

# United States District Court Eastern District of Virginia



## FAQs - eVoucher Connecting & Signing On

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1. When I connect to eVoucher, there is no place to type in my username or password. How do I log on?
  2. 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?
  3. My username and/or password won't work. What do I do?
  4. I want to change my username or password. How do I do that?
  5. Is the Edge browser in Windows 10 compatible with CJA eVoucher?
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## 1. When I connect to eVoucher, there is no place to type in my username or password. How do I log on?

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

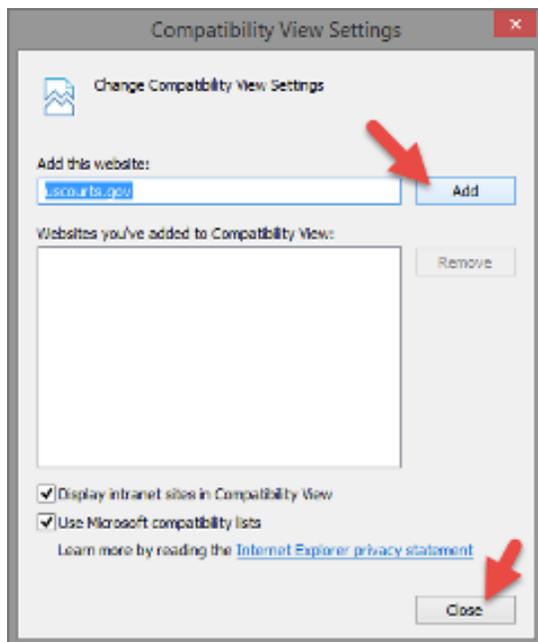
Please try connecting - [HERE](#).

You must use Internet Explorer or Safari 5 or newer to connect to eVoucher.

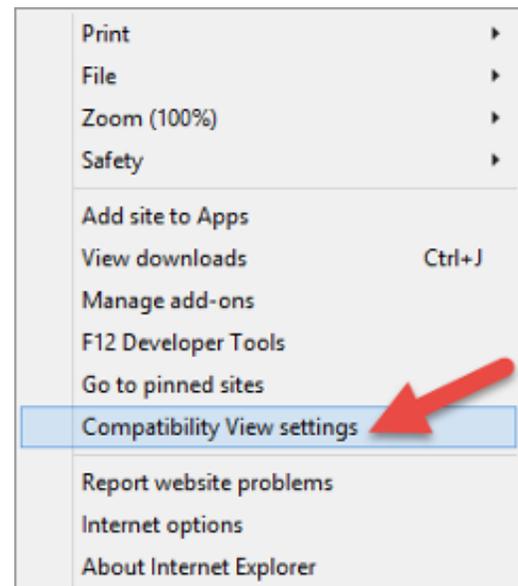
If you are using Internet Explorer and see the message below, you will need to set compatibility view:



1. Go to Tools.
2. Select Compatibility View Settings.



3. Select Add.
4. Select Close.



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## 2. 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?

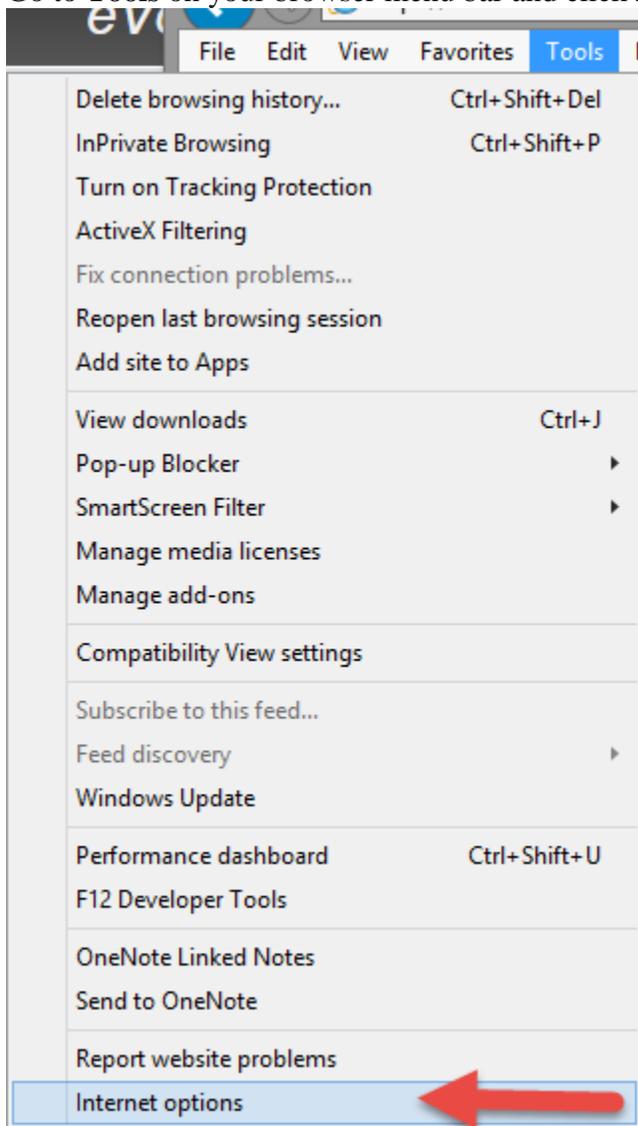
### Approved Browsers:

