CJA and eVoucher
FAQs/Tips for Success

General

Who can I contact for more information on CJA eVoucher in the District of Minnesota?

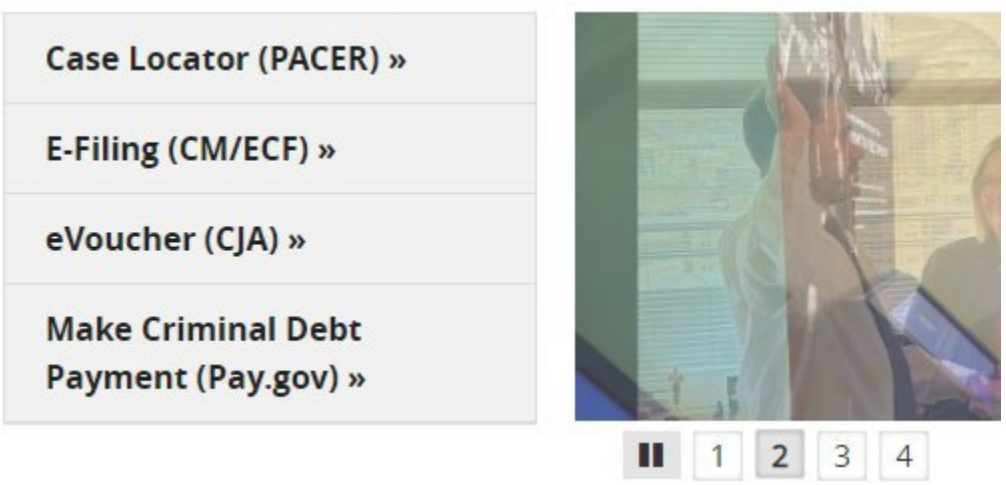
The CJA Panel Administrator (Federal Defender's Office) is Lisa Smith. Lisa_Smith@fd.org or (612) 664-5859

eVoucher is compatible with the following web browsers:

Windows: Chrome 62, Edge 16, Firefox 57
Apple Macintosh: Safari 10.1

How do I access eVoucher?

The link to eVoucher is located on the District Court's webpage: www.mnd.uscourts.gov.



Login.gov

I am an attorney. Whey am I now required to sign in to eVoucher using Login.gov?

Login.gov is a secure and trusted sing-on service used by the public to access different government agencies. Implementing this change safeguards your personally identifiable information (PII) through multi-factor authentication (MFA) and identity verification. This

added security is necessary as eVoucher continues its efforts toward modernization and the implementation of Vendor Management in the 6.11 release.

Where can I go if I need assistance with my Login.gov account?

Because Login.gov is a separate application from eVoucher, you must contact Login.gov support via their Help center page at https://www.login.gov/contact for assistance.

When creating a help ticket, you must identify the agency requesting assistance. Our agency name is **Administrative Office of the U.S. Courts.**

Do I have to use my eVoucher SLP email address to create the Login.gov account?

No. The email address used for the Login.gov account **does not** have to match the email address used for eVoucher. Login.gov recommends using an email address you always have access to, such as a personal email address, to create the Login.gov account; however, you can use any email address, including your eVoucher SLP email address, if you prefer.

How do companies register for Login.gov?

A company must designate a person to be responsible for managing the business. If multiple people need to access eVoucher to submit vouchers on behalf of the business, then create separate eVoucher accounts for each person with individual SLPs to link to their individual Login.gov account. Of course, their billing information would be using the same EIN.

Can one person in a firm sign up for Login.gov and then link their providers to that one account?

A Login.gov account can only be linked to one SLP. It is recommended that each provider have their own Login.gov account set up with multiple phone numbers and authentication methods, so they always have a way to access their account.

If I already have a Login.gov account, do I have to create a new account specifically for eVoucher or can I use my own personal Login.gov account to sign in?

