**.



On the Court Profile page you can:

- Edit contact information, phone, email, and/or physical address in the Attorney Info section.
- Update the Social Security number (SSN) or employee identification number (EIN), and any firm affiliation in the Billing Info section. Copies of a W-9 must be provided to the court, and any changes to the SSN after the first logon must be made through the court.
- Add a time period in which the attorney will be out of the office in the Holding Period section.
- Document any continuing legal education (CLE) attendance.

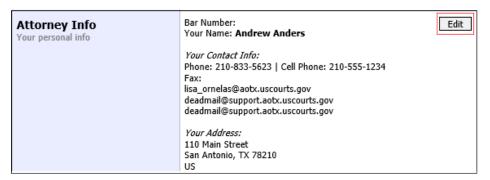
Click **Edit**, **Select**, **Add**, or **View** to the right of each section to expand the section and edit any information. Review your court profile and add any missing information as needed.



# Attorney Info

#### Step 1

In the Attorney Info section, click **Edit** to access your personal information.



If you have a Single Login Profile (SLP) that is linked to more than one court, certain changes made to the Attorney Info section of your court profile will be applied to any of your other linked accounts with the same SSN/EIN after one business day. This information displays at the top of your Court Profile page and details the sections that are affected across any of your other linked accounts:

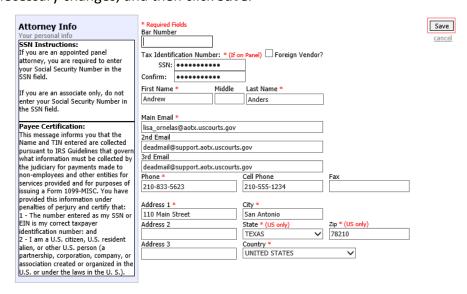
#### Court Profile

For <u>Attorney Info</u> or <u>Expert Info</u> section of this court profile, changes made to Address lines, City, State, Zip, Country, Phone and Fax WILL be applied to any linked accounts with the same SSN/EIN after one business day.

Changes made to Name, Email, and Bar Number will NOT be applied to any other linked accounts with the same SSN/EIN.

#### Step 2

Make any necessary changes, and then click Save.



#### Notes:

- Each attorney (except associates) must enter their SSN into the user profile or they will not be paid.
- The Country field is automatically set to UNITED STATES unless otherwise indicated.
- Foreign vendors should select the **Foreign Vendor?** check box and enter the appropriate information.
- You can list as many as three email addresses. Notifications from eVoucher are sent to all email addresses.

# Billing Info —

#### Step 1

In the Billing Info section, click **Add** if no billing information is available. Click **Edit** to change the information already entered.

**Billing Info**List all available billing info records

Your default billing info is: Andrew Anders Billing Code:0101-00002 110 Main Street San Antonio, TX 78210 - US Phone: 210-833-5623 Fax:

Select Add Edit

If you have a Single Login Profile (SLP) that is linked to more than one court, changes made to the Billing Info section of your court profile will not be applied to any of your other linked accounts with the same SSN/EIN. This information displays at the top of your Court Profile page and describes the action necessary to apply changes to any of your other linked accounts:

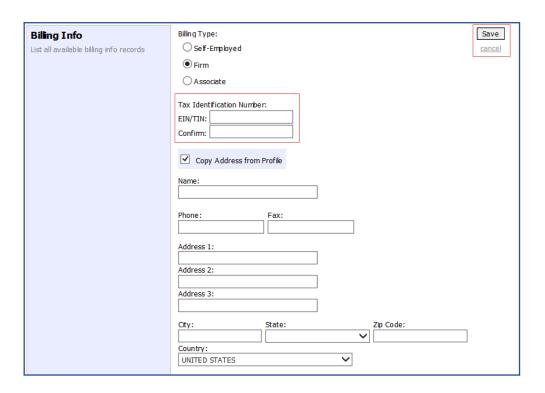
#### **Court Profile**



Changes made to the <u>Billing Info</u> section of this court profile will NOT be applied to any other linked accounts with the same SSN/EIN.

Use the Accounts menu to switch to other linked accounts and make changes to each court profile <u>Billing Info</u> section separately.

Make any necessary changes and click Save. If applicable, add billing information for a firm or an associate by clicking the corresponding radio button.





#### Notes:

- Attorneys with preexisting agreements must enter the firm's EIN and name.
- Associates do not need to enter an SSN. When you click the Associate radio button for the billing type, no information is required in the Billing Code field. Once you save, the screen displays Associate - No Billing Info.
- See the Associates Functionality document to learn more about creating vouchers as an associate.
- Billing information must be entered before any payments can be made.
- The SSN/EIN is used when reporting income to the IRS.
- Select the Copy Address from Profile check box if your billing address is the same as your attorney info address.

# **Holding Period -**

Holding periods can be used for medical leave, vacation, etc. During this time, attorneys are not given a new assignment.

Changes made in this section are not applied to any of your other linked accounts. This information is noted at the top of your Court Profile page.

#### **Court Profile**



Changes made to this court profile will not be applied to any other linked accounts.

Use the Accounts menu to switch to other linked accounts and make changes to each court profile separately.

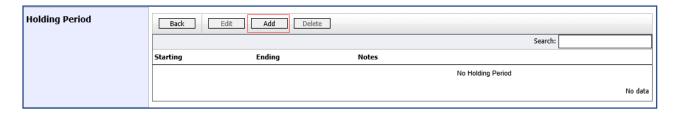
#### Step 1

In the Holding Period section, click View.



### Step 2

#### Click Add.



In the corresponding fields, enter the starting date and ending date, along with any applicable notes. Click Save.



# Continuing Legal Education (CLE) -

# Step 1

In the Continuing Legal Education section, click View to access the CLE information.



Changes made in this section are not applied to any of your other linked accounts. This information is noted at the top of your Court Profile page.

#### **Court Profile**

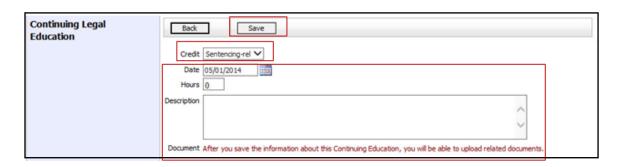


#### Step 2

To add CLE information, click Add.



Click the **Credit** drop-down arrow to select CLE categories. In the corresponding fields, enter the date, the number of hours, and a description. Click Save.



**Note:** After you save information, you can upload related PDF documents.

# Step 4

Click Browse to upload and attach a PDF document. Once the document is uploaded, click Save.





Note: All entries appear in the grid. To access, edit, or delete an entry, click the entry and then click Edit or Delete.

