FREQUENTLY ASKED QUESTIONS

When I connect to eVoucher, there is no place to type in my user name or password.

You either have not connected to the correct website or you are not using a browser that is supported by the program.

Please try connecting to eVoucher by going to www.dcd.uscourts.gov and visiting the eVoucher section which provides the link.

And be certain that you are using Internet Explorer, or Safari 5 or newer, to connect.

If you continue to have trouble, try this:
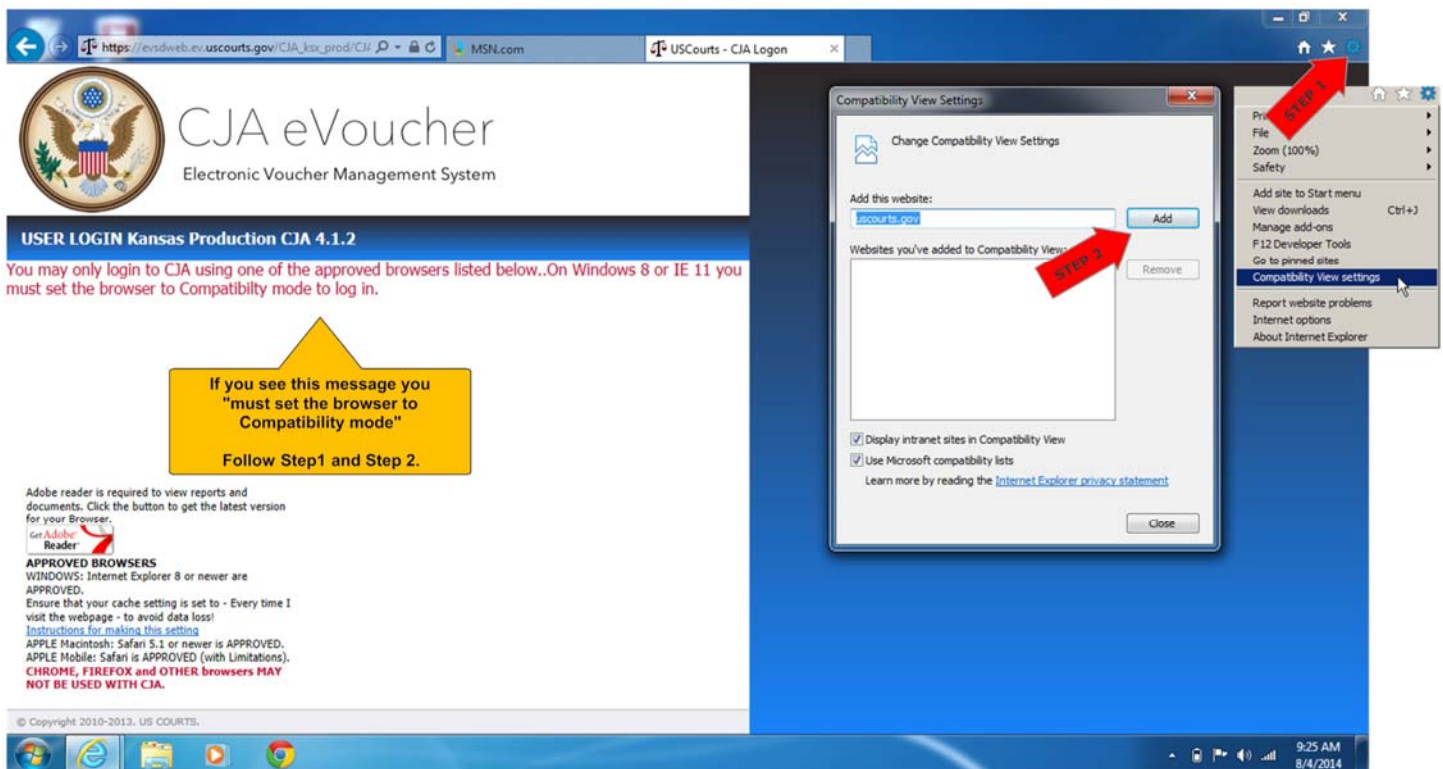
I know I'm supposed to use an approved browser, like Internet Explorer, to connect to eVoucher, but Google (or another service) keeps popping up. How do I make it change to Internet Explorer?
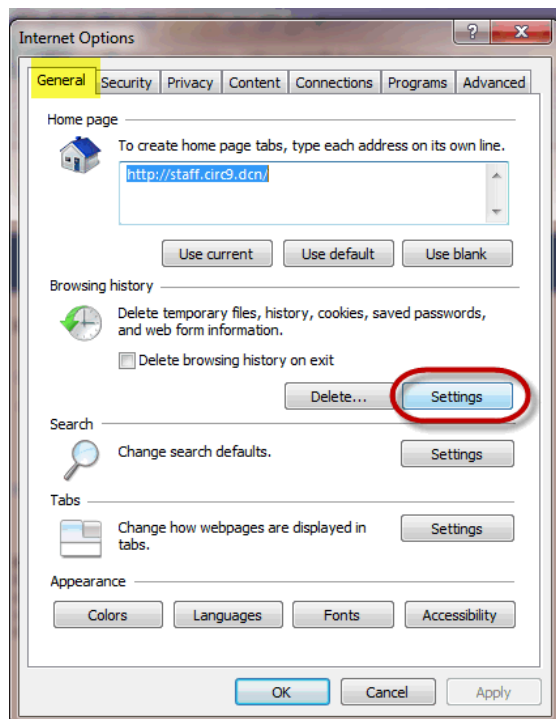
Approved Browsers:

