

FAQ'S AND TIPS FOR SUCCESS

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1. Whom should I contact if I have a question?

You can send an email to cja_support@kyed.uscourts.gov. If you need immediate help you can call the Ashland Clerk's Office at (606-329-2465) or Lea Ann Newquist (859-514-2240).

2. How do I access the eVoucher site?

There is a link to the KYED eVoucher site in the **For Attorney** section of the Court's website. The website address is: <http://www.kyed.uscourts.gov>.

3. Is this site different than the one I use for the Sixth Circuit Court?

The sites look exactly the same but are separate websites with separate logons. You can however, have the same username and password for each site.

4. 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 to https://evadweb.ev.uscourts.gov/CJA_kye_prod/CJAeVoucher/

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:

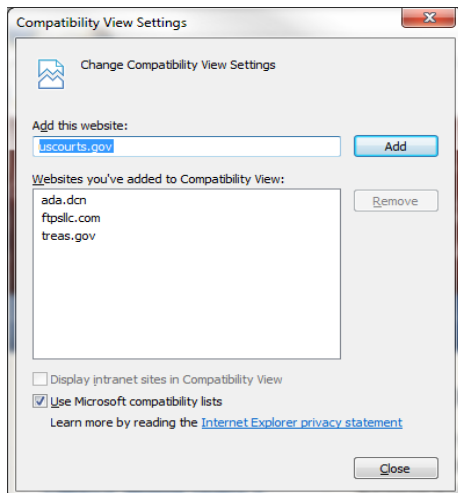


CJA eVoucher
Electronic Voucher Management System

USER LOGIN US District Court, Kentucky Eastern Production Release 4.3

You may only login to CJA using one of the approved browsers listed below. On Windows 8 or IE 11 you must set the browser to Compatibility mode to log in.

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



3. Select **Add**.
4. Select **Close**.

5. How can I change my username and password?

Click on the **My Profile** hyperlink at the top of your home page. Within the **Login Info** section, click the **Edit** button on the right side of the screen. To change your username, highlight and type over the existing username with the new one and click **Change**.

To change your password click the word **Reset** and type in the new password twice and click **Reset** again. Your password must be at least eight characters, have at least one uppercase AND one number AND one special character. The password is case sensitive. It is important that you choose a strong password. **Passwords must be changed every 180 days**. You are not permitted to re-use a password.

6. 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. You can email [cja_support @kyed.uscourts.gov](mailto:cja_support@kyed.uscourts.gov), or contact Kelly Smith or Susan Thompson at 606-329-2465 and request that your account be unlocked.

7. Do I still need to notify the Clerk's office if I need to change my Billing Information?

No. You are responsible for maintaining current contact and billing information. You can change your Billing Information by clicking **My Profile** on the landing page. CJA disbursement checks are mailed to the address in the eVoucher Profile.

8. I have accepted an appointment. What's next?

Upon entry of the Order of CJA appointment, the Court creates the appointment in eVoucher. eVoucher will generate an email to the panel attorney confirming the appointment. When you access eVoucher, pending appointments will appear in the 'Appointments List' box of the landing page. Select the case by clicking the hyper-link. Further instructions for creating a CJA-20 are contained in the Attorney Manual.

9. I've been appointed to represent a defendant, but the case is not showing up in the appointments section of my landing page. What went wrong?

Court staff enters case information for newly assigned cases into the system on a regular basis, however, it may not show up on your home page for a few days. Be sure that you are looking at the **Appointments List** section and not the My Active Documents section. Be sure you check for entries on a second or subsequent page by using the hyperlink at the bottom of the Appointments List section to get to subsequent pages.

If the case is still not listed after a few days, please email the CJA Help Desk at cja_support@kyed.uscourts.gov and provide the Defendant's Name, Case Number, and Date of Appointment for further assistance.