Internet Explorer (IE) 8 or newer is approved.

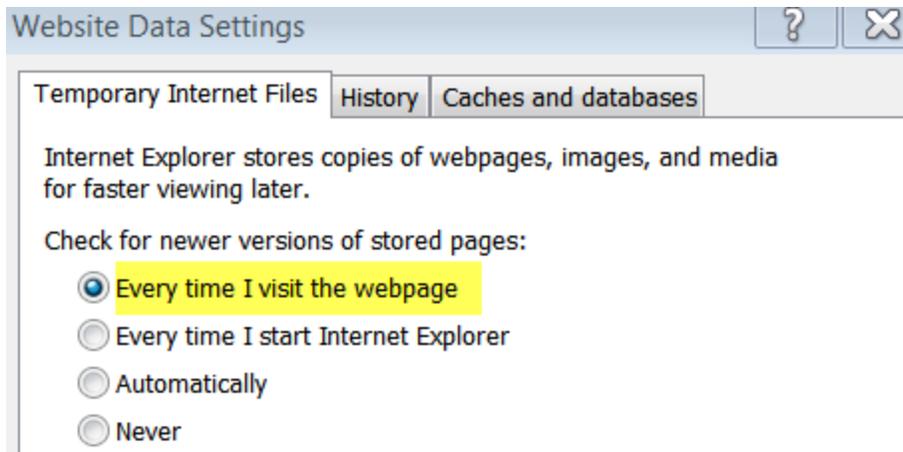
If you are using a Mac, Safari is also compatible.

In Internet Explorer, ensure that your cache setting is correct:

- Go to **Tools** on your browser menu bar and click **Internet Options**.



- From the **General** tab, click **Settings**.
- Choose the option **Check for Newer version of stored pages** > Every time I visit the webpage.

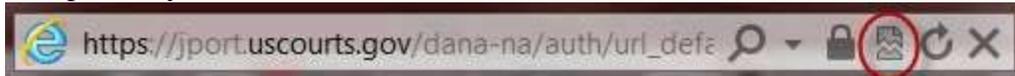


## INTERNET EXPLORER COMPATIBILITY ISSUES

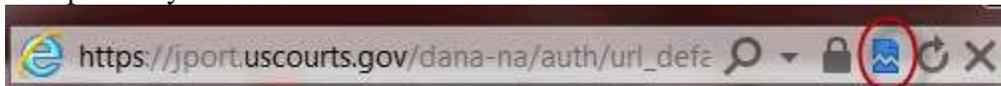
The electronic vouchering program used by eVoucher must be accessed via the web browser Internet Explorer (or Safari on an Apple product). If you are running Internet Explorer IE 10 or 11, you need to take the following steps in order for the program to function correctly.

Turn on **Compatibility Mode** by clicking on the icon of a torn sheet of paper located at the end of 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:



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### 3. My username and/or password won't work. What do I do?

If you incorrectly enter your username or password three times, the system will automatically lock you out of your account for security purposes. Please contact the CJA eVoucher Help Desk and request that your account be unlocked.

Selecting the "Forgot Your Login?" link on the eVoucher login page will not unlock your account.

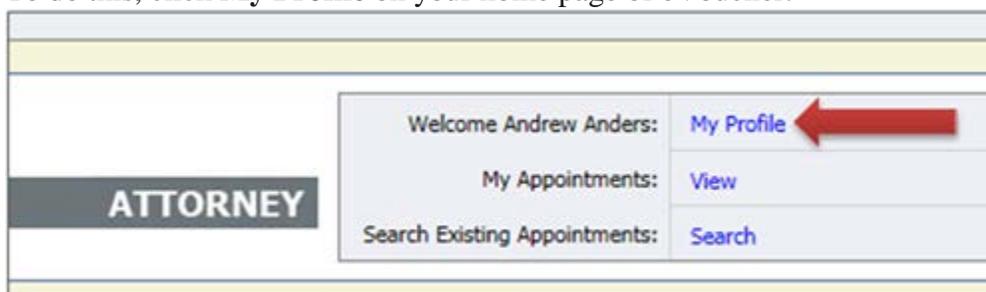
### Need Assistance? Contact the CJA eVoucher Help Desk!