In Windows, Internet Explorer 8 or newer is approved (Safari is approved if you are on a Mac). In IE, ensure that your cache setting is correct:
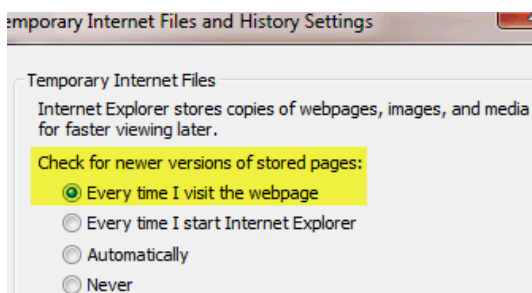
Go to TOOLS on your browser menu bar and click on "Internet Options."
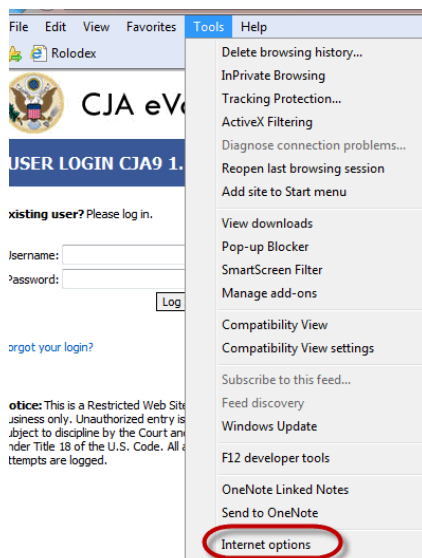
From the General tab, click on Settings.

Choose this option:

INTERNET EXPLORER COMPATABILITY ISSUES

The electronic vouchering program used by eVoucher must be accessed via the web browser Internet Explorer (or Safari on an Apple product). If you have recently upgraded your Microsoft Office Operating System and/or your Internet Explorer to IE 10 or 11, you need to take the following steps in order for the program to function correctly.
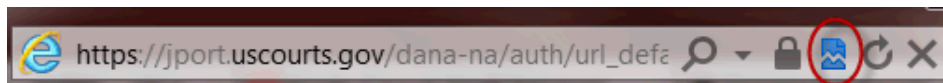
IE10:

In IE 10 turn on "compatibility mode" by clicking on what looks like a torn piece of paper after the web address. If compatibility mode is on (as it should be for eVoucher to work properly) the icon will be blue:

Compatibility mode Off:
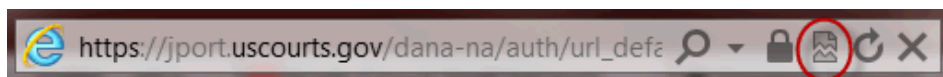
Compatibility mode On:

IE 11:

1. In Internet Explorer, go to the eVoucher website.

2. Click Tools on the menu bar (if you can't see the menu bar, there should be a "cog" icon in the upper right corner of the browser -- click on that to get the menu bar).