10. I have an ongoing case that is not appearing in my 'Appointments List' box of the landing page. What do I do?

Pending appointments entered in eVoucher will appear in the **Appointment List** box on the landing page. If you desire to submit a voucher for prior appointments NOT appearing in this section, please contact the eVoucher Help Desk at cja_support@kyed.uscourts.gov or call Susan Thompson or Kelly Smith at 606-329-2465 to have the appointment entered in eVoucher so the appointment is available so that you may input claims for services and expenses electronically.

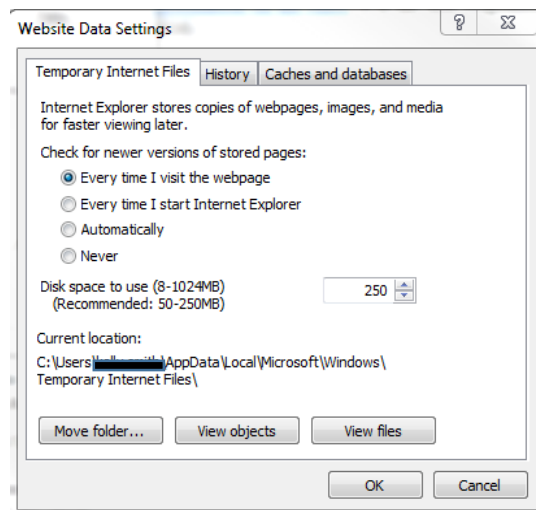
11. Why does the eVoucher program sometimes sign out even though I am entering data?

The eVoucher program only recognizes "action" items – like hitting the **SAVE** button – as activity and will periodically time out for security purposes. It is good practice to save your work often to prevent data loss.


12. I have lost data even after I hit the "Save" button – what happened?

The probable culprit is an outdated web browser. Make sure you have a current version. On Windows, the site works best using **Internet Explorer 8 or newer**; with Apple, the site works best using **Safari 5 or newer**.

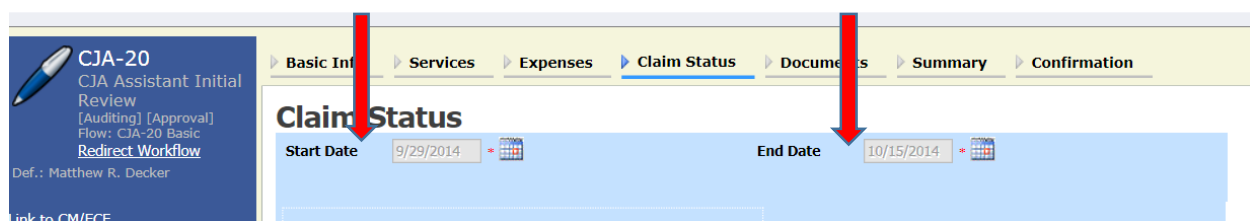
If you have an updated web browser, it may be that the cache setting needs to be changed. On your browser menu bar, go to Tools and click on "Internet Options." From the "General" tab in the "Browsing History" section, click on the "Settings" button. Choose the option shown on the following page.



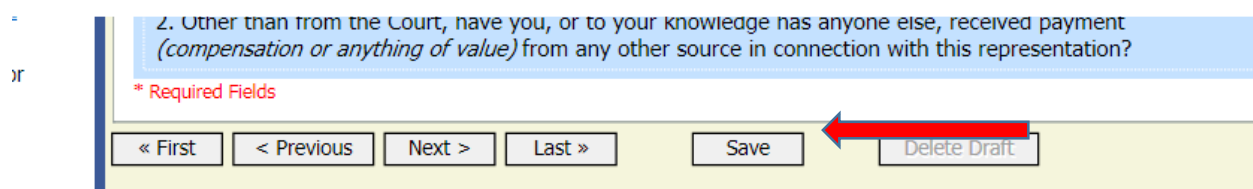
13. What do I do when I receive this error message and I can't submit my voucher?