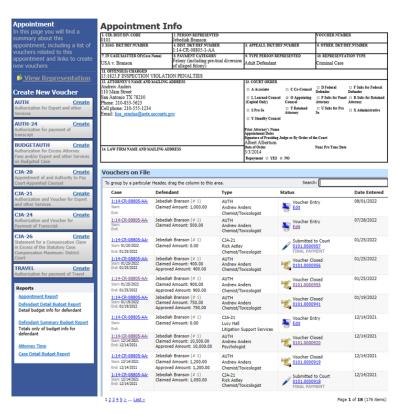
# Appointments' List -

On your home page, in the Appointment's List section, locate the desired case.

### Step 1

Click the case number link to open the Appointment Info page.





Section Name	Contents
Appointment Info	This section contains all information about the appointment.
Vouchers on File	This section contains all vouchers for the appointment.
Appointment	This section describes the information found on the page. Click the View
	Representation link to open the Representation Info page.
Create New Voucher	Click the <b>Create</b> link next to the voucher to create a voucher for the appointment.
Reports	This section contains reports for the appointment.

## View Representation

Click the **View Representation** link to display the following information:

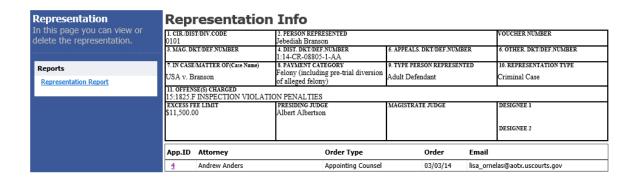
- Default excess fee limit
- Presiding judge
- Magistrate judge
- Co-counsel
- Previous counsel

### Step 1

In the Appointment section, click the View Representation link.



The Representation Info page appears.



# Creating a CJA-20 Voucher

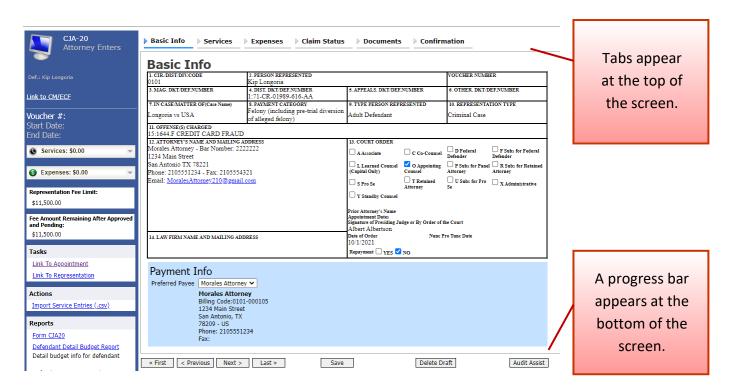
The court creates the appointment. The attorney initiates the CJA-20 voucher.

**Note:** All voucher types and documents function in primarily the same way.

In the Create New Voucher section, from the CJA-20 voucher template, click the **Create** link.



The voucher opens the Basic Info page, which displays the information in the paper voucher format.



#### Notes:

- To avoid data loss, frequently save any entries made to a voucher.
- To delete a voucher, click Delete Draft at any time prior to submitting it.
- To check for warnings or errors in the document, click Audit Assist at any time.
- To navigate, click the tabs or the navigation buttons in the progress bar.

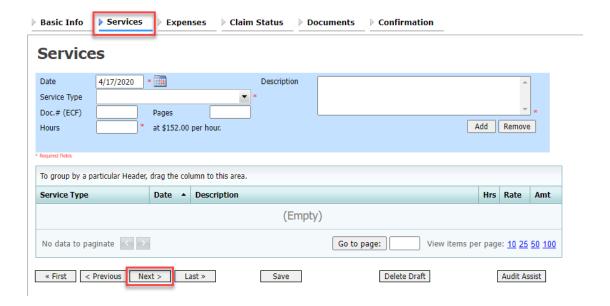
# **Entering Services**

Line-item time entries should be entered on the Services page. Both in-court and out-of-court time should be recorded here.

Note: There is NOT AN AUTOSAVE function on this program. You must click Save periodically to save your work.

# Step 1

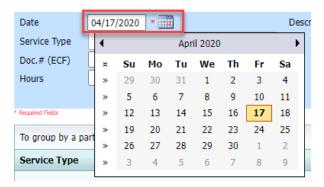
Click the **Services** tab, or click **Next** on the progress bar.



# Step 2

Enter the date of the service. The default date is always the current date. You can either type the date or click the calendar icon and select a date from the pop-up calendar.

### Services



Click the **Service Type** drop-down arrow and select the service type.



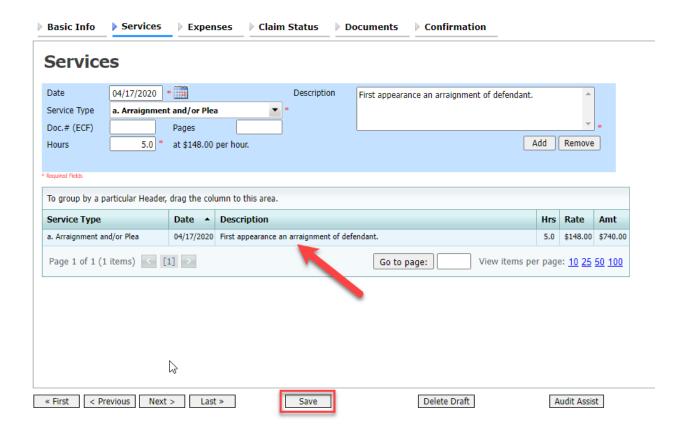
Note: You can add dates in any order; they will automatically sort in chronological order, oldest to newest, as they are entered.

### Step 4

Enter your hours of service in tenths of an hour, enter a description, and then click Add.



The entry is added to the voucher and appears at the bottom of the Service Type column. The default sort for services is chronological by date, oldest to newest. Be sure to click Save. Click an entry to edit.



# **Importing Service Entries**

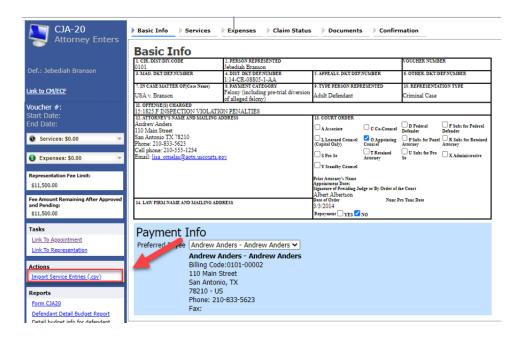
Attorneys using commercially available timekeeping and billing systems can directly import multiple service entries into a CJA-20/30 voucher from a file saved in comma-separated value (.csv) format.

As a best practice, the Import Service Entries feature should be started on a new or empty CJA-20 voucher. If you have service lines already entered on a voucher, they will be overwritten with the data imported from the .csv file.