<p style="text-align: center;"><b><u>Alexandria eVoucher Help Desk:</u></b></p> <p style="text-align: center;"><b>Clerk's Office Criminal Division</b> (CJA Forms and Procedures) (703) 299-2102</p> <p><b>Ramona Johnson, Deputy Clerk</b> (Payment &amp; Login Issues) <a href="mailto:cja_alexandria@vaed.uscourts.gov">cja_alexandria@vaed.uscourts.gov</a> (703) 299-2174</p>	<p style="text-align: center;"><b><u>Richmond eVoucher Help Desk:</u></b></p> <p><b>Lisa Garrett, Deputy Clerk</b> <a href="mailto:cja_richmond@vaed.uscourts.gov">cja_richmond@vaed.uscourts.gov</a> (804) 916-2237</p> <p><b>Rob Walker, Deputy Clerk</b> <a href="mailto:cja_richmond@vaed.uscourts.gov">cja_richmond@vaed.uscourts.gov</a> (804) 916-2232</p>	<p style="text-align: center;"><b><u>Norfolk eVoucher Help Desk:</u></b></p> <p><b>Angela Farlow, Deputy Clerk</b> (CJA Forms, Procedures, Payments &amp; Login Issues) <a href="mailto:cja_norfolk@vaed.uscourts.gov">cja_norfolk@vaed.uscourts.gov</a> (757) 222-7215</p> <p><b>Lisa Tyree, Deputy Clerk</b> (CJA Forms, Procedures, Payments &amp; Login Issues) <a href="mailto:cja_norfolk@vaed.uscourts.gov">cja_norfolk@vaed.uscourts.gov</a> (757) 222-7253</p>
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## 4. I want to change my username or password. How do I do that?

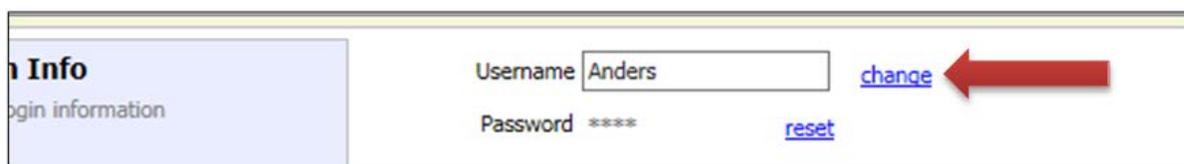
You can change your username and/or password at any time. If you have provided this information to someone who is no longer authorized to act on your behalf, you should change your password for security reasons.

To do this, click **My Profile** on your home page of eVoucher.



Click **Edit** on your profile page.

To change your **username**, highlight your current name and type in a new username. Then click **change**, and then click **close**.

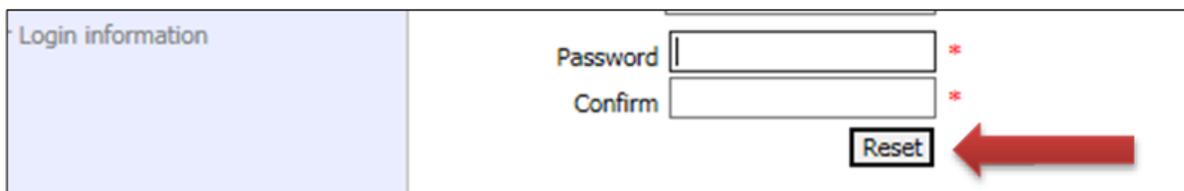


To change your **password**, click **reset**.



Type your new password in both boxes. CJA eVoucher passwords must be at least eight characters long with at least one capital letter, one number and one special character.

Click **reset** a second time. Then click **close**.



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## 5. Is the Edge browser in Windows 10 compatible with CJA eVoucher?

No, CJA eVoucher will not work in the Edge browser. Internet Explorer 11 is included in Windows 10, but it is not the default browser. To access Internet Explorer 11 on a Windows 10 computer:

1) Select the Windows button and type Internet Explorer in the Start Menu. Internet Explorer 11 will appear. Select it to launch the browser.

OR

2) Go to the Start Menu > All Apps > Windows Accessories > Internet Explorer.

Once you have opened Internet Explorer 11, navigate to the CJA eVoucher page.

The first time you access the CJA eVoucher page in Internet Explorer 11, you will have to add the page to the list of compatibility sites. Select Tools > Compatibility Settings > type `uscourts.gov` in the "Add this website box" > Add > Close