If you have an existing Login.gov account, you can now use it to access eVoucher. When signing in to eVoucher version 6.10 for the first time:

- Enter your Login.gov credentials (email address and password) on the Login.gov sign-in screen and complete the multi-factor authentication you've previously set up.
- Verify your identity for your Login.gov account. (Note: If you haven't previously been required to do this, you will be directed to do so before you can access eVoucher.)
- Link your existing Login.gov account to eVoucher and use this account to sign in from now on.

If you have concerns about linking your personal Login.gov account to eVoucher, you can create a second Login.gov account to use specifically for eVoucher access using a different email address. To do this, on the Login.gov sign-in screen, click **Create an account** and then follow the prompts.

My Login.gov account uses my personal email address. How is that going to work with eVoucher?

The email address used for Login.gov does not need to be the same email address used to sign in to eVoucher. You can sign in with your existing Login.gov account using your personal email address and then link it to your eVoucher account by entering the eVoucher email address and password the first time you sign in after the upgrade. From then on, use the Login.gov account with your personal email address to sign in.

You can also create a separate Login.gov account with your work email address and link that Login.gov account to your eVoucher account.

Can I change the email address that's on my Login.gov account if I move to a new firm?

Yes. Sign in to Login.gov at https://secure.login.gov, enter your authentication method, go to the Accounts page, and click **Add email address**.

IMPORTANT: Do **not** remove the old email address until you have confirmed your new email address.

See full instructions for making this change at https://login.gov/help/manage-your- account/change-your-email-address/.

How many multi-factor authentication methods should I set up for my Login.gov account?

It is recommended to set up at least two authentication methods, but you can set up as many as you prefer. Having multiple authentication methods lessens your chances of being locked out of your Login.gov in case one of your methods becomes unavailable. If you get locked out, you'll have to delete your account and create a new one.

Where can I find an authentication application to use as one of my multi-factor authentication methods?

A list of supported authentication applications can be found at Authentication methods | Login.gov.

Can I use my firm's phone number to receive a verification code?

Yes. You should set up multiple phone numbers and authentication methods for receiving the one-time sign-in code. If you lose access to your primary authentication method (e.g., you lose your cell phone), you have a second option for accessing your account (e.g., your work phone). Login.gov is unable to grant you access to your account if you get locked out and/or lose your authentication method. If you get locked out, you'll have to delete your account and create a new one.

Can the same phone number be used for multi-factor authentication on different Login.gov accounts?

Yes. Phone numbers don't need to be unique across accounts. However, it is highly recommended that multiple authentication methods accessible from different devices be established to ensure the Login.gov account will be accessible if access to one device is lost.

If I select phone call instead of text, is there anything that identifies the call as coming from Login.gov?

No. The call is not labeled as coming from Login.gov. It can display as just a phone number or it can have other random labels depending on whether you're using a landline or a cell phone. If you miss the call, click **Send another code** to try again.

I did not have to upload photos of my driver's license when I first created my Login.gov account. Why is this a requirement now?

Login.gov requires all users to create an account using an email address and a password. They also require that one multi-factor authentication method be set up to the account. However, some applications, including eVoucher, require Login.gov to include identity verification, as well. This added security helps Login.gov and eVoucher verify that you are you and not someone pretending to be you.

I don't drive anymore. To prove my identity, can I use my U.S. passport or my expired driver's license?

No. Login.gov does not accept U.S. passports, military IDs, or an expired driver's license for identity verification. However, they will accept a state-issued non-driver's license ID card.

Why do I need to save the personal key that is generated during the identity verification process?

You need this personal key if you forget your password. Without it, you will be required to verify your identity again.

Can I link a Login.gov account to more than one SLP?

No. A Login.gov account can only be linked to one SLP. If you find that you have more than one SLP in eVoucher, contact your CJA administrator to unlink any additional court accounts and merge them to your preferred SLP.

After Login.gov goes live, will I still have access to my current court accounts?