3. Scroll down to Compatibility View Settings. The website you are currently viewing should pop up, but it might just say uscourts.gov (which is correct).

4. Click the Add button and it should add "uscourts.gov" in the area below.

5. Make sure the two boxes below are checked.
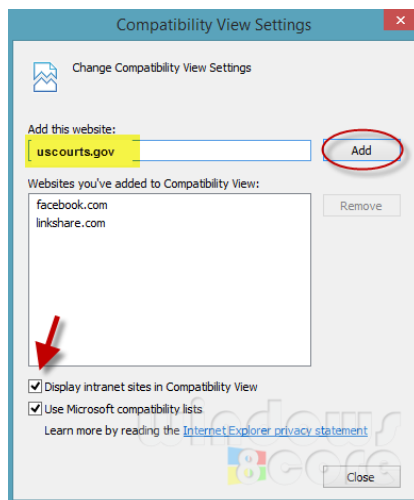
My user name and/or password won't work. What do I do?

If you incorrectly enter your user name or password three times, the system will automatically lock your account. This is for security purposes.

In order to find out what your correct user name and/or password are—or to get your account unlocked—please contact eVoucher@dcd.uscourts.gov.

I have a new address and/or phone number. Do I need to tell someone?

Yes, please contact the Federal Public Defender's Office at (202) 208-7500 if you are a Panel Attorney or Service Provider. However, you must change your contact and billing information on your profile page of eVoucher. This is so the change can also be made in the payment system—or else your checks will not be delivered to you.
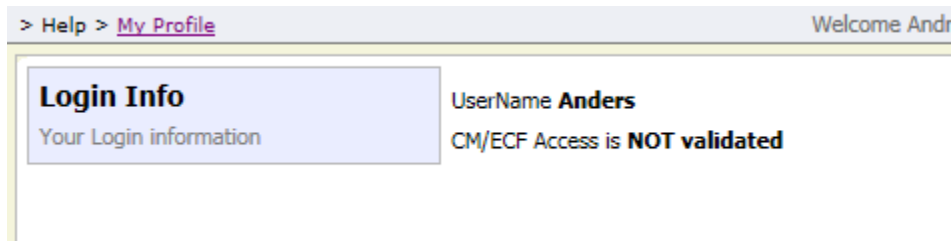
To change the information on eVoucher, click on "My Profile" on your homepage:

And then click on "Edit."
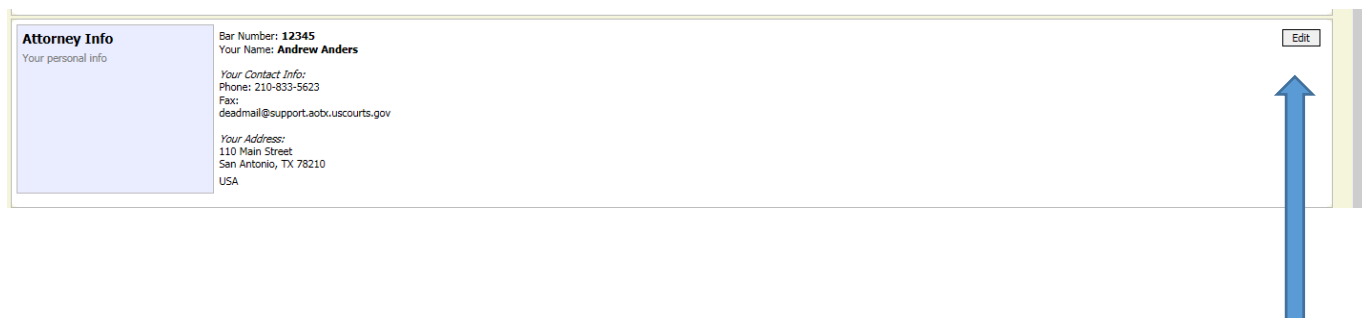
On my profile, it says that my CM/ECF access is not validated? What's that mean?

