

United States District Court Eastern District of Virginia



eVoucher **Connecting & Signing On** *(Rev. 02/20)*

-
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. Which browsers are currently compatible to eVoucher?
-

1. When I connect to eVoucher, there is no place to type in my username or password. How do I log on?

It's quite possible you have logged into the wrong eVoucher database – e.g., *USCA database* instead of *EDVA database* – or, you are attempting to use a browser that is not supported by eVoucher.

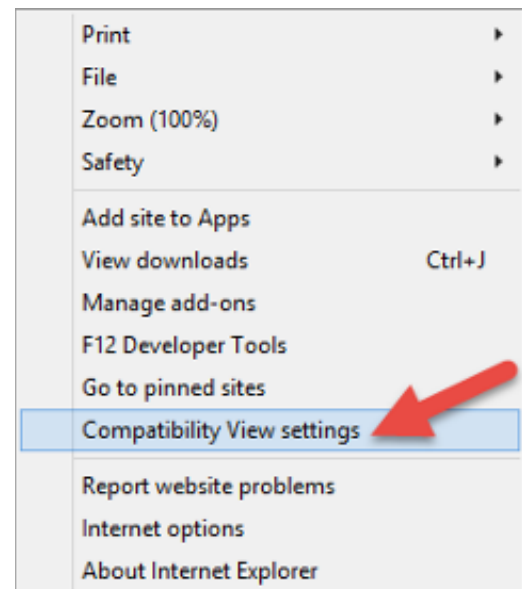
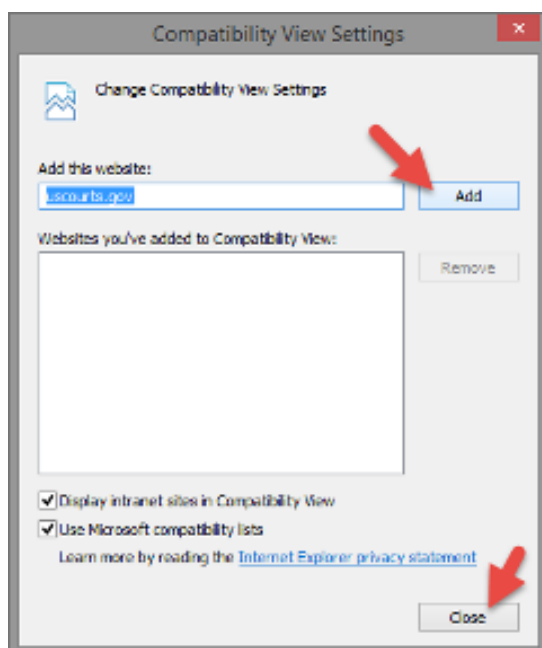
You must use Chrome 62, Edge 16, Firefox 57, Internet Explorer 10.1 with Compatibility Mode, Internet Explorer 11 or, Safari 10.1 on an Apple product, such as a Mac.

To access EDVA's live eVoucher database, click - [HERE](#).

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 – to add “uscourts.gov.”
4. Select Close.

[Back to top](#)

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?

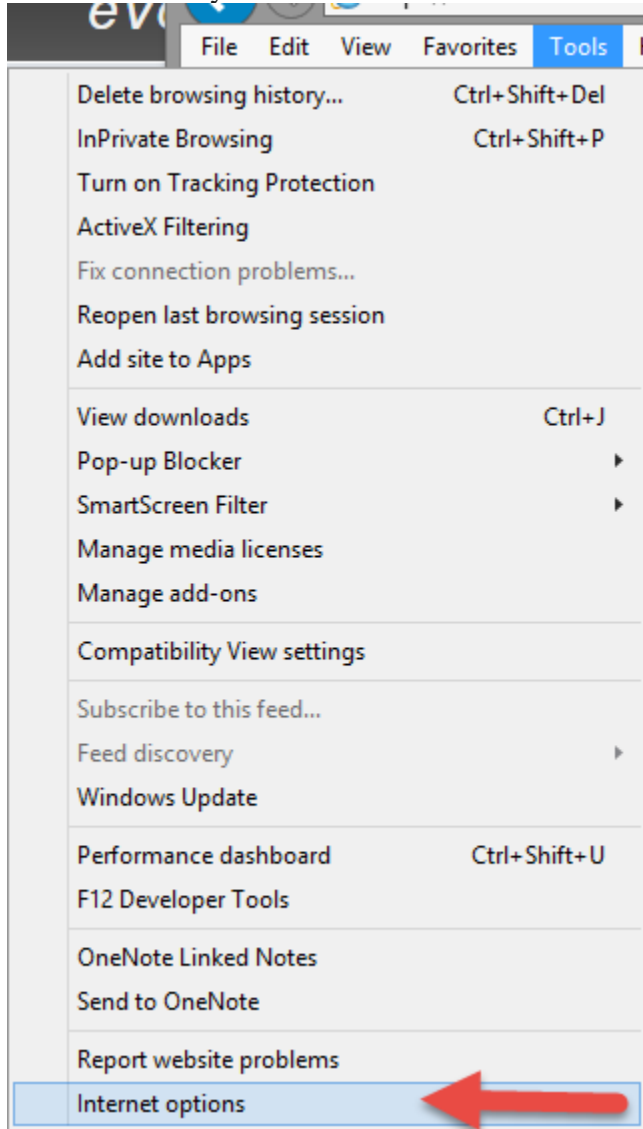
Approved Browsers:

Please see Question 5 for a complete list of approved compatible browsers.

