

Beginning with eVoucher release 6.4, attorney and expert users of eVoucher must sign in using the unique email address stored on their Single Login Profile (SLP). Follow the steps in this job aid only after you have created your Single Login Profile (SLP). If you have not done so, see the Creating a Single Login Profile (SLP) job aid for instructions on creating a profile.

## Accessing the CJA eVoucher Program

### Step 1

From the eVoucher webpage, enter the email address you used to create your Single Login Profile (SLP) and click **Next**. If you forget this email address, contact the security admin for your court.

An official website of the United States government

 **CJA eVoucher - Train District Court**  
SDSO Training - Release 6.4.0.0

**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.

Email Address

 ×

**Next**

**Notice:** This is a Restricted Web Site for Official Court Business only. Unauthorized entry is prohibited and subject to discipline by the Court and/or prosecution under Title 18 of the U.S. Code. All activities and access attempts are logged.

### Step 2

Next, enter your password and click **Sign In**. You have now successfully signed in to eVoucher.

An official website of the United States government

 **CJA eVoucher - Train District Court**  
SDSO Training - Release 6.4.0.0

**Sign in to CJA eVoucher**  
Please enter your password to continue.

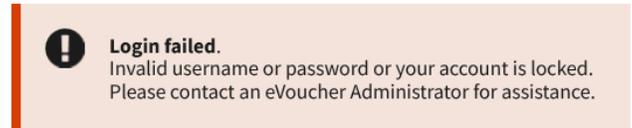
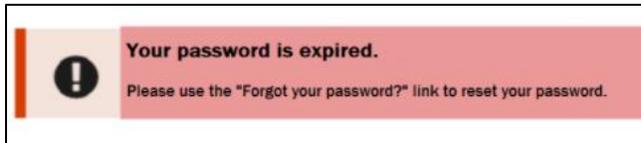
Password

**Sign In**

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## Forgotten or Expired Passwords

If your password is expired, entered incorrectly, or you have forgotten it, an error message appears, stating that your password is expired, invalid, or locked.



### Step 1

To reset your password, click the **Forgot your password?** link.

**Note:** You should follow this same process if you have not reset your password in the last 180 days.

#### Sign in to CJA eVoucher

Please enter your password to continue.

Password

[Forgot your password?](#)

Sign In

### Step 2

On the Reset your password? page, the email address you entered for your Single Login Profile (SLP) displays. You are prompted to reset your password by answering one of the challenge questions you selected when creating your Single Login Profile (SLP). Enter the correct answer and then click **Reset your password**. You will receive an email notifying you that an unsuccessful attempt was made to log in to your account and that you must reset your password.

#### Reset your password?

Please answer the following challenge question to have a password reset link sent to your email.

Email

dauidattorney@gmail.com

Question: In what city or town was your first job?

Answer

[Back to sign in](#)

Reset your password

**Note:** If you incorrectly answer the first security question, you must answer one of the two remaining security questions. If you incorrectly answer all security questions, your account locks, and you must contact your court to unlock it.

### Step 3

A message appears, telling you to check your email. Go to your email account and locate the email that contains a link to reset your password. Note that the email is valid for only 15 minutes and can be used only once.

#### Reset your password?

Please answer the following challenge question to have a password reset link sent to your email.