 Service and/or Expenses are out of the Voucher Start and End Dates.

In order to change the start and end dates, so that the time or expenses you are trying to enter fall within the dates, go to the Claim Status page. Either type in the earliest date and the latest date--or click on the calendars and click on the earliest and latest dates.



Then go to the bottom of the page and click "Save."



It is best to get into the habit of checking the start and end dates before beginning to enter time or expenses on a voucher.


14. When I try to submit the voucher, I receive an error message that “the date of this voucher is before the appointment date.”

Contact the eVoucher help desk and we will enter a corrected appointment date so that the voucher can be submitted.

15. I want all my time entries to be listed in chronological order but I entered them out of order. Can I fix that?

Easily. Just click on the Date column heading, on the Services page and all of your time entries will fall into chronological order. To reverse the listing, click Date again and the arrow will point the opposite direction and the dates will be in reverse order. The same thing works on the Expenses page.

Services

Date *  Audit Notes

Service Type *

Doc.# (ECF) Pages

Hours * at \$100.00 per hour.

* Required Fields


To group by a particular Header, drag column to this area.

Service Type	Date ↑	Description	Hrs	Rate	Amt	Audit Notes	Audit I
e. Investigative or Other Work	09/01/2014	Prepare for sentencing	0.8	\$126.00	\$100.80		
e. Investigative or Other Work	09/02/2014	Prepare for sentencing; Review PSI and Tenth Circuit decision	1.5	\$126.00	\$189.00		
e. Sentencing Hearings	09/03/2014	Resentencing hearing	1.0	\$126.00	\$126.00		
a. Interviews and Conferences	09/03/2014	Meet with client	1.7	\$126.00	\$214.20		
e. Investigative or Other Work	09/04/2014	Preparation of Sentencing Memorandum	1.5	\$126.00	\$189.00		

16. I want to look at all my time entries by category. Like, I want all my Jail Visits grouped together. Will it do that?

Yes. To group all the same types of services together, click on the Service Type column heading on the Services page of the voucher. All entries in each category will appear together. You can do the same sort, in the description column, to group similarly named activities together.

Services

Date: 10/18/2014  Audit Notes:

Service Type: *

Doc.# (PDF): Pages:

Hours: * at \$126.00 per hour.

* Required fields

To grow a particular Header, drag the column to this area.

Service Type	Date ↑	Description	Hrs	Rate	Amt	Audit Notes	Audit I
e. Investigative or Other Work	09/01/2014	Prepare for sentencing	0.8	\$126.00	\$100.80		
e. Investigative or Other Work	09/02/2014	Prepare for sentencing; Review PSI and Tenth Circuit decision	1.5	\$126.00	\$189.00		
e. Sentencing Hearings	09/03/2014	Resentencing hearing	1.0	\$126.00	\$126.00		
a. Interviews and Conferences	09/03/2014	Meet with client	1.7	\$126.00	\$214.20		
e. Investigative or Other Work	09/04/2014	Preparation of Sentencing Memorandum	1.5	\$126.00	\$189.00		

17. I have receipts or invoices that I need to submit because the expense exceeded \$50. How do I do that?

This works just like filing a document on CM/ECF.

Save the document as a PDF to your computer. Then open the voucher or Auth and go to the Documents page.

Click on "Browse." Find the PDF document on your computer and select it. The name will appear in the File box. You may describe the document, such as "hotel receipt" or "expert's resume."

Basic Info Justification Document Confirmation

Supporting Documents

File Upload (Only Pdf files of 10MB size or less!)

File:

Description:

☐ Mark as Private

Priv.	Description	Delete	View	Visible
No Attachments				

Click on "Upload."

The document will then be listed in the bottom portion of the page.

You can continue uploading additional documents, if desired.

