CJA eVoucher
Login.gov FAQ for Attorneys & Experts

I am an attorney/expert. Why am I now required to sign in to eVoucher using Login.gov?

> Login.gov is a secure and trusted sign-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.
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> When creating a 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 access to 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 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 into 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 changes 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 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 lost 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 our and/or lose your authentication method. If you get locket 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 case 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 mist 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 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-issue non-driver's license ID card.

Why do I need to save the personal key that is generated during the identify 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.

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 Service Now ticket to the NSD requiring 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 sued 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?**, and answer the security questions correctly, and then your eVoucher account will automatically connect to your Login.gov account. If you password is entered incorrectly six times or your 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	Overview | Login.gov
User account password reset / User account deletion and recreation	Delete your account | Login.gov
User account password change	Change your password | Login.gov
User profile update (e.g., email, phone change)	Manage your account | Login.gov
Add or change your authentication method	Add or change your authentication method | Login.gov
Multi-factor authentication (MFA) setup methods	Authentication methods | Login.gov
Identity verification	Overview | Login.gov
Issues with authentication methods	Authentication methods | Login.gov
Forgot user personal key	Personal key | Login.gov
User account re-linking	Relink your accounts | Login.gov
International phone number support	International phone number support | Login.gov