

**UNITED STATES DISTRICT COURT
DISTRICT OF MONTANA**



CJA eVoucher FAQs

Q: I have an eVoucher account with another court, do I need another account?

A: Yes, each eVoucher system is tied to a separate database with individual access rights. You may use the same login and password in each system.

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 and special character.

Q: What browsers are supported?

*A. Internet Explorer 8.x or 9.x for Windows Operating Systems
Safari 5 or newer for Apple Operating Systems
Chrome, Firefox and Other browsers MAY NOT BE USED with eVoucher.

Q: Why does the eVoucher system log me out even though I am entering data?

- A. *You must be executing “action” items, such as clicking on save, to ensure the system will not log you out.*

Q: I lost data even though I clicked the Save button - why?

- A. *Ensure that you are running a supported browser.
If you are using Internet Explorer, verify your cache setting
Click on Tools
Click on Internet Options
From the General tab
Click on the Settings button under the Browsing history section
Select “Every time I visit the webpage”
Click on the OK button
Click on the OK button*

Q: I don’t see all my appointments on my Home page - why?

- A. *Court staff must enter case information into the eVoucher system manually. Email the eVoucher Help Desk at MTD_eVoucher@mtd.uscourts.gov if you need the case entered immediately.*

Q: I received an error message that the date of the voucher is before the appointment date and it prevents me from submitting my voucher.

- A: *Email the eVoucher Help Desk at MTD_eVoucher@mtd.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: A voucher I previously submitted has reappeared in My Active Vouchers and appears to be highlighted - why?

- A: *The voucher has been rejected by CJA court staff. Counsel should receive an email detailing why the voucher was rejected. Details regarding the rejected voucher will also appear in the Public/Attorney Notes under the Confirmation tab. Once the insufficiency are corrected, the voucher may be resubmitted by clicking on the Approve button.*