18. Can I print the vouchers? How about saving an electronic copy—can I do that?

In order to print any submitted vouchers, click on the hyperlink of the voucher you wish to print to get to the Basic Information page of the document. On the left hand side you will see a list of Reports. Pick the Form CJA20 (or Form CJA21; Form CJA26) that you wish to print. It will not print any documents which have been uploaded to the document page of the voucher. If you want an electronic copy of the file, follow the above steps, but simply print to a PDF, rather than a printer, and save to your computer. In order to print an Auth, choose the selection called "Form Authorization" which appears further down in the list of reports.



19. I already submitted my voucher but now I realize I made a mistake on it. Can I get it back?

Yes. You will need to contact the CJA Help Desk and request that your document is returned to you. When it arrives back on your home page, it will be highlighted in bright yellow. If the entire document was a mistake, you can delete it by opening the document and then clicking "delete draft" at the bottom of the Basic Information or Confirmation page.

20. One of the documents I submitted is back on my homepage, but it is now bright yellow. Why is that?

If a document that you've submitted reappears on your homepage, highlighted in yellow, the document has been "rejected" at some stage of the review and approval process. Please understand that we cannot edit your voucher. So, if even a small change is needed, the only way to do that is to "reject" the voucher so that you can make the change.

You will find an explanation for the action in the notes section on the confirmation page of the voucher. You will sometimes also receive an email further describing what needs to be done before resubmitting the document.

Always feel free to contact the eVoucher Help Desk if you have questions about why a document was returned back to you.

21. My case is closed but still appears in my Appointments' List Folder. How can I remove it?

In order for a representation to be removed from your home page, the CJA staff must enter a closed date on the appointment. Email the eVoucher Help Desk or contact one of the staff members to enter the closed date.

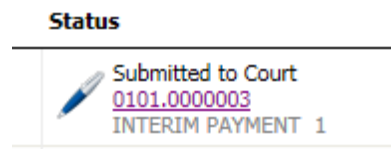
22. I had many vouchers in my Closed Vouchers folder on my Home Page, but some of them have disappeared.

Closed vouchers are periodically archived by court staff. Once archived, they are removed from your closed voucher folder. However, they are still in the system. They can be located by using the Search Appointments feature under Operations on the blue menu bar.

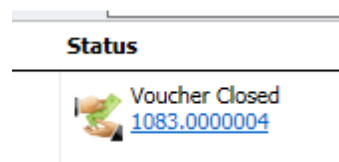


23. I want to check on the status of a voucher. How do I do that?

Once a voucher has been submitted for review and approval, it moves from the “My Active Documents” area of the home page to the “My Submitted Documents” area. While the voucher is in the process of being reviewed and approved, the status will look like this:



Once the voucher has been approved by the judge (and Sixth Circuit, if necessary) and entered for payment, it will move to the “Closed Vouchers” area and this symbol will appear next to the voucher:



Once that appears, your check should arrive in about five days.

If you have questions about the status of your voucher, please feel free to contact the eVoucher Help Desk. If you send an email, or leave a message, please be certain to include the (1) client's name; (2) the type of document of voucher; and (3) the document number or date submitted. Providing that information will result in a faster response.

24. The expert that I want to use in a case isn't listed on the drop down menu. Can I still use that person?

Yes, you may still ask the Court for funds to retain the services of that person. For detailed instructions to accomplish this see the Attorney Manual Pages 32-33.

25. My experts have always claimed their time in hundredths of hours. Does this practice continue in this system?

No. Experts must now claim their time only in **tenths** of hours the same as counsel.

26. I am trying to create an Auth or CJA-21 but those options aren't on the left-hand side of my screen where they should be. What happened?

You may have opened an existing voucher, rather than opening the appointment in order to create a new document. Close the document and go to the “Appointment List” area (not “My Active

Documents”) of your home page. Click on the case you would like to work in and you should find all the options on the left-hand side of the Basic Information page.

27. I created and submitted a CJA21 voucher for a service provider. Why does it still show up in My Active Vouchers folder?