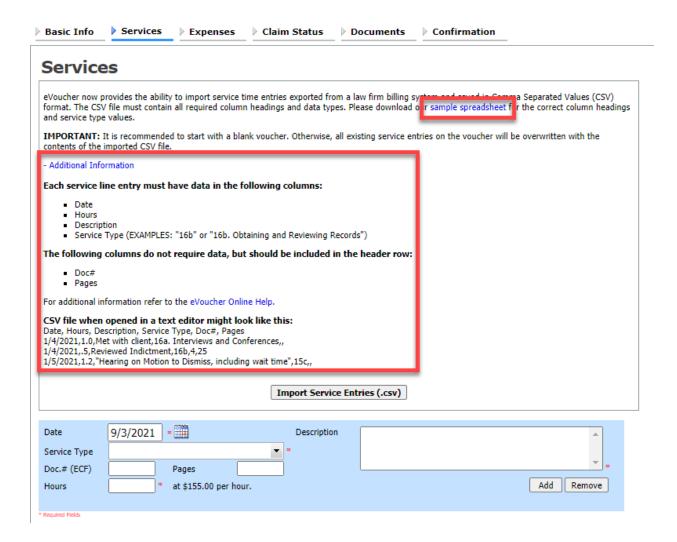
**Note:** If you have an associate on your voucher and want to use the import service entry function, the lead attorney MUST import their entries first or they will overwrite the associate attorney's entries. Please review the **Importing Time** job aid on the eVoucher training website for more detailed instructions for importing service entries with associates.

#### Step 1

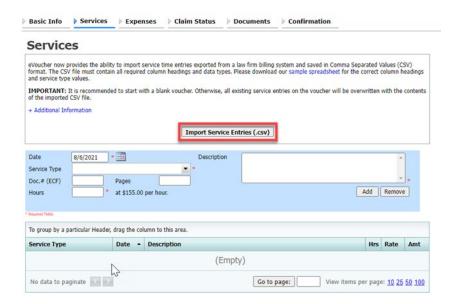
After you select the appropriate appointment and click the **Create** link for the CJA-20 voucher, the document opens. In the **Actions** menu on the left side of the page, click the **Import Service Entries (.csv)** link.



The Services page appears. To download and view a sample .csv file, click the **sample spreadsheet** link. The sample spreadsheet is in Excel format that must be saved in .csv format. Click the **Additional Information** link to view instructions for importing time from a .csv file.



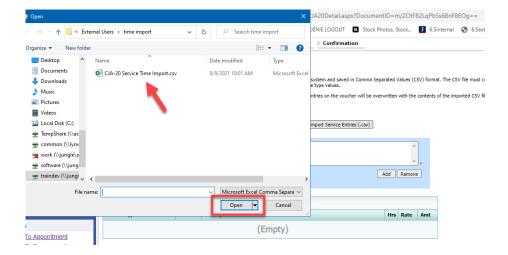
When the .csv file has been created, properly formatted, and is ready for import, click **Import Service Entries (.csv)**.



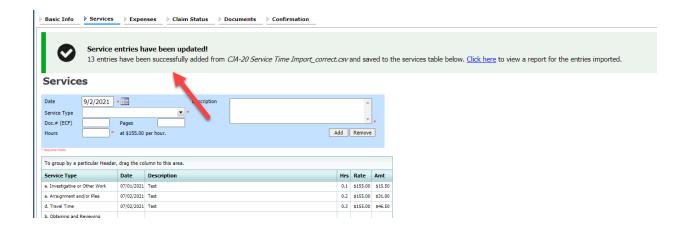
**Note:** The service types for the CJA-30 sample spreadsheet differ slightly to match the information needed for that document type.

# Step 4

Your file directory browser opens. Click the correct .csv file, and then click **Open**.



A success message appears, indicating the number of entries that were imported and saved to the services table.

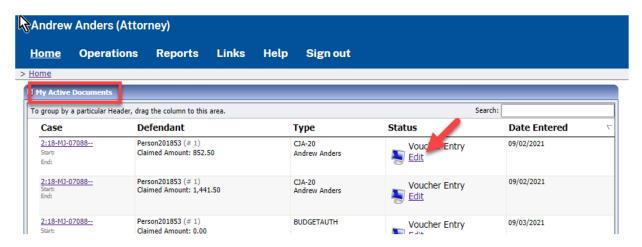


# Importing Service Entries on Previously Created CJA-20s

While it is recommended to start the Import Service Entries feature on a new or empty CJA-20 voucher, you can add time to the services table of an existing voucher.

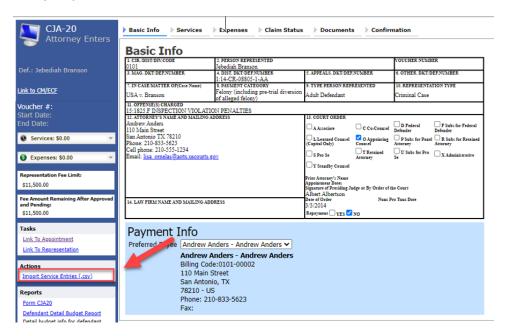
### Step 1

On the home page, in the My Active Documents section, click the **Edit** link for the appropriate CJA-20.

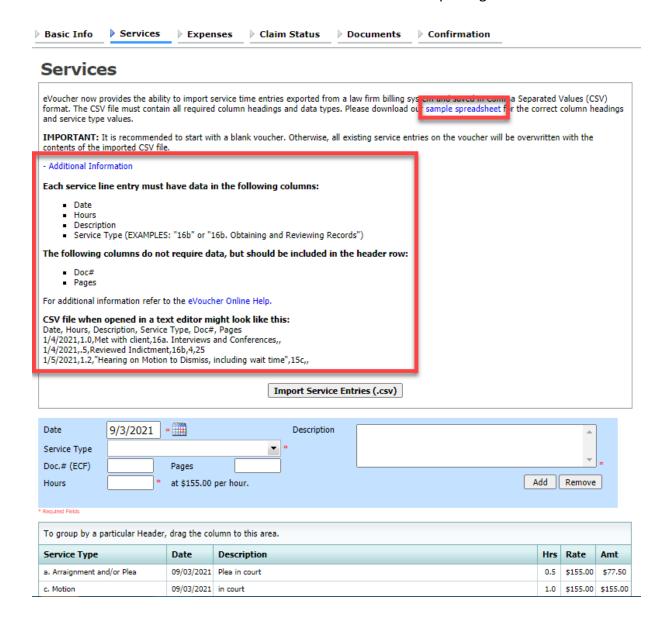


#### Step 2

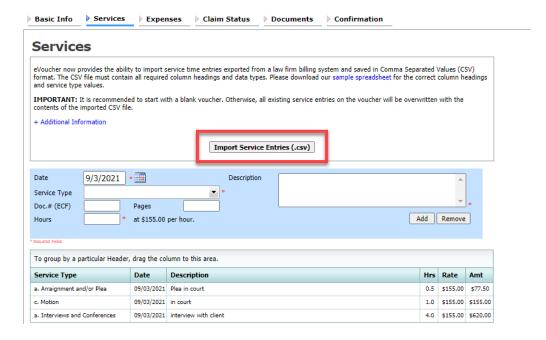
When the document opens, in the **Actions** menu on the left side of the page, click the **Import Service Entries (.csv)** link.



