

CJA eVoucher

Expert User Manual



Release 6.9

December 2022

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Introduction ———

The CJA eVoucher System is a web-based solution for submission, monitoring, and management of Criminal Justice Act (CJA) functions. The eVoucher program provides:

- Online submission of vouchers and authorizations by attorneys and experts.
- Line-item auditing of vouchers by judges and court staff.
- The ability to attach PDF documentation to vouchers and authorizations.
- Automatic email notification to attorneys on approval or rejection of vouchers.
- Electronic transfer to the circuit for excess approval.
- Panel management tools and reports for attorney appointments.
- Built-in reporting for budgeting and analysis.

Browser Compatibility —

CJA eVoucher is compatible with the following browsers:

- Edge 16
- Firefox 57
- Chrome 62
- Safari 10.1

Users must first submit the CJA Expert Services Provider Form to be established in the eVoucher program with the Western District of Texas.

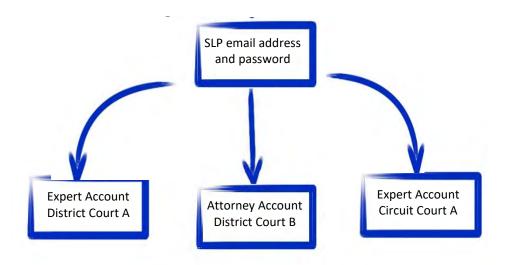
The form may be found at txwd.uscourts.gov, CJA tab, **Criminal Justice Act Forms** link.

Accessing the CJA eVoucher Program

Prior to version 6.4, if you had eVoucher accounts in multiple courts, you were required to sign out of eVoucher and sign in to each individual court account in which you wanted to work. You had a separate username and password assigned by each individual court. Starting with version 6.4, you can now create a Single Login Profile (SLP) with a single email address and password that can be linked to each eVoucher account you have. You can now switch from one eVoucher account to another from within the eVoucher application without the need to log off.

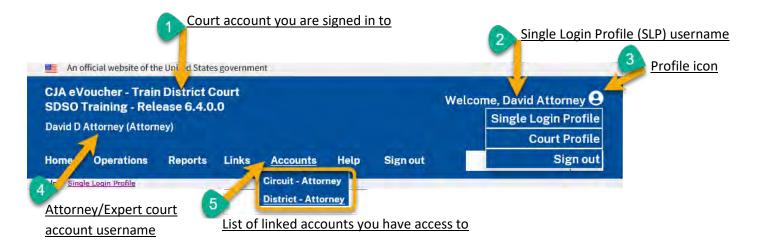
Note: If you have more than one eVoucher account, you must designate one account as the default account; the court used to create your Single Login Profile (SLP) automatically becomes your default court, unless you change it.

Single Login Profile for David D. Expert



Single Login Profile vs. Court Profile -

Below are tips on how to view which court account you are in and who you are within that court.



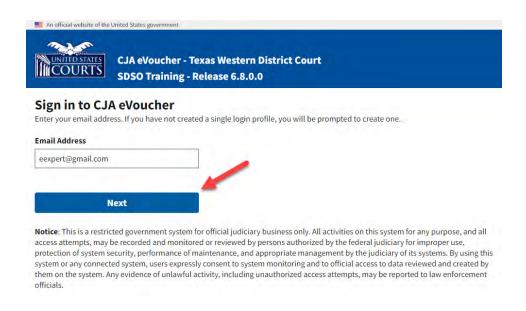
- 1. Court account This is the court account you selected from the Accounts menu, showing the account to which you are signed in.
- 2. Single Login Profile (SLP) This profile is attached to a person. Regardless of the court account you are accessing, you must always be signed in to your Single Login Profile (SLP).
- 3. **Profile icon** You can access your Single Login Profile (SLP) or court profile, or sign out from here. You can also access these options from the **Help** menu.
- 4. Court account username This displays the court user you are signed in as, and your full name and user role as they appear for that court profile.
- 5. Accounts menu From this menu, you can access all of the court accounts to which you are linked.

Creating a Single Login Profile -

You only need to create your Single Login Profile (SLP) once, or whenever you need to relink your account to your default court. To create your Single Login Profile (SLP), visit the eVoucher site for the district or circuit in which you already have an eVoucher account.

Step 1

In the **Email Address** field, enter your email address, and then click **Next**.



Step 2

If you use more than one court account, choose one, and then click Next.