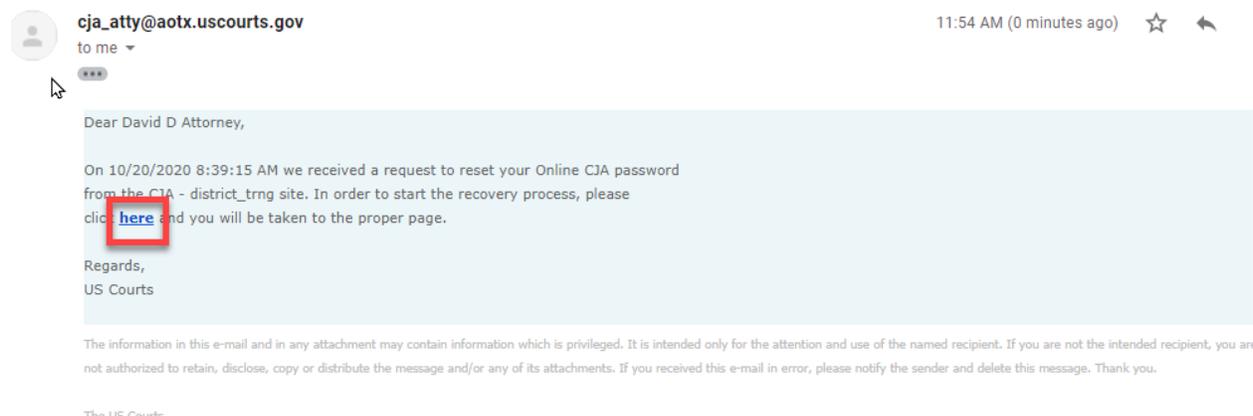
##### Check your email

If the information entered matches our records, we will send an email with instructions on how to reset your password. If you do not receive this email, please check the information provided for accuracy, or contact an eVoucher Administrator for further assistance.

**IMPORTANT:** The link provided in the password reset email is only valid for 15 minutes and can only be accessed one time.

### Step 4

In the email message, click the **here** link to create a new password. You are taken to the Reset your password page, where you must create a new password for your Single Login Profile (SLP).



**Step 5**

Enter your new password, and then confirm it by entering it again. Enter the email address associated with your Single Login Profile (SLP), and click **Reset**.

**i IMPORTANT:** The link provided in the password reset email is only valid for 15 minutes and can only be accessed one time. If necessary, return to the login page and click "Forgot your password? link" to repeat the process.

**Reset your password**

New Password

Confirm Password

Email

**Reset**



Password Requirements



A message appears, stating that your password was successfully updated. You can now enter your email address, click **Next**, and then enter your new password to log in.

**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**

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## Locked Accounts

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You can attempt to create a Single Login Profile (SLP) or sign in with an existing Single Login Profile (SLP) a maximum of six times. If you attempt a seventh time and are unsuccessful, your account locks and you can no longer enter a correct password at this time. You must contact your eVoucher administrator to unlock your account. Additionally, you will receive an email notifying you that an unsuccessful attempt was made to reset your password.

**Login failed.**

Invalid username or password or your account is locked.  
Please contact an eVoucher Administrator for assistance.

**Note:** If you make fewer than seven consecutive attempts, the allowed number of unsuccessful creation attempts resets to zero after 30 minutes.

Starting with version 6.4 of eVoucher, the email address used to create your single login profile will be used to log in to all of your CJA eVoucher accounts. You can modify your full name and email address, change your password and security questions, and view and link your other eVoucher accounts from the Single Login Profile (SLP) link. This job aid describes how to modify your account information and security questions. For instructions on how to view and link your other accounts, see the Linking Accounts job aid.

## Modifying Your Single Login Profile (SLP) Account Information

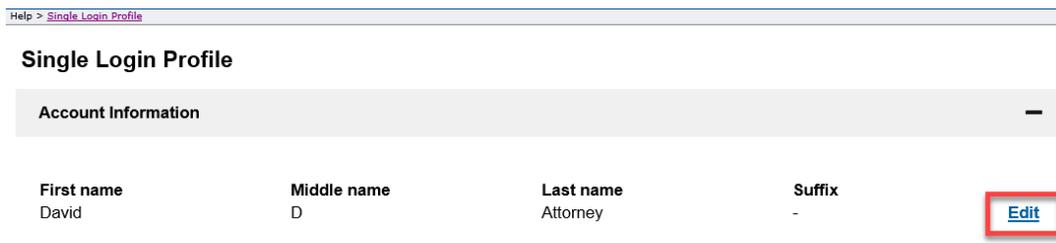
### Step 1

Point to the profile icon, and then click the **Single Login Profile** link.