The Services page appears. To download and view a sample .csv file, click the **sample spreadsheet** link. The sample spreadsheet is in Excel format that must be saved in .csv format. Click the **Additional Information** link to view instructions for importing time from a .csv file.



When the .csv file has been created, properly formatted, and is ready for import, click **Import Service Entries (.csv)**.

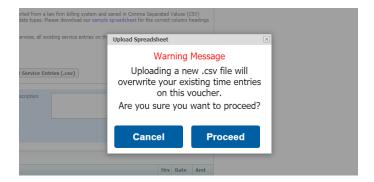


#### Step 5

A dialog box appears, stating that the existing time entries on your current voucher will be overwritten when you upload your .csv file.

**Note:** To include any existing entries, you must manually enter them in your .csv file.

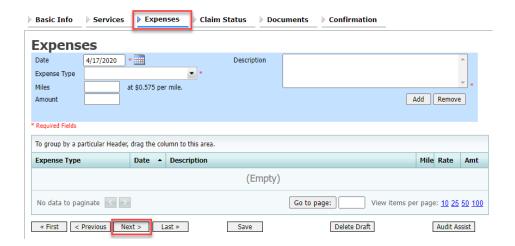
Click **Proceed** and continue by following steps 3–5 in the Importing Service Entries section above.



# **Entering Expenses**

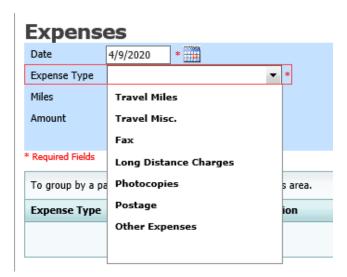
### Step 1

Click the Expenses tab, or click Next on the progress bar.



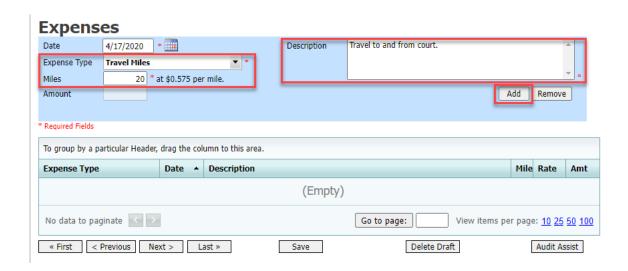
### Step 2

Click the **Expense Type** drop-down arrow and select the applicable expense.

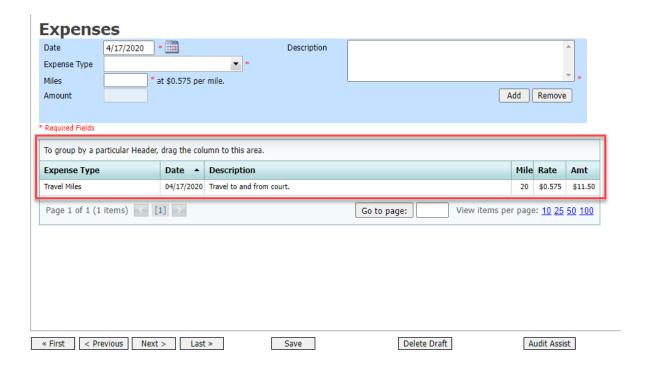


### Step 3

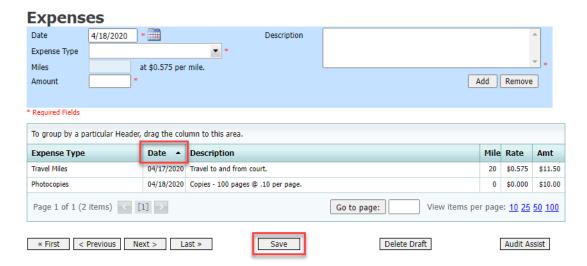
If **Travel Miles** is selected, in the **Miles** field, enter the round-trip mileage, and then click in the **Description** field to enter a description. Click **Add**.



The entry is added to the voucher and appears at the bottom of the Expense Type column.



Expenses are sorted chronologically by date, oldest to newest. Click Save.



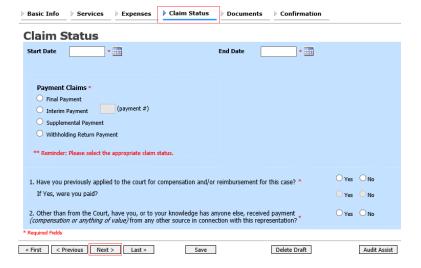
#### **Notes:**

- If you choose photocopies or fax expenses, indicate the number of pages, and the rate charged per page.
- Remember to click Add after each entry.
- Click an entry to edit.

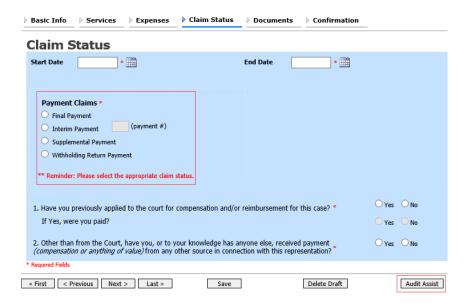
### Claim Status -

#### Step 1

Click the Claim Status tab, or click Next on the progress bar.



In the **Start Date** field, enter the start date from the services or the expenses entry, whichever date is earliest. If necessary, go back to the Expense and Service sections and click the **Date** header to sort by the earliest date of services. Answer all the questions regarding previous payments in this case, and then click **Save**. Click **Audit Assist** at any time to view any errors or warnings regarding your document.

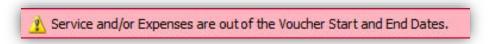


#### Notes:

In the Payment Claims section, click one of the following radio buttons:

- Final Payment to request payment after all services have been completed.
- **Interim Payment** to allow for payment throughout the appointment, but each court's practice may differ. If using this type of payment, in the **(payment #)** field, indicate the number of interim payments.
- **Supplemental Payment** to request payment due to a missed or forgotten receipt after the final payment has been submitted.
- Withholding Return Payment for an attorney to request return payment of withheld funds. The attorney can submit a blank (no services or expenses) CJA-20/30/21/31 at the end of the case.

If you try to submit with errors, including incomplete dates, the following pink error message may appear:



The message disappears when you complete the Claim Status section with correct start and end dates that include all service and expense dates for the voucher.

### Documents -

Attorneys (as well as courts) can attach documents. Attach any documentation that supports the voucher, e.g., travel or other expense receipts, or orders from the court. All documents must be submitted in PDF format and must be 10 MB or less.

