

**UNITED STATES DISTRICT COURT
DISTRICT OF HAWAII**

CJA eVoucher FAQs/Troubleshooting

Q: When do I have to start using the eVoucher system?

A: 5/1/2015. Paper vouchers will still be accepted till 5/31/2015.

Starting 6/1/2015, paper vouchers are accepted if pre-approved by the court's finance division.

Starting 7/1/2015, paper vouchers are accepted ONLY if pre-approved by the Chief Judge.

Q: How do I access the eVoucher site?

A: A link to CJA eVoucher can be found on the court's website

<http://www.hid.uscourts.gov/>

The direct link to CJA eVoucher is:

https://evsdweb.ev.uscourts.gov/CJA_hix_prod/CJAeVoucher/

NOTE: Please use Internet Explorer 8 or newer (or Safari 5.1 or newer, if you are on a Mac) -- DO NOT use Firefox.

Q: Is this site different than the one I use for the Court of Appeals?

A: Court of Appeals and many of the district courts in the Ninth Circuit are also using an eVoucher system. They look exactly the same, but these are separate sites (with a separate username and password).

Q: How do I change my username?

A: - Login to the eVoucher system
- Click on My Profile

- Click on the edit button (upper right hand corner)
- Highlight your current username and type over the existing name with the new one
- Click on "Change"
- You should see "The Username has been changed" in red
- Click on "Close"

Q: How do I change my password?

- A:**
- Login to the eVoucher system
 - Click on My Profile
 - Click on the edit button (upper right hand corner)
 - Click on the reset button
 - Type your new password in the Password box
 - Type your new password again in the Confirm box
 - Click on the reset button

Q: What are the password requirements?

- A:** It is recommended that your password be at least 8 characters long and contain at least one alphanumeric character

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

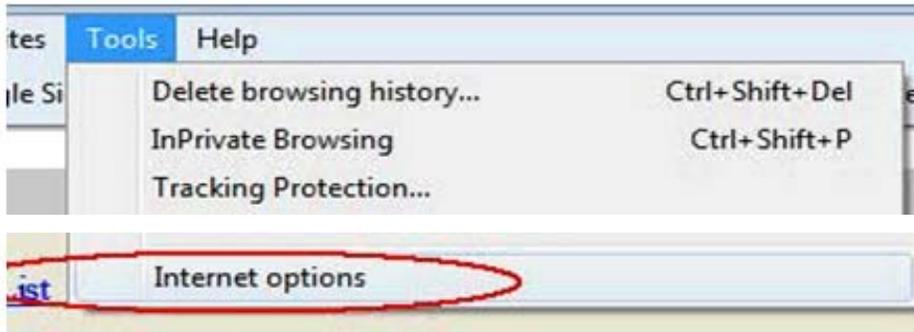
- A:** The eVoucher program only recognizes "action" items – like hitting the Save button – as activity and will periodically time out for security purposes. It is good practice to save your work often to prevent loss of data. **If you leave the voucher without clicking "SAVE", none of your updates will be saved. There is a "SAVE" button on each tab, please click it as often as possible.**

Q: I have lost data even after I hit the "Save" button – what happened?

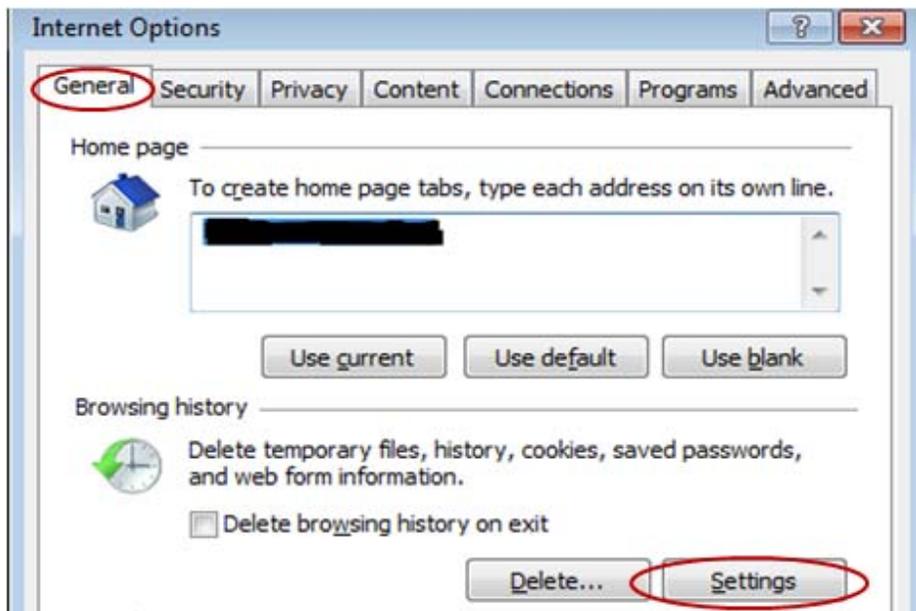
A: The probable culprit is an outdated web browser. Make sure you have a current version (on Windows, the site is best using Internet Explorer 8 or newer; with Apple, the site is best using Safari 5.1 or newer).