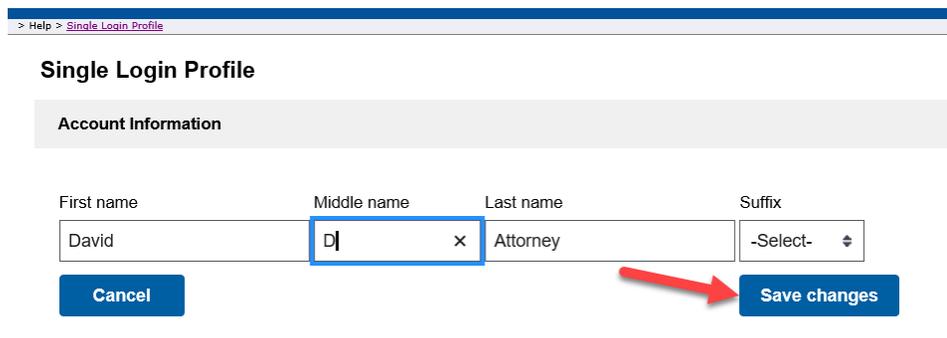
### Step 2

To change your account information; first, middle, or last name; email address; and password; click the **Edit** link.



### Step 3

Make any changes to your account information and click **Save changes**.



**Step 4**

To change your email address, from the same Account Information screen, click the **Edit** link to the right of the email address.

**Single Login Profile**

Account Information			
<b>First name</b> David	<b>Middle name</b> D	<b>Last name</b> Attorney	<b>Suffix</b> -
			<a href="#">Edit</a>
<b>Email address</b> aalamay210@gmail.com			<a href="#">Edit</a>

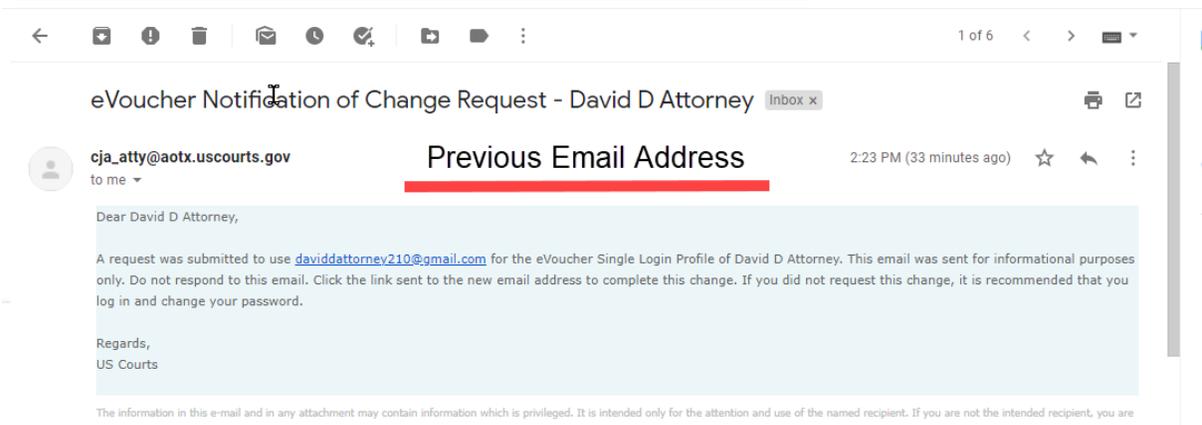
**Step 5**

Make any changes to your email address and confirm those changes. Then click **Save changes**.