# Step 1

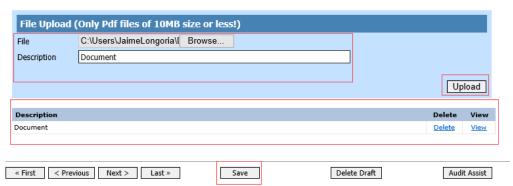
Click the **Documents** tab, or click **Next** on the progress bar.



## Step 2

To add an attachment, click **Browse** to locate your file. Add a description of the attachment. Click **Upload**. The attachment and description are added to the voucher and appear at the bottom of the Description column.

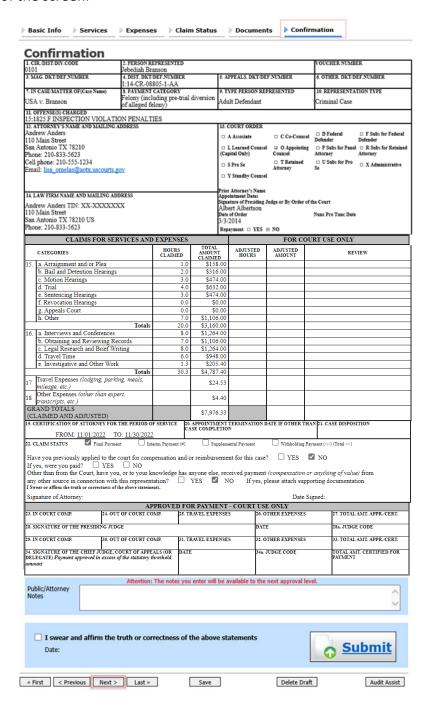
#### **Supporting Documents**



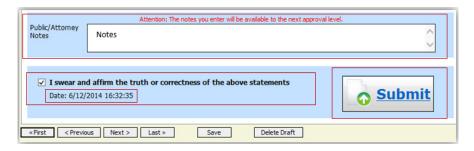
# Signing and Submitting to Court

### Step 1

When you have added all voucher entries, you are ready to sign and submit your voucher to the court. Click the **Confirmation** tab, or click **Next** on the progress bar. The Confirmation page appears, reflecting all entries from the previous screens. Verify the information is correct. Scroll to the bottom of the screen.



In the **Public/Attorney Notes** field, you can include any notes to the court. Select the check box to swear to and affirm the accuracy of the authorization, which automatically time stamps it. Click **Submit**.

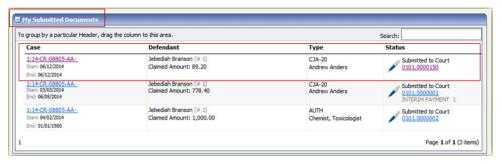


### Step 3

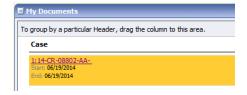
A confirmation screen appears, indicating the previous action was successful and the voucher has been submitted for payment. Click the **Home Page** link to return to the home page. Click the **Appointment Page** link if you wish to create an additional document for this appointment.



The active voucher is removed from the My Active Documents section and now appears in the My Submitted Documents section.



**Note:** If a voucher is rejected by the court, it reappears in the My Documents section highlighted in gold. The system generates an email message explaining the corrections that must be made.



## CJA-20 Quick Review Panel -

When entering time and expenses in a CJA-20 voucher, the attorney can monitor the voucher totals using the quick review panel on the left side of the screen.

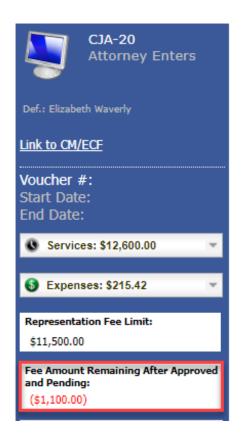


The **Services** and **Expenses** fields tally services and expenses as those entries are entered in the voucher. Expand either item by clicking the drop-down arrow to reveal specifics about the services or the expenses.



The **Representation Fee Limit** field displays the current available funding for the defendant. The **Fee Amount Remaining After Approved and Pending** field displays a real-time tally of the fee amount remaining as services and expenses are being entered in the voucher and saved. If there is a negative amount, it shows in red.





# Reports and Case Management -

At the start of a case, it may be difficult for counsel or the court to know whether a case has the potential to exceed the statutory maximum allowed for representation.

Therefore, attorneys are encouraged to monitor the status of funds, attorney hours, and expert services by reviewing the reports provided in the CJA eVoucher program. Items to remember:

- Viewable reports appear in the left review panel.
- Each panel, depending on the document you are viewing, can have different reports available.
- Each report can have a short description of the information received when viewing that report.
- The two main reports are the Defendant Detail Budget Report and the Defendant Summary Budget Report.



To find other accessible reports, from the menu bar at the top of the screen, click **Reports**.



# Defendant Detailed Budget Report —

This report reflects the total amount authorized for this representation, any excess payment allowed, the vouchers submitted against those authorizations, and the remaining balances.

It provides the information in two sections: attorney appointment and authorized expert service.

#### Defendant Detail Budget Report - Attorney 1:14-CR-08805-1-AA

1.14-CR-00003-1-AA												
Counsel Budget	Defendar	ıt: Jebedi	ah Brans	son								
Type of Representation:	sentation: Criminal Case											
Budget Amount Requested: \$0.00												
Budget Amount Approved: \$9,900.00												
		Pending				Approved				Amount Remaining		
Time Period For Voucher	Voucher Number	Fees	Expenses		Total	Fees	Expenses		Total	After Approved	After Approved	
			Travel	Other			Travel	Other			And Pending	
Attorney: Andrew Anders (Appointing Counsel) Active												
09/23/2015 to 09/23/2015	0101.0000001	\$0.00	\$0.00	\$0.00	\$0.00	\$6,350.00	\$0.00	\$0.00	\$6,350.00	\$3,550.00	\$3,550.0	
01/01/1901 to 01/01/1901		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,550.00	\$3,550.00	
01/01/1901 to 01/01/1901		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,550.00	\$3,550.00	
			To	Total Pending:			Total Approved:		\$6,350.00	\$3,550.00	\$3,550.00	
Expert and Other Services Budget - Requiring Authorization  Defendant Jebediah Branson												
		Pending				Approved				Amount Remaining		
Time Period	Voucher	Fees	Evne	nese	Total	Feee	Evne	noso	Total	After Approved	After Approved	

Expert and Other Services Budget - Requiring Authorization Defendant Jebediah Branson											
Time Period For Voucher	Voucher Number	Pending				Approved				Amount Remaining	
		Fees	Expenses		Total	Fees	Expenses		Total	After Approved	After Approved
			Travel	Other			Travel	Other			And Pending
Authorization Number: 0101.0000002 Specialty: Chemist, Toxicologist Amount Rec				\$1,000.00	Amount Authorized: \$0.00					Attorney: Andrew Anders	

Grand Totals for the Representation Defendant: Jebediah Branson										
NOTE: The Grand Totals Include Counsel CJA20 or CJA30		Pen	ding		Approved				Combined Total	
vouchers as well as vouchers for	Fees	Expenses		Total	Fees	Expenses		Total	Approved and Pending	
Expert or Services on CJA21 or CJA31. They represent the total submitted expenditures for this		Travel	Other			Travel	Other		Fees	Fees and Expenses
*Does not include Travel Auth	\$0.00	\$0.00	\$0.00	\$0.00	\$6,350.00	\$0.00	\$0.00	\$6,350.00	\$6,350.00	\$6,350.00

Thursday, November 05, 2015 - Ver. 1.1 Page 1 of 1

# Defendant Summary Budget Report -

This report contains the same information as the Defendant Detailed Budget Report without the individual voucher data.