Link CJA eVoucher account Enter the username and password for your existing CJA eVoucher account to continue. Username ebexpert Password Forgot your password? Next

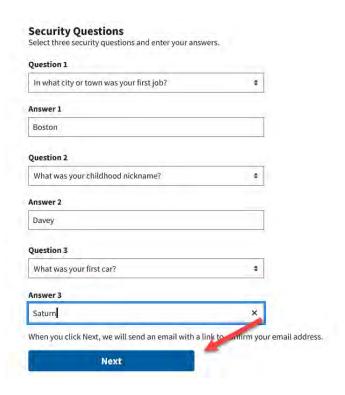
Notice: This is a restricted government system for official judiciary business only. All activities on this system for any purpose, and all access attempts, may be recorded and monitored or reviewed by persons authorized by the federal judiciary for improper use, protection of system security, performance of maintenance, and appropriate management by the judiciary of its systems. By using this system or any connected system, users expressly consent to system monitoring and to official access to data reviewed and created by them on the system. Any evidence of unlawful activity, including unauthorized access attempts, may be reported to law enforcement officials.

On the Create New Single Login Profile screen, complete the First name, Middle name, Last name, and Suffix (if applicable) fields, and then enter and confirm your email address.

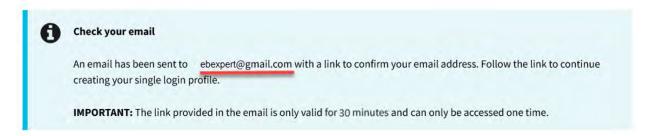
Create New Single Login Profile You will use the email address entered below to log into all of your assigned eVoucher accounts. If you have multiple accounts, you will be given an opportunity to link them to your single login profile. First name Middle name Last name Suffix Edward В Astley -Select- 🕏 **Email address** ebexpert@gmail.com Confirm email address ebexpert@gmail.com

Step 4

Next, answer the security questions. In the Security Questions section, select a question from each question drop-down list, and then type your answer in the corresponding answer field. Click Next.



A message appears, stating that an email was sent to the email address you provided when creating your Single Login Profile (SLP).



Step 6

Go to your email account. Click the link in the email message to continue creating the profile.

Note: The email is valid for only 30 minutes and can be used only once. In the email message, click the confirm your email address link.



Step 7

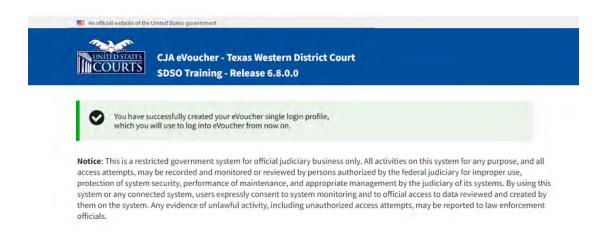
In the **Enter password** field, enter a new password to be used for your Single Login Profile (SLP). The new password must:

- Be at least eight characters.
- Be alphanumeric.
- Contain at least one lowercase and one uppercase character.
- Contain at least one special character.
- Not be a password used in the past 365 days.

To view current password requirements, click the plus sign (+) icon to expand the Password Requirements section. You must change your password every 180 days. In the Verify password field, verify the password, and then click Next.



A success message appears, and you are directed to the eVoucher home page. Your email address and new password are now your new login credentials. You have now successfully created your Single Login Profile (SLP) and can use the email address you entered when setting up your Single Login Profile (SLP) to log in to all your CJA eVoucher accounts going forward.



Forgotten Password – Legacy -

If you have forgotten your current court password or entered it incorrectly, a login failed message appears. To recover your password, click the Forgot your password? link. Please note that you should follow this same process if you have not reset your password in the last 180 days. If you entered your password incorrectly more than six times and your account is locked, or if you are still unable to recover your password, contact your court administrator.



Step 1

Click the Forgot your password? link.