**Email address**

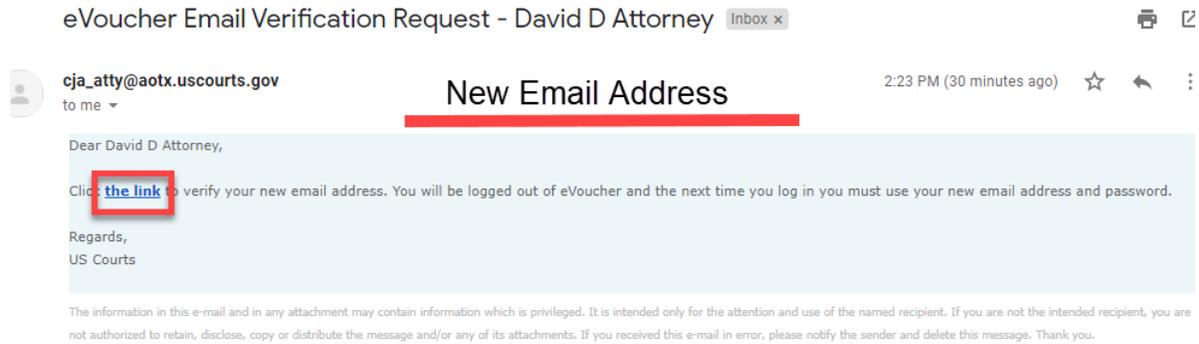
**Confirm email address**

As a security measure, an email is sent to your previous email address informing you of a change to your email address on your Single Login Profile (SLP).



**Step 6**

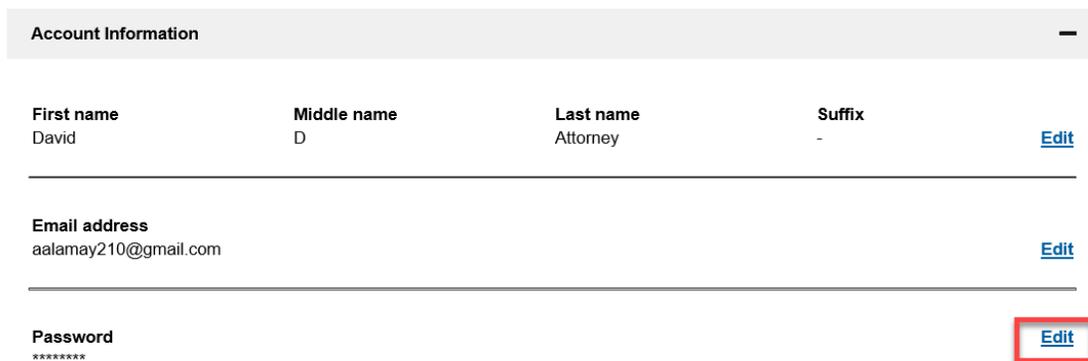
A verification email is sent to your new email address. Click **the link** to verify the new address and to re-sign in to eVoucher.



**Note:** When creating a new email address, if the email address format is invalid, is already being used on another single login profile, or does not match the confirmation entry, then the original email address is retained on your Single Login Profile (SLP).

**Step 7**

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



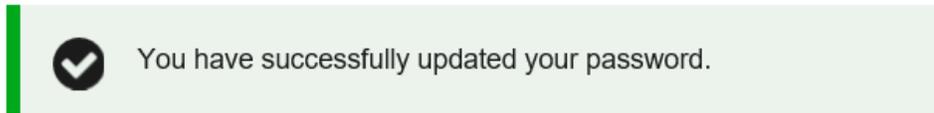
**Step 8**

Change your password and confirm your changes. Click **Save changes**.

**Password**

**Confirm password**

A message appears, stating that you have successfully updated your password.



**Note:** If you have forgotten the email address used to set up your Single Login Profile (SLP) or are locked out of your account, you must contact your court to unlock the account. For more information, see the Expired Passwords and Locked Accounts job aid.

## Modifying Your Security Questions

When you created your Single Login Profile (SLP), you chose three security questions to be asked if you forget your password or are locked out of your account. In the Security Questions section, you can modify those security questions and answers.

### Step 1

To change your security question and its corresponding answer, click the plus (+) icon to expand the Security Questions section.