#### Defendant Summary Budget Report - Attorney 1:14-CR-08805-1-AA



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# Creating a CJA-21 Voucher -

**Note:** There is **NOT AN AUTOSAVE** function on this program. You must click **Save** periodically to save your work.

### Step 1

On the Appointment page, from the CJA-21 voucher template, click the **Create** link to open the Basic Info page.



# Step 2

When submitting a CJA-21 voucher, the Authorization Selection section displays in one of two ways, depending on the availability of associated authorizations.

### **Associated Authorizations Available**

If associated authorizations are available, they display in ascending order by ID number.

#### **Basic Info** 1. CIR/DIST/DIV.CODE . PERSON REPRESENTED OUCHER NUMBER ebediah Branson DIST. DKT/DEF.NUMBER MAG. DKT/DEF.NUMBER IN CASE/MATTER OF/Case Nam 8. PAYMENT CATEGORY TUPE PERSON REPRESENTED IN REPRESENTATION elony (including pre-trial diversion USA v. Branson Adult Defendant Criminal Case of alleged felony) I. OFFENSE(S) CHARGED 5:1825.F INSPECTION VIOLATION PENALTIES EXCESS FEE LIMIT PRESIDING HIDGE MAGISTRATE JUDGE DESIGNEE \$11.500.00 Albert Albertson DESIGNEE 2

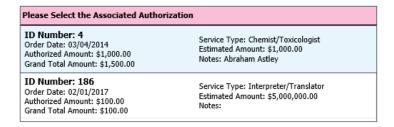
#### **Authorization Selection**

Select the Associated Authorization, or click No Authorization Required



Note: The No Authorization Required link is located below the authorization choices.

If you are using an approved authorization, click the desired authorization, which is then highlighted in blue. *You cannot continue until the authorization is highlighted*.



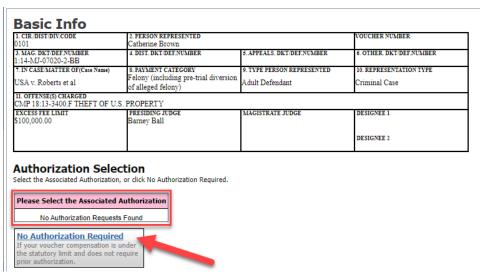
If the voucher does not require advance authorization, click the **No Authorization Required** link.

### No Authorization Required

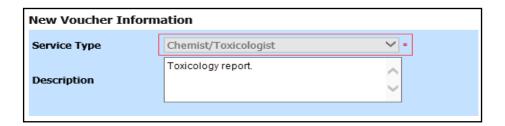
If your voucher compensation is under the statutory limit and does not require prior authorization.

### **Associated Authorizations Unavailable**

If there are no associated authorizations available, a message appears stating that no authorization requests were found, and you must click the **No Authorization Required** link to proceed.

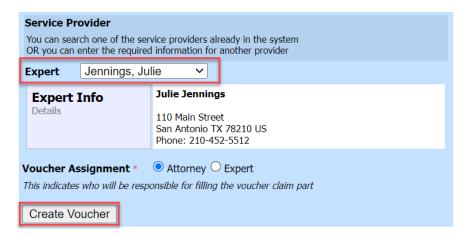


The service type auto-populates based on the authorization selected. If no authorization is being used, click the **Service Type** drop-down arrow and select the service type. In the **Description** field, enter a description of the service to be provided.



#### Step 4

From the **Expert** drop-down list, select the expert. If the service providers or experts have rights to enter their own expenses, the Voucher Assignment radio buttons become active. Click the appropriate radio button to indicate whether you or the expert will enter the service fees on the voucher. Once you have made your selection, click **Create Voucher**.



#### Notes:

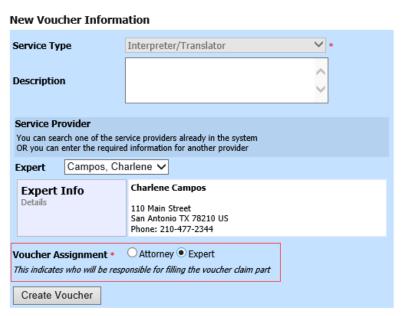
- Only experts assigned with the service type selected appear in the drop-down list.
- All information must be entered to advance to the next screen.
- If the expert selected is authorized to use eVoucher, you are done at this point and can click **Home** or **Sign out**.
- If the expert selected is not authorized to use eVoucher, the attorney must file the voucher on behalf of the expert. The voucher appears in the My Active Documents section as submitted to the attorney. They must perform the second-level approval/submission by clicking the voucher, navigating to the Confirmation page, and approving the voucher, which then moves to the My Submitted Documents section.

If the expert does not have an eVoucher account and profile, you must contact an eVoucher administrator to add a new provider.

### **New Voucher Information** Service Type Chemist/Toxicologist Description Service Provider Search for a service provider. If you do not find who you are looking for, contact an eVoucher administrator to add a new provider. **Expert** v Voucher Assignment \* Attorney Expert This indicates who will be responsible for filling the voucher claim part Create Voucher « First < Previous Next > Last » Delete Draft

# Step 6

If the service providers or experts have rights to enter their own expenses, the Voucher Assignment radio buttons become active. Click the appropriate radio button to indicate whether you or the expert will enter the service fees on the voucher.



Click Create Voucher.