Username	
ebexpert	
Password	
Forgot your password?	
Next	
	ent system for official judiciary business only. All activitind monitored or reviewed by persons authorized by the

Step 2

In the **Username** and **Email** fields, enter your information, and then click **Recover Logon**.

protection of system security, performance of maintenance, and appropriate management I

Forgot your Log Please tell us your username		s. We will send you a	n email to reset your pa	ssword if there is a match in our records
Username				
Email				
Back to sign in				
Recover I	Logon			

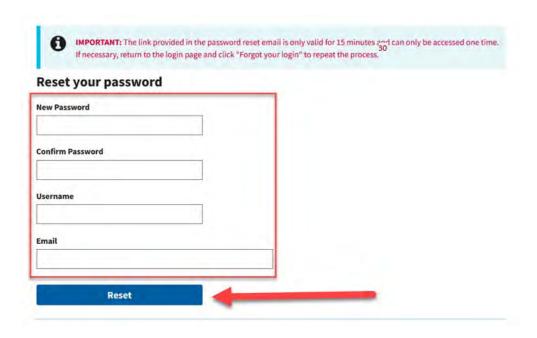
In the email message, click the **here** link to create a new password.



Note: The password link expires after 30 minutes and can be used only once. If you don't reset your password within that time, you must return to the login page and repeat the process.

Step 4

You are taken to the Reset your password page, where you must create a new password to complete the Single Login Profile (SLP) process. Enter and confirm your new password, username, and email address, and then click Reset.



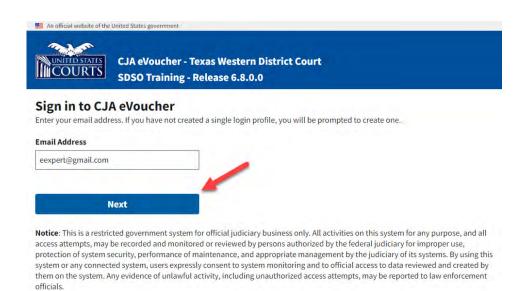
Your password is now reset. A success message appears, and you can either continue creating your Single Login Profile (SLP), or, if you have already created one, enter your email address and click Next to sign in to eVoucher.

Sign in to CJA eVoucher Enter your email address. If you have not created a single login profile you will be prompted to create one. Password updated. Your password was successfully updated. **Email Address** Next Notice: This is a restricted government system for official judiciary business only. All activities on this system for any purpose, and all access attempts, may be recorded and monitored or reviewed by persons authorized by the federal judiciary for improper use, protection of system security, performance of maintenance, and appropriate management by the judiciary of its systems. By using this system or any connected system, users expressly consent to system monitoring and to official access to data reviewed and created by them on the system. Any evidence of unlawful activity, including unauthorized access attempts, may be reported to law enforcement

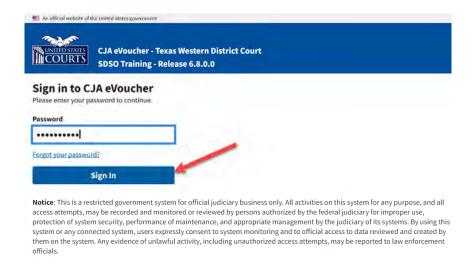
Signing In to eVoucher

Step 1

On the eVoucher webpage, in the Email Address field, enter the email address you used to create your Single Login Profile (SLP), and then click **Next**. If you forget this email address, contact the security administrator for your court.



In the **Password** field, enter your password, and then click **Sign In**. You have now successfully signed in to eVoucher.



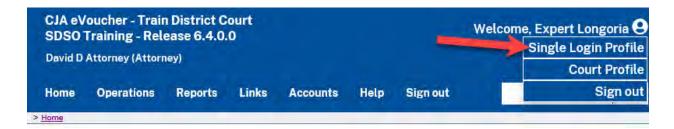
Single Login Profile (SLP)

In the Single Login Profile section, you can:

- Edit your first, middle, and last name.
- Edit your email address.
- Edit your Single Login Profile (SLP) password.
- Edit security questions.
- View your linked eVoucher accounts.
- Link your eVoucher accounts to your Single Login Profile (SLP).

Step 1

To access the Single Login Profile page, from the menu bar, click **Help**, and then click **Single** Login Profile, or click the Single Login Profile link to the right of the menu bar.



Account Information

In the Account Information section, you can change your name, email address, and password.

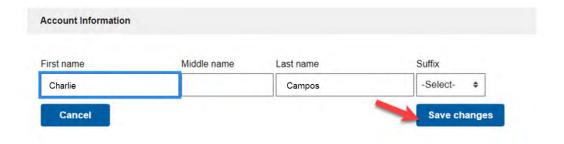
Step 1

To edit your name, click the **Edit** link to the right of your name.



Step 2

Make any necessary changes, and then click **Save changes**.