Password *****	<a href="#">Edit</a>
Security Questions	
Linked eVoucher Accounts	

**Step 2**

Select the question(s) you would like to change, and type the new answer. Then click **Save changes**.

**Security Questions**

Select three security questions and enter your answers.

[Show my Answers](#)

**Question 1**

What street did you live on in third grade?

**Answer 1**

.....

**Question 2**

What was your childhood nickname?

**Answer 2**

.....

**Question 3**

What was your first car?

**Answer 3**

.....

Cancel

Save changes



By default, your answers are concealed. To view them, click the **Show my Answers** link. You are the only person with access to view the answers to your security questions; other court staff cannot view them.

**Security Questions**

Select three security questions and enter your answers.

[Show my Answers](#)

**Question 1**

What was your childhood nickname?

**Answer 1**

.....



You have now successfully updated your account information and security questions.

## Modifying Your Court Profile

Your Court Profile section, formerly your My Profile section, contains court-specific information for each eVoucher account you have. You can edit your court profile for each court account you have, in one or more courts. Any changes in your court profile do not affect your Single Login Profile (SLP). From your court profile, you can:

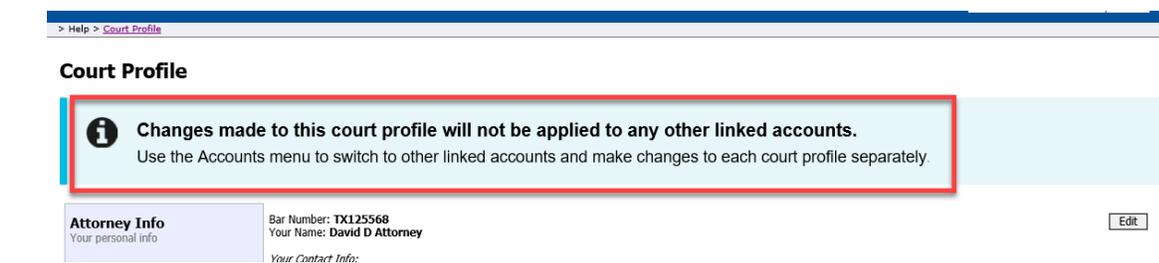
- Edit court account contact information, phone, email address, and/or physical address (Attorney Info section).
- Update your Social Security number (SSN) or employee identification number (EIN), and any firm affiliation (Billing Info section). Copies of a W-9 must be provided to the court, and any changes to the SSN after the first login to that court account must be made through the court.
- Add a time period during which the attorney will be out of the office (Holding Period section).
- Document any CLE attendance.

### Step 1

If given access by your court, you may be able to make changes to your eVoucher account information by clicking the **Court Profile** link on the Home page.



Be aware that any changes made to your court profile are not applied to any of your other linked accounts. This is noted at the top of your court profile page.



**Step 2**

Click **Edit**, **Select**, **Add**, or **View** to the right of each section to open the section and make any edits. Review your court profile and, if applicable, enter any missing information.

> Help > [Court Profile](#)

### Court Profile

<b>Attorney Info</b> Your personal info	Bar Number: <b>TX125568</b> Your Name: <b>David D Attorney</b>  <i>Your Contact Info:</i> Phone: 555-555-5555 Fax: deadmail@ao.uscourts.gov  <i>Your Address:</i> 123 San Antonio Way San Antonio, TX 78228 US	<input type="button" value="Edit"/>
<b>Billing Info</b> List all available billing info records	Your default billing info is: <b>David D Attorney</b> Billing Code:0101-000077 123 San Antonio Way San Antonio, TX 78228 - US Phone: 555-555-5555 Fax:	<input type="button" value="Select"/> <input type="button" value="Add"/> <input type="button" value="Edit"/>
<b>Holding Period</b>	No info has been stored. Please click VIEW to type your info.	<input type="button" value="View"/>
<b>Continuing Legal Education</b>	No info has been stored. Please click VIEW to type your info.	<input type="button" value="View"/>