Yes. You will continue to have access to these accounts. If you have multiple accounts linked to your SLP, they will be accessible from the **Accounts** menu.

What if I link my Login.gov account to eVoucher and then want to have a different Login.gov account linked?

Contact your CJA eVoucher Administrator and ask them to submit a ServiceNow ticket to the NSD requesting that they clear the currently linked Login.gov account ID from the SLP. Once this is done, the CJA eVoucher Administrator can update the email address on your eVoucher SLP, if needed, and send you an email to link the new Login.gov account.

If I change my Login.gov email address after it's linked to eVoucher, do I need to change the email address on my eVoucher SLP?

No, but you can if you choose to. The email address on the SLP in eVoucher is no longer used for signing in, but you can update it to match your Login.gov email address if you want. The SLP email address is used to link new or existing eVoucher court profiles to the SLP. However, you should update the email address(es) on each of your eVoucher court profiles to ensure you continue to receive important eVoucher notifications regarding your vouchers.

What if I forgot my eVoucher SLP password?

Click **Forgot your password?**, answer the security questions correctly, and then your eVoucher account will automatically connect to your Login.gov account. If your password is entered incorrectly six times or you fail to correctly answer your security questions three times, your account is locked and you must contact your eVoucher administrator who will send you an email with a link to connect your accounts.

Common Login.gov Issues

Issue	Login.gov Help Center Link
User account creation	Help | Login.gov | Overview
User account password reset / User account deletion and recreation	Help | Login.gov | Delete
User account password change	Help | Login.gov | Password Change
User profile update (e.g., email, phone change)	Help | Login.gov | Profile Update
Add or change your authentication method	Help | Login.gov | Authentication Methods
Multi-factor authentication (MFA) setup methods	Help | Login.gov | MFA Setup
Identity verification	Help | Login.gov | Identity
Issues with authentication methods	Help | Login.gov | AuthMethods
Forgot user personal key	Help | Login.gov | Personal Key Help | Login.gov | Forgot Personal Key
Issues with face or touch unlock	Help | Login.gov | Face&Touch Unlock
User account re-linking	Help | Login.gov | Relink
International phone number support	Help | Login.gov | International

eVoucher

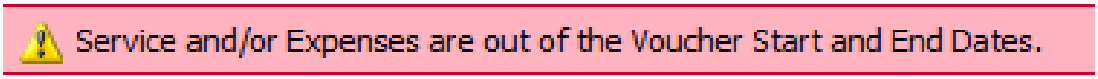
The eVoucher program sometimes signs out even though I am entering data.

The eVoucher program only recognizes "action" items i.e., clicking the Save button, and will periodically time out for security purposes. It is a good practice to save your work often to prevent data loss.

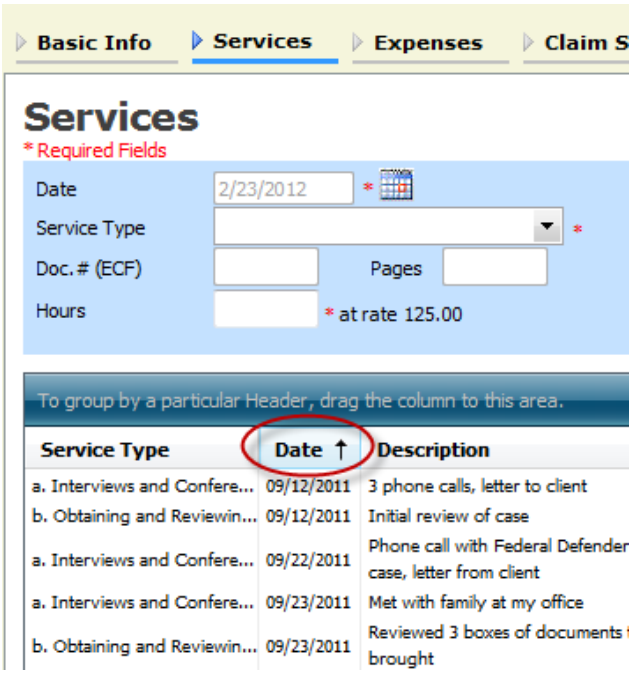
I do not see all of my appointments on my Home page.