Step 3

To edit your email address, click the **Edit** link to the right of your email address.



Enter your new email address, confirm it, and then click **Save changes**.



Step 5

To edit your password, click the **Edit** link to the right of your password.



Step 6

Make any necessary changes, and then click **Save changes**.

Password Requirements

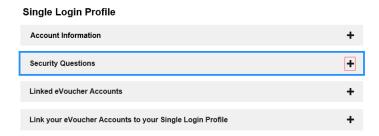
- Password must be at least 8 characters.
- · Password must be alpha-numeric.
- Password must contain at least one lower case and one upper case character.
- Password must contain at least one special character.
 Password cannot be a password used within the past 365 days.



Security Questions -

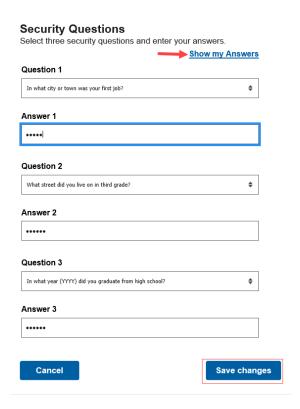
Step 1

To access your security questions, click the plus sign (+) icon to expand the Security Questions section.



Step 2

Make any necessary changes, and then click **Save changes**.



Note: The answers to the security questions are hidden. To view your answers, click the Show my Answers link.

Link Your eVoucher Accounts to Your Single Login Profile (SLP)

If you have more than one eVoucher account because you perform CJA-related services in more than one court, or if you have separate attorney and expert user logins in the same court, you must link those accounts to your Single Login Profile (SLP) to access them.

Step 1

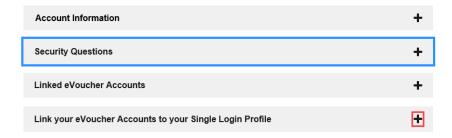
Click the plus or minus sign (+/-) icons to expand and collapse the Linked eVoucher Accounts section. When expanded, you can view any accounts that are currently linked. If this is your first time in the system, your only linked account is the one with the court you just logged in as. This is your default account.



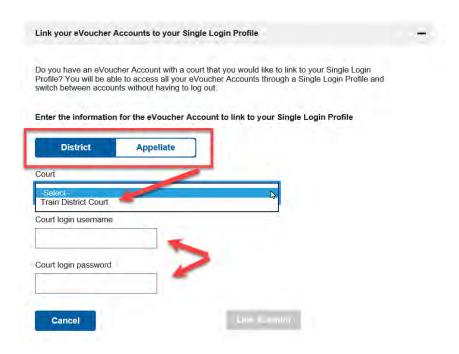
Note: You can also change your default court in the Linked eVoucher Accounts section, but you will always initially be logged in through your default account.

Step 2

If you need to sign in to other district or appellate courts, you must link to those accounts. Click the plus sign (+) icon to expand the Link your eVoucher Accounts to your Single Login Profile section.



Click District or Appellate for the type of court you want to link to. From the Court drop-down list, select your court, and then in the Court login username and Court login password fields, enter your username and password for that court.



Step 4

Click Link Account.

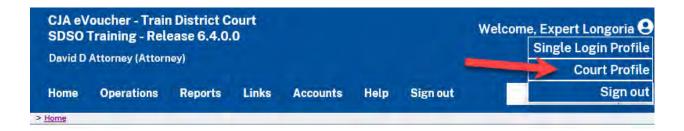


A success message appears, stating that your account(s) is now linked.



Court Profile

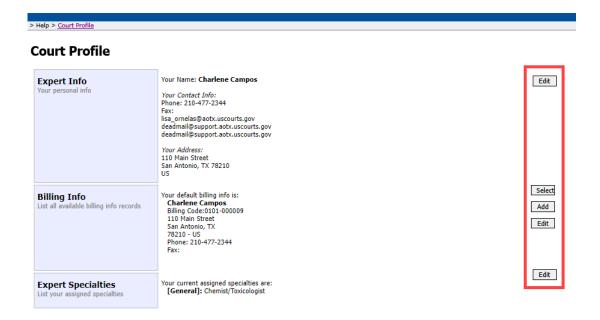
If given access by your court, you can make changes to your eVoucher account information. On the home page, point to your profile icon, and then click **Court Profile**.