If you have an updated web browser, it may be a setting that needs to be changed. Follow the steps below:

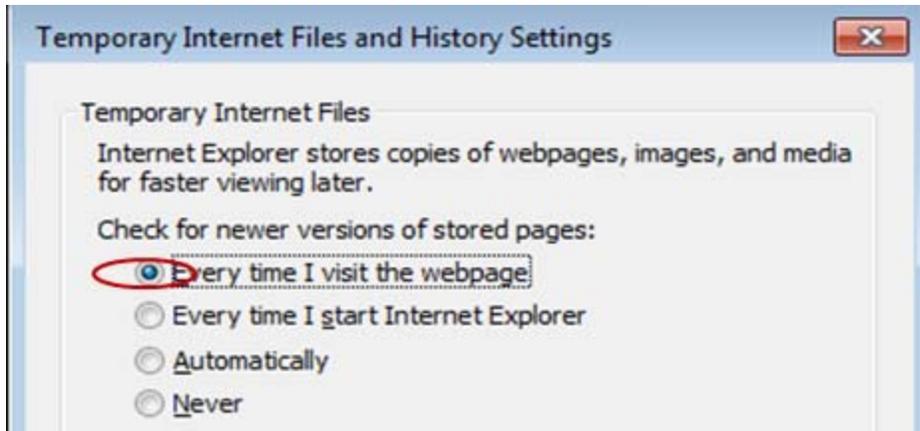
- From the Internet Explorer "Tools" tab, select Internet Options



- Under the "General" Tab, Go to "Browsing History" and click "Settings"



- Select the "Every Time I visit Webpage" option under "Check for Newer Versions of Stored Pages"



- Click "OK" to save changes
- If the problem persists, contact the eVoucher help desk at:
cjavoucher@hid.uscourts.gov.

Q: I don't see all my appointments on my Home page.

A: Court staff has to enter case information into the system. Please email cjavoucher@hid.uscourts.gov and request your cases to be added into the system.

Q: When I submit voucher, I get this error message:

 Service and/or Expenses are out of the Voucher Start and End Dates.

A: Go to the Claim Status tab of the voucher. The start date and the end date in that tab have to be the earliest and latest dates you entered in either the Services or Expenses tab. 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:

Basic Info Services Expenses Claim S

Services

* Required Fields

Date *

Service Type *

Doc. # (ECF) Pages

Hours * at rate 125.00

To group by a particular Header, drag the column to this area.

Service Type	Date ↑	Description
a. Interviews and Confe...	09/12/2011	3 phone calls, letter to client
b. Obtaining and Reviewin...	09/12/2011	Initial review of case
a. Interviews and Confe...	09/22/2011	Phone call with Federal Defender case, letter from client
a. Interviews and Confe...	09/23/2011	Met with family at my office
b. Obtaining and Reviewin...	09/23/2011	Reviewed 3 boxes of documents brought

Click on Date again and it will sort in reverse chronological order. Once you have entered and SAVED the correct start and end dates in the Claim Status tab, refresh your browser and the error message will go away.

Q: I received this error message The date of this voucher is before the Appointment Date. **and it prevents me from submitting my voucher.**

A: Email the eVoucher help desk at cjavoucher@hid.uscourts.gov. If deemed appropriate, staff will enter a nunc pro tunc date so that your voucher can be submitted with time prior to the date of your appointment.

Q: I submitted a voucher but now it is back in My Active Vouchers but appears highlighted – what does that mean?

A: An entry that looks like the one below means that the voucher has been rejected by CJA court staff.

My Active Vouchers			
To group by a particular Header, drag the column to this area.			Search: <input type="text"/>
Case	Defendant	Type	Status
9:11-AP-00666-- Start: 03/06/2012 End: 03/06/2012	Tom Riddle (# 1) Claimed Amount: 1,250.00	CJA-20 Denny Crane	 Voucher Entry --09.0000073
9:10-AP-03838-NRS- Start: 02/10/2012 End: 02/10/2012	Darth Vader (# 1) Claimed Amount: 2,000.00	CJA-21 Nerdly Nerdington Accountant	 Voucher Entry Edit FINAL PAYMENT

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Counsel should receive an email from the eVoucher system notifying the rejection of voucher. Please review the Notes section of the Confirmation page for the reason of rejection.