The link between CM/ECF and eVoucher has not been activated by the Court. There is nothing wrong with your account—all users will see this same message.

I want to change my user name or password. How do I do that?

It is wise to change your password once you begin using eVoucher; however, you cannot change your user name.
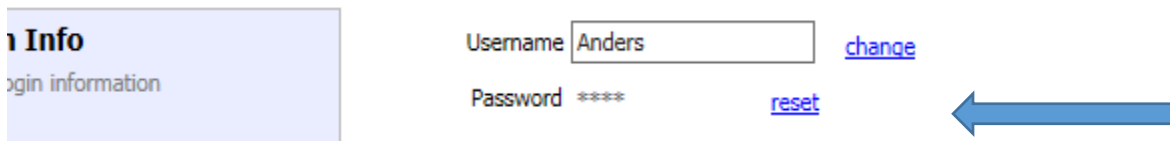
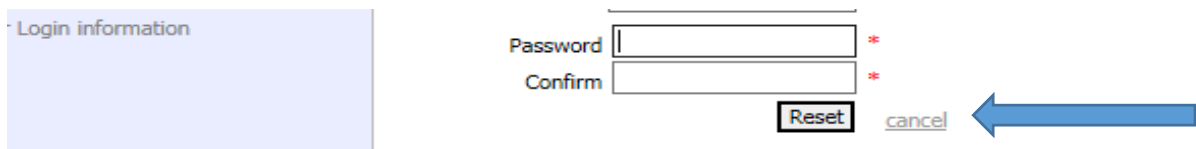To do this, click on "My Profile" on your home page.

Click on "Edit" on your profile page.

To change your **password**, click on "reset."

Type your new password in both rectangles. Click on "reset" a second time. Then click on "close."

I've been appointed to represent a defendant, but the case is not showing up in the appointments section on my home page.

After accepting a new appointment, the case information should show up on your home page within 24 hours. Be sure that you are looking in the "Appointments List" section and not the "My Active Documents" section—and be sure you check for entries on a second or subsequent page. (Use the hyperlink at the bottom of the Appointments List section to get to subsequent pages.) If the case is not listed, please contact the Federal Public Defender's Office at (202) 208-7500 and it will be added to your home page as quickly as possible.

I'm trying to enter my time, but I get a message that the "Services/Expenses are out of the Voucher Start and End dates."

In order to change the start and end dates, so that the time or expenses you are trying to enter fall within the dates, go to the Claim Status page. Either type in the earliest date and the latest date--or click on the calendars and click on the earliest and latest dates.

Then go to the bottom of the page and click "Save."

It is best to get into the habit of checking the start and end dates before beginning to enter time or expenses on a voucher.

I already submitted my voucher but now I realize I made a mistake on it. Can I get it back?

Sure. Just contact us at eVoucher@dcd.uscourts.gov and we will "reject" your document so that it will come back to you. When it arrives back on your home page, it will be highlighted in bright yellow. To delete it, open the document and then click on "delete draft" at the bottom of the Basic Information or Confirmation page.

How do I know if I'm getting close to the statutory maximum for attorney services and need to request authorization to exceed that cap?

In order to review the amount of fees and expenses you have been paid in a case, please refer to the Reports that are listed on the left-hand side of any of the voucher screens.

If you choose either of the Defendant Budget Reports (summary or detail) you will see a table showing the total fees and expenses pending and approved.

I want to check on the status of a voucher. How do I do that?

Once a voucher has been submitted for review and approval, it moves from the "My Active Documents" area of the home page to the "My Submitted Documents" area. While the voucher is in the process of being reviewed and approved, the status will look like this:

Once the voucher has been approved by the judge (and USCA, if necessary) and entered for payment, it will move to the "Closed Vouchers" area and this symbol will appear next to the voucher:

Once that appears, your check will be mailed.