On the Court Profile page, you can:

- Edit contact information, phone, email, and/or physical address.
- Update the Social Security number (SSN) or employee identification number (EIN).
 Copies of a W-9 must be provided to the court, and any changes to the SSN after the first logon must be made through the court.
- Enter expert specialties.
- Document any continuing legal education (CLE) attendance.

Click **Edit**, **Select**, **Add**, or **View** to the right of each section to expand the section and edit any information. Review your court profile and add any missing information as needed.



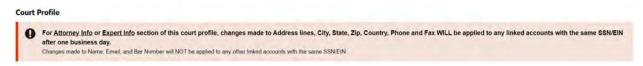
Expert Info

Step 1

In the Expert Info section, click **Edit** to access your personal information.

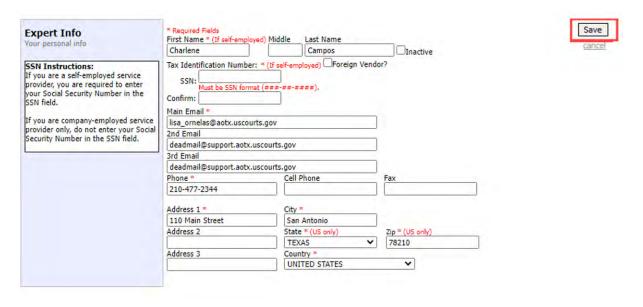


If you have a Single Login Profile (SLP) that is linked to more than one court, certain changes made to the Expert Info section of your court profile will be applied to any of your other linked accounts with the same SSN/EIN after one business day. This information displays at the top of your Court Profile page and details the sections that are affected across any of your other linked accounts:



Step 2

Make any necessary changes, and then click Save.



Note: If you are a self-employed service provider, you must enter an SSN in the user profile. If you are a company-employed service provider, you must enter an EIN. When the SSN is saved, it becomes read-only, and the record is transmitted to CJA6x. Once this occurs, only an eVoucher administrator can change an SSN, and you must contact your court to do so.

Billing Info

The Billing Info section of the profile contains the billing information for your services.

Step 1

Click **Add** if no billing information is available. Click **Edit** to change the information already entered.



Your default billing info is: Charlene Campos Billing Code:0101-000009 110 Main Street San Antonio, TX 78210 - US Phone: 210-477-2344 Fax:



If you have a Single Login Profile (SLP) that is linked to more than one court, changes made to the Billing Info section of your court profile will not be applied to any of your other linked accounts with the same SSN/EIN. This information displays at the top of your Court Profile page and describes the action necessary to apply changes to any of your other linked accounts:

Court Profile



Changes made to the <u>Billing Info</u> section of this court profile will NOT be applied to any other linked accounts with the same SSN/EIN.

Use the Accounts menu to switch to other linked accounts and make changes to each court profile <u>Billing Info</u> section separately.

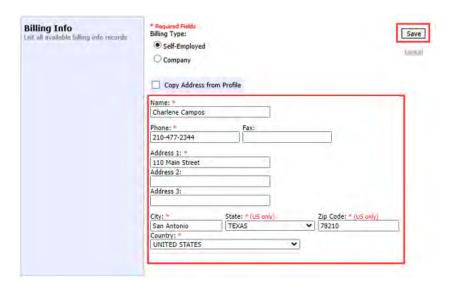
The Billing Type group contains two radio buttons:

- Click the Self-Employed radio button if payments are made to your SSN.
- Click the **Company** radio button if payments are made to a firm's EIN.



Self-Employed Service Provider

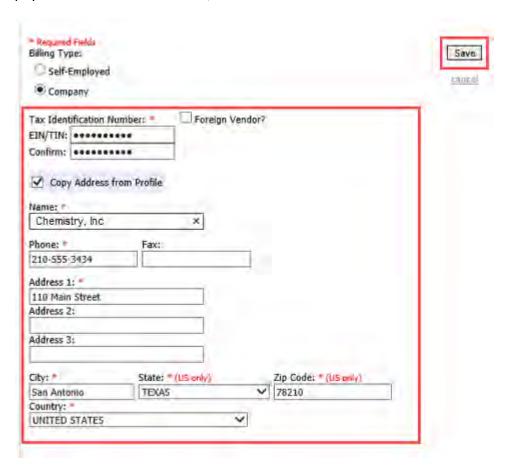
If you are a self-employed service provider, you must enter all required information, and then click **Save**.



Note: You can select the **Copy Address from Profile** check box to populate your information. If the payment address is different from the address in your profile, you should enter your information.