You can search for closed cases by clicking on the Operations tab on the Menu bar or using the search feature. If you notice a recent appointment is missing from your case list, please contact the Panel Administrator.

I have received this error message when trying to submit my CJA 20 voucher.

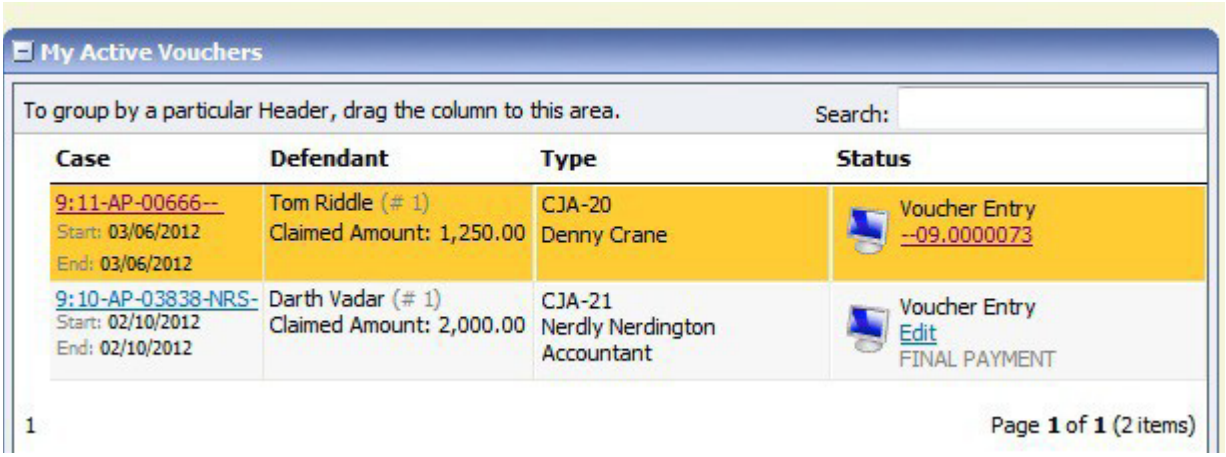


Go to the Claim Status tab in the voucher. The start date and the end date in the Claim Status section have to be the earliest and latest dates you entered in either the services or expenses section. To easily find out what the earliest and latest dates are, go to the Services (or Expenses) tab and click on the Date column heading once to sort by date chronologically:



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, click Save and the error message will go away.

I submitted a voucher but now it is back in My Active Documents and appears highlighted - what does that mean?



An entry that looks like the one above means that the voucher has been rejected by the CJA court staff or the Court.

Counsel should receive an auto-generated email from eVoucher with an explanation. The reason may also be located in the Public/Attorney Notes under the Confirmation tab.

My final attorney claim voucher (CJA 20) exceeds the statutory limit. How do I submit my justification statement?

A justification statement is required to be attached to any voucher if the amount of the compensation being claimed exceeds the statutory limit. The justification statement should be attached to the voucher as a PDF document under the Documents tab and identified as "Justification Statement". Do not use the CJA 26 function to submit a justification statement.

I previously submitted a request for transcript. The court approved and I have received the transcript from the court reporter. Why do I need to go back into eVoucher?

After the court reporter has sent you the transcript you have requested, they will submit their CJA 24 voucher to you in eVoucher. You will need to log into eVoucher, review and submit the voucher so that payment can issue to the court reporter.

My firm/office has moved. I have notified the District Court of my change of address. Will my address be automatically changed in eVoucher?

No. If there is any change in your address, email, firm association, etc., please contact the Panel Administrator to report any changes.