If you have further questions about the status of your voucher, please feel free to contact us at eVoucher@dcd.uscourts.gov. When sending an email, please be certain to include the (1) client's name; (2) the type of voucher; and (3) the document number or date submitted. Providing that information will result in a faster response.

One of the documents I submitted is back on my homepage, but it is now bright yellow. What does that mean?

If a document that you've submitted reappears on your homepage, highlighted in yellow, the document has been "rejected" at some stage of the review and approval process. Please understand that we cannot edit your voucher. So, if even a small change is needed, the only way to do that is to "reject" the voucher so that you can make the change.

You will find an explanation for the action in the notes section on the confirmation page of the voucher. You will sometimes also receive an email further describing what needs to be done before resubmitting the document.

Always feel free to contact us at eVoucher@dcd.uscourts.gov if you have questions about why a document was sent back to you.

eVoucher keeps signing out even though I didn't log off and I'm entering data on it.

Save. Save. Save. eVoucher automatically closes, for security reasons, if it does not detect "action" within a specified period of time. Entering time does not register with the program as an "action." Performing functions such as saving data, submitting a voucher, closing a voucher will register as activity that will reset the timer for eVoucher to remain open.

When I try to submit the voucher, I receive an error message that "the date of this voucher is before the appointment date."

Contact the Federal Public Defender's Office at (202) 208-7500 and they will enter the correct appointment date so that the voucher can be submitted.

I want all my time entries to be listed in chronological order but I entered them out of order. Can I fix that?

Easily. Just click on the Date column heading, on the Services page and all of your time entries will fall into chronological order. To reverse the listing, click Date again. The arrow will point the opposite direction and the dates will be in reverse order. The same thing works on the Expenses page.

I want to look at all my time entries by category. For instance, I want all my Jail Visits grouped together. Will it do that?

Yes. To group all the same types of services together, click on the Service Type column heading on the Services page of the voucher. All entries in each category will appear together. You can do the same sort, in the description column, to group similarly named activities together.

I have receipts or invoices that I need to submit because the expense exceeded $50. How do I do that?

This works just like filing a document on CM/ECF. Save the document as a PDF to your computer. Then open the voucher or Auth and go to the Documents page.

Click on "Browse." Find the PDF document on your computer and select it. The name will appear in the File box. You may describe the document, such as "hotel receipt" or "expert's resume."
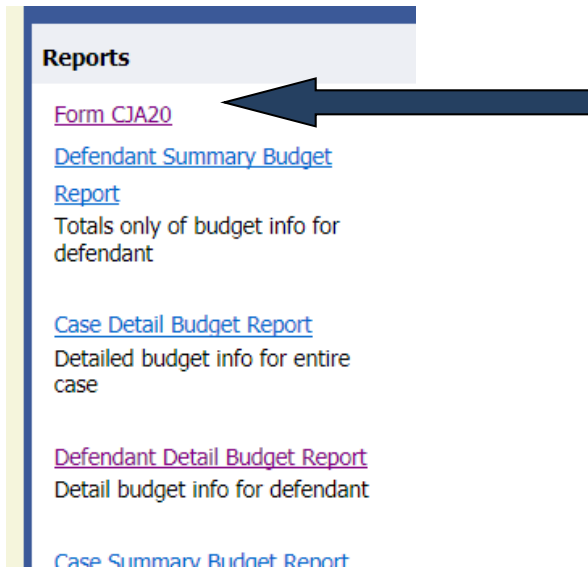

Click on "Upload."

The document will then be listed in the bottom portion of the page.

You can continue uploading additional documents, if desired.

Can I print the vouchers? How about saving an electronic copy—can I do that?

Yes. Go to the Basic Information page of the documents. You will see a list of reports on the far right-hand side of the page. Pick Form CJA20 (or Form CJA21 or CJA24). To print an Auth, choose the selection called "Form Authorization" which appears farther down in the list of reports.

Reports

Form CJA20

Defendant Summary Budget
Report
Totals only of budget info for
defendant

Case Detail Budget Report
Detailed budget info for entire
case

Defendant Detail Budget Report
Detail budget info for defendant

Case Summary Budget Report

After a moment or two, all the pages of the voucher will display which can be printed by clicking on the printer icon (or Ctrl+P). It will not, however, print any documents which have been uploaded to the document page.