Company Employed

If you are a company-employed service provider, you are required to enter the company's EIN, name, and payment address information, and then click **Save**.



Notes:

- Payments cannot be made if the SSN or EIN is missing from your profile. This is a requirement of the payment system with which eVoucher interfaces.
- Validations have been added to billing information to ensure the data is in the proper format to be sent to the payment system.
- The system alerts you if there are errors with your billing information. Errors must be fixed before payments can be made.
- The SSN or EIN cannot be changed once it has been synced with the interface. Only the CJA6XAdmin user has rights to change SSNs.
- Add new or additional billing records if the billing information changes. Do not edit the existing record.
- Billing information must be complete to submit a voucher in CJA eVoucher.
- You or the attorney for whom you are providing services must choose the billing information you wish to use when creating vouchers or authorizations.

Expert Specialties -

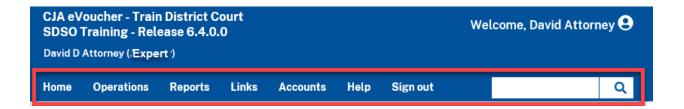
The Expert Specialties section lists any specialties for which you are approved for eVoucher billing taken from your submitted CJA Expert Services Provider form.

Changes made by the court in this section are not applied to any of your other linked accounts. This information is noted at the top of your Court Profile page.



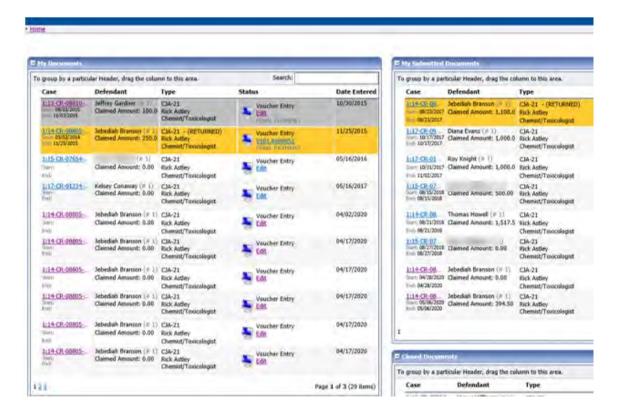
Menu and Home Page -

Use the menu bar to navigate to the different areas of the application.



Menu Bar Item	Description	
Home	Click to access the eVoucher home page.	
Operations	Click to search for specific appointments.	
Reports	Click to view selected reports you can run on your appointments.	
Links	Click to access links to CJA resources such as forms, guides, publications, etc.	
Accounts	Click to access your different court accounts.	
Help	Click to access: Another link to your Single Login Profile (SLP). Another link to your court profile. The Contact Us email address. The privacy notice. eVoucher help documentation for attorneys and experts.	
Sign out	Click to sign out of the eVoucher program.	

The home page provides access to information about your cases and billing information that you submit, or the billing information the attorney submits on their behalf.



Section Name	Contents
My Documents	This section contains documents that you are currently working on or that have been created on your behalf by the attorneys. These documents are
	waiting for you to take action.
My Submitted	This section contains vouchers for you that have been submitted to the
Documents	court for payment.
Closed Documents	This section contains documents that have been paid or approved by the
	court. Closed documents only display for open cases. Closed documents
	display until they are archived and/or for 60 days after the appointment is
	terminated. They are still accessible through the Appointment page.

Expert vs. Expert Enter-

CJA eVoucher designates rights for experts to complete the voucher: Expert and Expert Enter.

Expert - This right allows you to view vouchers created and submitted for payment on your behalf by the attorney.

Expert Enter - This right allows you to enter your portion of the voucher after the attorney has created and routed the voucher to you so you can add the necessary information. You will then submit the completed voucher back to the attorney to submit for payment.

CJA-21/31 Entry

The attorney creates the CJA-21 or CJA-31 voucher. If you have Expert Enter rights, the attorney will select the option to allow you enter the services and expenses directly. You will receive an email informing you that a voucher has been created on your behalf and that you can enter your information on the voucher. The following steps are those with EXPERT ENTER RIGHTS.