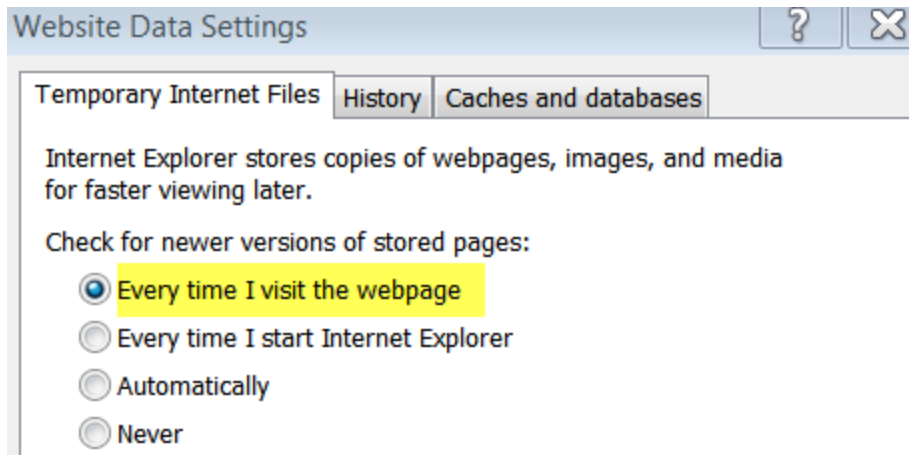
If you are using an Apple product, such as a Mac, Safari 10.1 is also compatible.

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.”

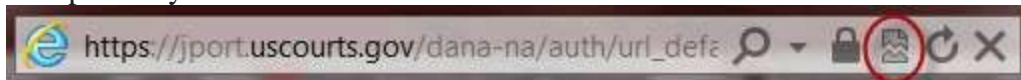


INTERNET EXPLORER COMPATIBILITY ISSUES

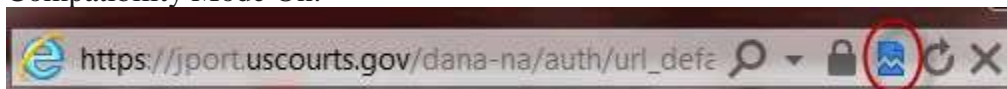
If you have recently upgraded your Microsoft Operating System and/or your Internet Explorer to IE 10, you need to take the following steps in order for the program to function correctly.

In IE 10, turn on **Compatibility Mode** by clicking on the icon resembling a torn sheet of paper located to the right 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:



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

If you incorrectly enter your username or password three times, eVoucher will automatically lock you out of your account for security purposes reasons and for your protection.

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

For further assistance with recovering your username, resetting your password or unlocking your account, contact the CJA eVoucher Help Desk.

Need Assistance? Contact the CJA eVoucher Help Desk!

<p style="text-align: center;"><u>Alexandria eVoucher</u> <u>Help Desk:</u></p> <p style="text-align: center;">Clerk's Office Criminal Division (CJA Forms and Procedures) (703) 299-2102</p> <p style="text-align: center;">Rhonda Broaden, Deputy Clerk (Payment & Login Issues) cja_alexandria@vaed.uscourts.gov (703) 299-2129</p>	<p style="text-align: center;"><u>Richmond eVoucher</u> <u>Help Desk:</u></p> <p style="text-align: center;">Lisa Garrett, Deputy Clerk cja_richmond@vaed.uscourts.gov (804) 916-2237</p> <p style="text-align: center;">Rob Walker, Deputy Clerk cja_richmond@vaed.uscourts.gov (804) 916-2232</p>	<p style="text-align: center;"><u>Norfolk eVoucher</u> <u>Help Desk:</u></p> <p style="text-align: center;">Angela Farlow, Deputy Clerk (CJA Forms, Procedures, Payments & Login Issues) cja_norfolk@vaed.uscourts.gov (757) 222-7215</p> <p style="text-align: center;">Lisa Tyree, Deputy Clerk (CJA Forms, Procedures, Payments & Login Issues) cja_norfolk@vaed.uscourts.gov (757) 222-7253</p>
---	---	---

4. I want to change my username or password. How do I do that?

Please do not change your username in eVoucher. You can change your password at any time. If you have provided your password to someone who is no longer authorized to act on your behalf, you should immediately change your password for security reasons and for your protection.

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

The screenshot shows a user interface for an attorney. On the left, there is a dark grey box with the word "ATTORNEY" in white. To the right, there is a light grey menu with three items: "Welcome Andrew Anders:" with a blue link "My Profile" (indicated by a red arrow), "My Appointments:" with a blue link "View", and "Search Existing Appointments:" with a blue link "Search".

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

The screenshot shows a user profile page. On the left, there is a blue box labeled "Info" with the text "Login information" below it. To the right, there are two input fields: "Username" with the value "Anders" and a blue link "change" to its right; and "Password" with the value "****" and a blue link "reset" to its right (indicated by a red arrow).

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**.

The screenshot shows a password reset form. On the left, there is a blue box labeled "Login information". To the right, there are two input fields: "Password" and "Confirm", both with red asterisks to their right. Below the "Confirm" field is a button labeled "Reset" (indicated by a red arrow).

5. Which browsers are currently compatible to CJA eVoucher?

eVoucher has been tested and is compatible with Chrome 62, Edge 16, Firefox 57, Internet Explorer 10.1 With Compatibility Mode, Internet Explorer 11 or, Safari 10.1 on an Apple product, such as a Mac.

Ensure that your cache setting is set to – “Every time I visit the webpage” – to avoid data loss!

Click - [HERE](#) - for video instructions on how to create this setting.