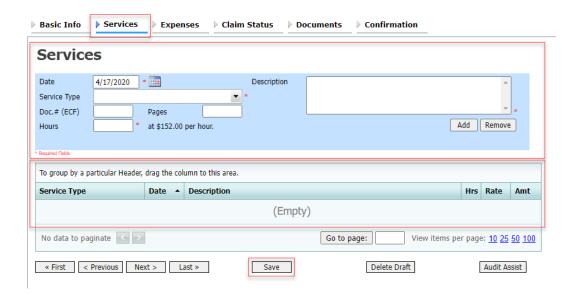


#### Notes:

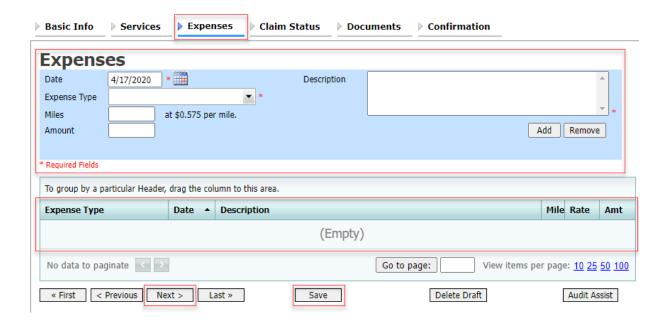
- The expert goes through an approval process. Once approved, an email is sent to the attorney.
- When you select the expert from the **Expert** drop-down list, their information automatically populates.
- If the attorney submitted the voucher for the expert, they must approve the voucher twice—once while sending it for the expert, and again after it appears in the My Active Documents section.

# Step 8

Click the **Services** tab, or click **Next** on the progress bar. In the corresponding fields, enter the date, units, rate, and description. Click **Add**. The entry appears at the bottom of the Services section. Click **Save**.



Click the **Expenses** tab, or click **Next** on the progress bar. In the corresponding fields, enter the date, expense type, description, and miles. Click **Add**. The entry now appears in the Expense Type column. Click **Save**.



# Step 10

Click the **Claim Status** tab, or click **Next** on the progress bar. Enter the start and end dates, making sure to select the earliest date of services and expenses as the start date. In the Payment Claims section, click the appropriate radio button, and then click **Save**.

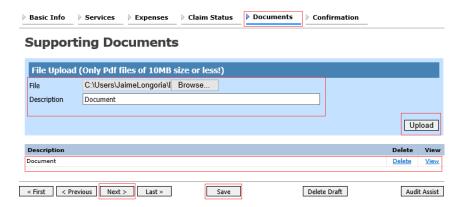


#### Notes:

- Final payment is requested after all services have been completed.
- Interim payment allows for payment in segments, but each court's practice may differ. If using this type of payment, indicate the number of this request payment.
- After the final payment number has been submitted, supplemental pay may be requested due to a missed or forgotten receipt.
- At the end of the case, to request return payment of withheld funds, click the **Withholding Return Payment** radio button on a blank CJA-21.

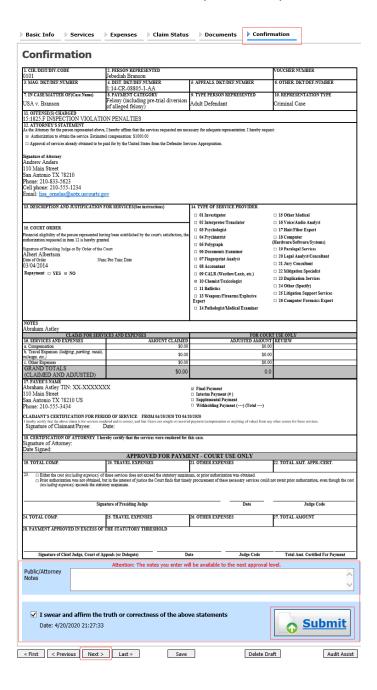
### Step 11

Click the **Documents** tab, or click **Next** on the progress bar. To add an attachment, click **Browse** to locate your file, and then enter a description of the attachment. Click **Upload**. The attachment and description are added to the voucher and appear in the Description column. Click **Save**.



**Note:** All documents must be submitted in PDF format and must be 10 MB or less.

Click the **Confirmation** tab, or click **Next** on the progress bar. In the **Public/Attorney Notes** field, you can include any notes to the court. Select the check box to swear to and affirm the accuracy of the authorization, which automatically time stamps it. Click **Submit**.



A confirmation screen appears, indicating the previous action was successful and the voucher has been submitted. Click the **Home Page** link to return to the home page. Click the **Appointment Page** link if you wish to create an additional document for this appointment.



# Submitting an Authorization Request for Expert Services

**Note:** There is **NOT AN AUTOSAVE** function on this program. You must click **Save** periodically to save your work.

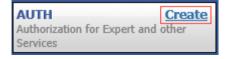
### Step 1

In the Appointments' List section, open the appointment record.



### Step 2

On the Appointment page, in the Create New Voucher section, click the **Create** link next to AUTH.



Click Create New Authorization.

### Authorization Type Selection

You can click the Create New Authorization button to create a new authorization request, or click the Request Additional Funds button to select from a list of approved authorizations that you would like to request additional funds for.

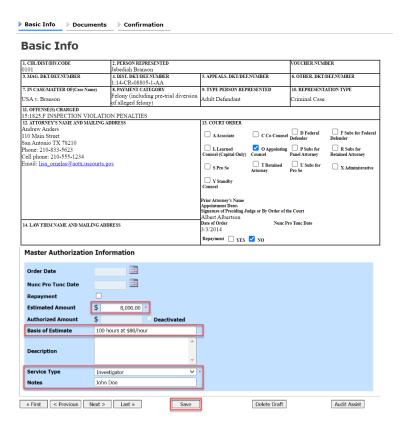


### Step 4

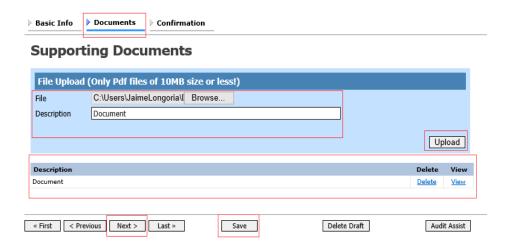
The Basic Info page appears. Complete the information in the Master Authorization Information section at the bottom of the screen. This includes the following:

- Estimated Amount field
- Basis of Estimate field
- Service Type drop-down list
- Notes field

Click Save.



Click the **Documents** tab, or click **Next** on the progress bar. To add an attachment, click **Browse** to locate your file, and then add a description of the attachment. Click **Upload**. The attachment and description are added to the voucher and appear at the bottom of the Description column.



Note: All documents must be submitted in PDF format and must be 10 MB or less.

# Step 6

Click the **Confirmation** tab, or click **Next** on the progress bar. In the **Public/Attorney Notes** field, you can include any notes to the court. Select the check box to swear to and affirm the accuracy of the authorization, which automatically time stamps it. Click **Submit**.



A confirmation screen appears, indicating the previous action was successful and the authorization request has been submitted. Click the Home Page link to return to the home page. Click the Appointment Page link if you wish to create an additional document for this appointment.