Step 1

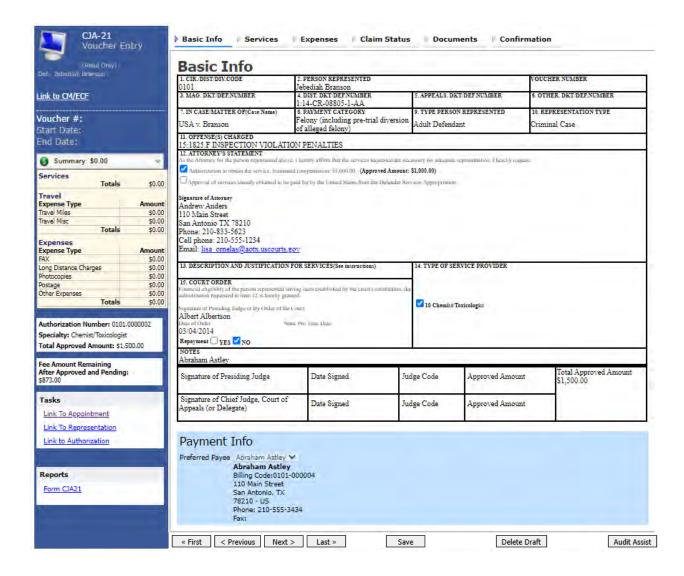
Log on to the eVoucher application. The voucher should appear in the My Documents section of your home page.

Step 2

To enter your fees and expenses, in the Status column, click the **Edit** link.



The voucher opens to the Basic Info page, which displays the information in the paper voucher format.



Notes:

- To avoid data loss, frequently save any entries made to a voucher.
- To delete a voucher, click **Delete Draft** at any time prior to submitting it.
- To check for warnings or errors in the document, click **Audit Assist** at any time.
- To navigate, click the tabs or the navigation buttons in the progress bar.

Entering Services -

Line-item time entries should be entered on the Services page. Both in-court and out-of-court time should be recorded here.

Step 1

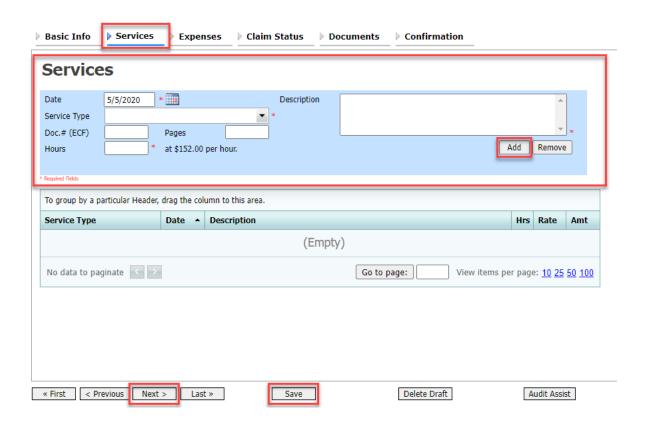
To enter your service fees and expenses, on the Basic Info page, click the Services tab, or click **Next** on the progress bar. Required fields are marked with a red asterisk.

Step 2

Enter the date of the service and the number of hours billed. A description of the service provided is also required.

Step 3

Click Add. There is no auto-save feature in eVoucher, so click Save after every few additions. If you try to navigate to another section without saving, a dialog box appears, prompting you to save.



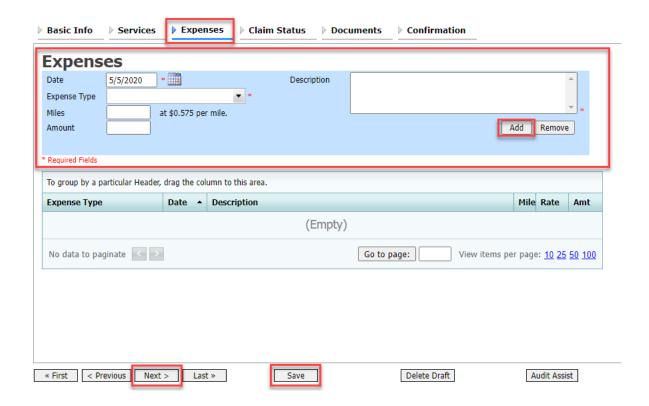
Entering Expenses -

Step 1

Click the **Expenses** tab, or click **Next** on the progress bar.

Step 2

Enter the expenses, click **Add**, and then click **Save**.