If you want to save an electronic copy of the file, follow the above steps, but simply print to PDF, rather than a printer, and save to your computer.

I am trying to create an Auth or a CJA-21 but those options aren't on the left-hand side of my screen, where they should be. What happened?

You may have opened an existing voucher, rather than opening the appointment in order to create a new document. Close the document and go to the "Appointment List" area (not "My Active Documents") of your home page. Click on the case you would like to work in and you should find all the options on the left-hand side of the Basic Information page.
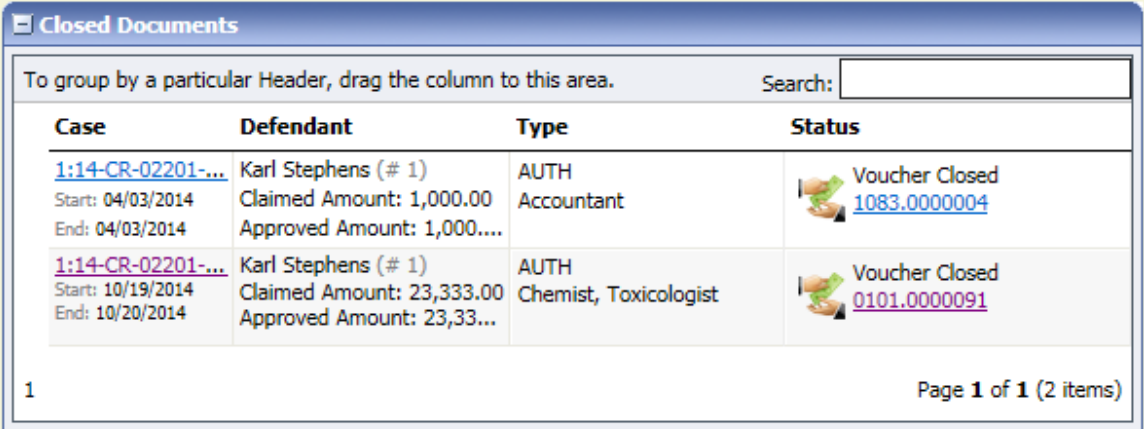
The expert that I want to use in a case isn't listed on the drop down menu. Can I still use the person?

Yes, you may still ask the Court for funds to retain the services of that person.

The most efficient way to accomplish this is to contact the Federal Public Defender's Office at (202) 208-7500 who will provide you with the necessary form to create a user name and password.

I submitted a request for funds to hire an expert/court reporter. How do I know if the request was granted?

Once an "Auth" has been approved by the Judge (and the USCA, if necessary), it will appear in the "Closed Documents" area of the attorney's home page. This means that the attorney has received permission to spend the requested amount on the service requested in the Auth. The attorney should then let the expert know that the services are authorized.

In the case of a Court Reporter, the transcript request form will need to be filled out which is located at www.dcd.uscourts.gov/content/request-transcript (which requires entry of the authorization number and approving official).

The attorney is also responsible for creating the voucher for CJA21/24/31.

I am asking for money to hire an expert. Can I just type the reasons in the message section?

No. Please enter the reasons and basis for the request in the section on the Basic Information page labeled "Description." If you put the reasons in the message section, they will not be available to the USCA, if that approval is necessary.

Order Date	/2014	*
Nunc Pro Tunc Date		
Repayment		
Estimated Amount	$ 4300.00	*
Authorized Amount	$ 4300.00	*
Basis of Estimate	hours at $65/hour	
Description	ide investigatory services for the pose of locating and interviewing witnesses to rebut the statements of witnesses for the government, to	
Service Type	Investigator	*

I have used the services of an interpreter (or investigator) a few times in this case and I need to use her services again. How do I know if I'm getting close to the $800 cap for experts and services?

In order to review the amount of expert services you have been paid in a case, please refer to the Reports that are listed on the left-hand side of any of the voucher screens.

If you choose either of the Defendant Budget Reports (summary or detail) you will see a table showing the total fees and expenses pending and approved.