# Creating an Authorization for Transcripts (AUTH-24)

**Note:** There is **NOT AN AUTOSAVE** function on this program. You must click **Save** periodically to save your work.

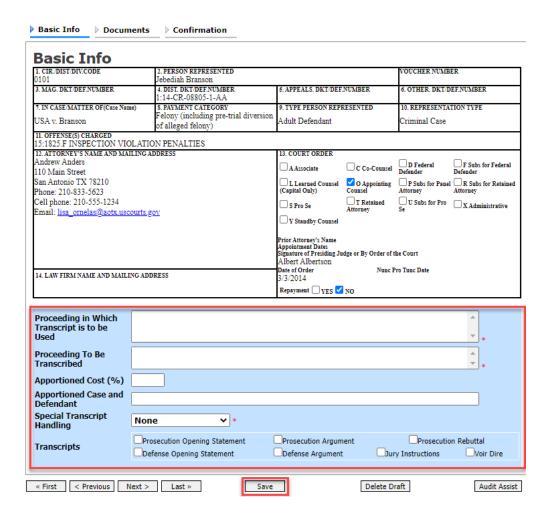
### Step 1

On the Appointment page, in the Create New Voucher section, click the **Create** link next to AUTH-24.

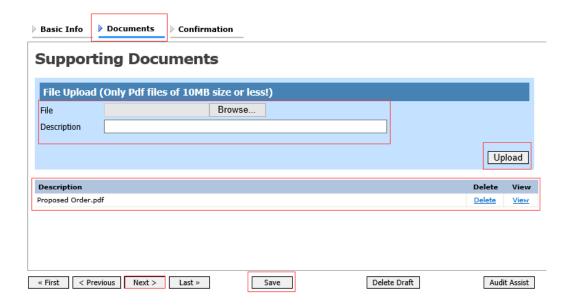


### Step 2

On the Basic Info page, enter the details for the required transcript. Click Save.



Click the **Documents** tab, or click **Next** on the progress bar. To add an attachment, click **Browse** to locate your file, and then add a description of the attachment. Click **Upload**. The attachment and description are added to the voucher and appear in the Description column. Click Save.



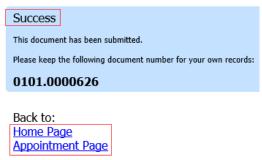
Note: All documents must be submitted in PDF format and must be 10 MB or less.

Click the **Confirmation** tab, or click **Next** on the progress bar. In the **Public/Attorney Notes** field, you can include any notes to the court. Select the check box to swear to and affirm the accuracy of the authorization, which automatically time stamps it. Click **Submit**.



# Step 5

A confirmation screen appears, indicating that the previous action was successful, and the authorization request has been submitted. Click the **Home Page** link to return to the home page. Click the **Appointment Page** link if you wish to create an additional document for this appointment.



# Appendix A: Correcting Errors in Your .csv File

If your import fails, you must correct errors in the original .csv file before attempting another import.

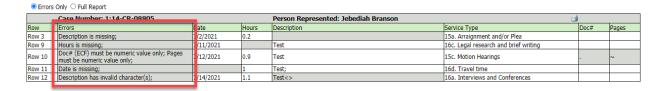
### Step 1

A message appears at the top of the page, indicating the number of errors found. Click the **View Report** link to view errors.



### Step 2

The Errors Only report opens by default, with the errors in the file highlighted. Review the error report and correct the original .csv file.



**Note:** Click the **Full Report** radio button to view an error report that includes all imported service lines.

### Step 3

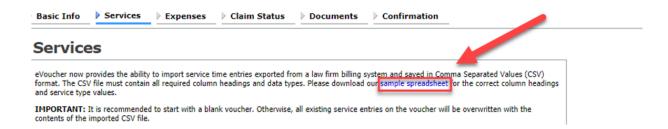
Return to the Services page, click the **try again** link, and then follow steps 4–5 in the Importing Service Entries on Previously Created CJA-20s section to attempt the import again.



Attorneys should still review the voucher to ensure that entries are correct prior to submission to the court. For the remaining tabs of the CJA-20 or CJA-30 voucher, please see instructions for those documents.

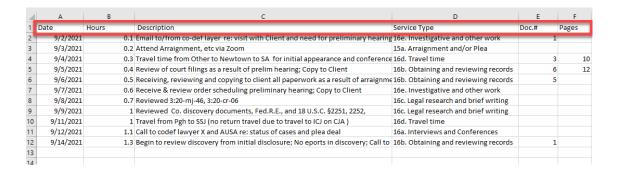
# Appendix B: Creating the Excel File for Import

Once you begin the process of importing your service entries to a CJA-20 or CJA-30 voucher, sample spreadsheets are available to download on the Services page. These sample spreadsheets are in Excel format that must be saved in .csv format.



For the .csv file to be successfully uploaded into and accepted by eVoucher, it must contain a header row with specific column headers, as seen below. The header row contains four mandatory column headers (Date, Hours, Description, Service Type) and two optional column headers (Doc. #, Pages). The Doc. # and Pages fields may be included in the header row; however, they are not required unless data is provided.

If the header row contains service entry information instead of headers, the data in that row will be ignored and won't be imported into your voucher. Sample spreadsheets containing the correct column headers and service type values for each voucher type are available in the online help.



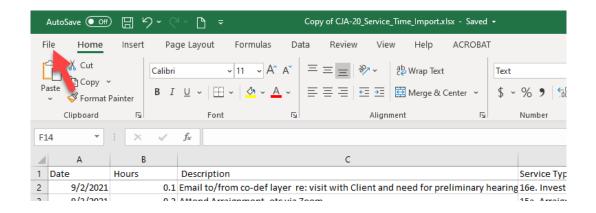
**Note:** Time entries containing values greater than a single decimal place are automatically rounded up or down to the nearest tenth. For example, 0.125 is rounded down to 0.1, and 0.75 is rounded up to 0.8.

# Appendix C: Converting the Excel File to .csv Format -

Most commercially available spreadsheet applications allow you to save in .csv format. For a file saved in Excel format, follow these steps to create your .csv import file.

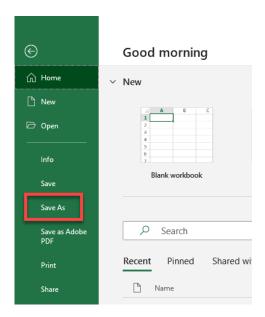
# Step 1

In your Excel file, click the File tab.

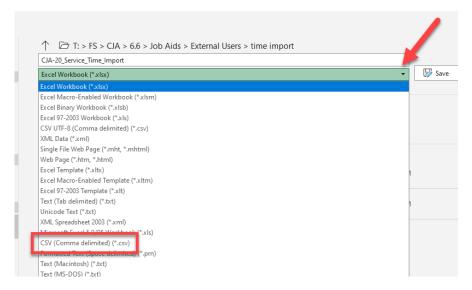


# Step 2

From the navigation menu on the left, click Save As.



On the Save As page, click the drop-down arrow and select CSV (Comma delimited) (\*.csv).



Your Excel file has now been converted to a .csv file and can be imported into the Services page of your CJA-20 or CJA-30 voucher.