Claim Status -

Step 1

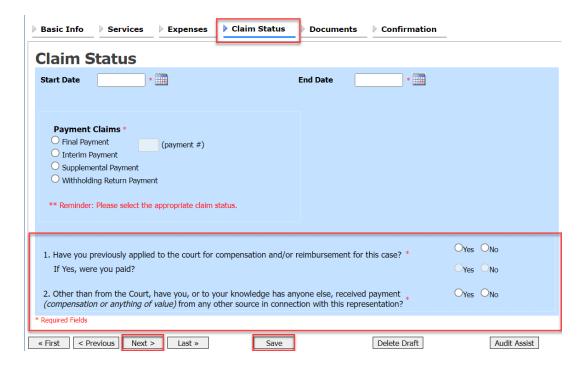
Click the Claim Status tab, or click Next on the progress bar.

Step 2

In the Start Date field, enter the start date from the services or the expenses entry, whichever is earliest. If necessary, go back to the Expenses and Services sections and click the Date header to sort by the earliest date of services.

Step 3

Answer all the questions regarding previous payments in this case, and then click **Save**.



Radio Button	Payment Claims Description
Final Payment	Request payment after all services have been completed.
Interim Payment	Request payment throughout the appointment, but each court's practice may differ. If using this type of payment, indicate the number of interim payments.
Supplemental Payment	Request payment due to a missed or forgotten receipt after the final payment has been submitted.
Withholding Return Payment	Request return payment of withheld funds. The attorney can submit a blank (no services or expenses) CJA-20/30/21/31 at the end of the case.

Documents -

Step 1

Click the **Documents** tab, or click **Next** on the progress bar.

Step 2

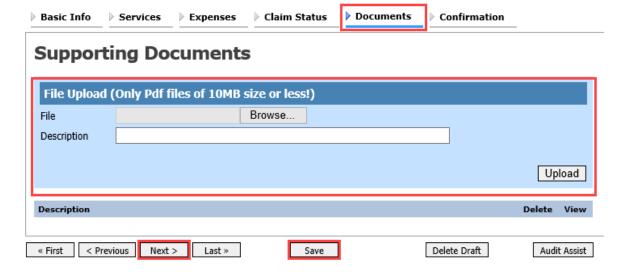
To add an attachment (invoice required), to the right of the File field, click Browse to locate your file.



In the **Description** field, add a description of the attachment.



Click Upload. The attachment and description are added to the voucher and appear at the bottom of the Description column. Click Save.



Signing and Submitting to Court -

When you have added all voucher entries, you are ready to sign and submit your voucher to the attorney to submit to court for payment.

Step 1

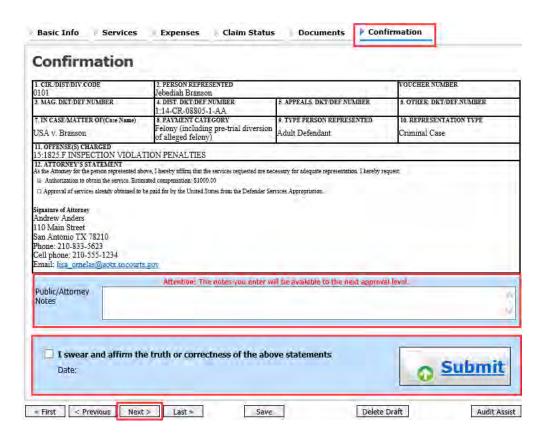
Click the **Confirmation** tab, or click **Next** on the progress bar. The Confirmation page appears, reflecting all entries from the previous screens.

Step 2

Verify the information is correct, and then scroll to the bottom of the screen.

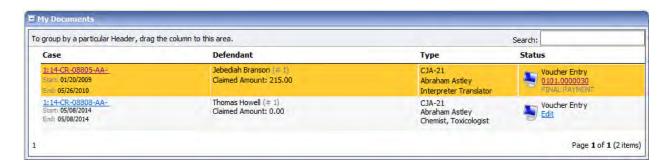
Step 3

In the **Public/Attorney Notes** field, you can include any notes to the court. Select the check box to swear to and affirm the accuracy of the authorization, which automatically time stamps it. Click **Submit**.



Returned Vouchers -

The attorney can return the voucher to the service provider for correction or additional documentation. Any returned vouchers appear highlighted in gold.



Printing a CJA-21 Form -

From the left side panel, click the **Form CJA21** link to print a standard version of the voucher.



Reports -

Any reports to which you may have access display on the Reports page. From the menu bar at the top of the screen, click **Reports** to see which reports are accessible.