The attorney creates all CJA21/31 vouchers and most often will submit them as well. However, some frequently used service providers may be granted direct access to the system and allowed to submit their own vouchers after they are created by the attorney. Whether the attorney submits on behalf of the service provider, or the service provider submits on their own behalf, the attorney must then approve the voucher. So, if the attorney is submitting a voucher on behalf of a service provider, they must submit the voucher first and then approve the voucher (in the same manner). Please refer to the Attorney Manual for further guidance.

28. Can I pay a service provider and get reimbursed using eVoucher?

Attorneys should NEVER pay service providers directly. In order to use CJA funds for payment, all service providers must have user accounts within eVoucher and must be paid using a CJA21/31 form created by the attorney. If a service provider is paid directly, eVoucher will not reimburse the attorney.

29. I submitted a request for funds to hire an expert. How do I know if the request was granted?

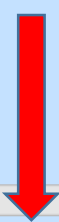
Once an "Auth" has been approved by the court (and the Sixth Circuit, if necessary) it will appear in the "Closed Documents" area of the attorney's home page. This means that the attorney has received permission to spend the requested amount on the service requested in the Auth. The attorney should then let the expert know that the services are authorized.

Closed Documents			
To group by a particular Header, drag the column to this area.		Search: <input type="text"/>	
Case	Defendant	Type	Status
1:14-CR-02201-... Start: 04/03/2014 End: 04/03/2014	Karl Stephens (# 1) Claimed Amount: 1,000.00 Approved Amount: 1,000....	AUTH Accountant	 Voucher Closed 1083.0000004
1:14-CR-02201-... Start: 10/19/2014 End: 10/20/2014	Karl Stephens (# 1) Claimed Amount: 23,333.00 Approved Amount: 23,33...	AUTH Chemist, Toxicologist	 Voucher Closed 0101.0000091
1		Page 1 of 1 (2 items)	

30. I am asking for money to hire an expert. Can I just type the reasons in the message section?

No. Please enter the reasons and basis for the request in the section on the Basic Information page labelled "Description." If you put the reasons in the message section, they will not be available to the Circuit Court, if that approval is necessary.

Order Date	<input type="text" value="9/4/2014"/>	*
Nunc Pro Tunc Date	<input type="text"/>	
Repayment	<input type="checkbox"/>	
Estimated Amount	\$ <input type="text" value="4300.00"/>	*
Authorized Amount	\$ <input type="text" value="4300.00"/>	*
Basis of Estimate	<input type="text" value="67 hours at \$65/hour"/>	
Description	<div> <div>provide investigatory services for the purpose of locating and interviewing witnesses to rebut the statements of witnesses for the government, to</div> <div> ↑ ↓ </div> </div>	
Service Type	<input type="text" value="Investigator"/>	*



31. I have used the services of an interpreter (or investigator) a few times in this case and I need to use her services again. How do I know if I'm getting close to the \$800 cap for experts and services?

In order to review the amount of expert services you have claimed in a case, please refer to the Reports that are listed on the left-hand side of any of the voucher screens. If you choose either of the Defendant Budget Reports (summary or detail) you will see a table showing the total fees and expenses pending and approved.

The screenshot shows a court voucher interface. At the top, it says 'CJA-20 Submitted to Court [Read Only]' with a green arrow icon. Below that, it says 'Def.: Karl Stephens'. There is a link 'Link to CM/ECF'. The voucher details are: 'Voucher #: 0101.0000003', 'Start Date: 3/3/2014', and 'End Date: 3/3/2014'. There are two dropdown menus: 'Services: \$63.00' and 'Expenses: \$22.40'. Below these is a 'Reports' section with three links: 'Defendant Detail Budget Report' (with a description 'Detail budget info for defendant'), 'Form CJA20', and 'Defendant Summary Budget Report' (with a description 'Totals only of budget info for defendant').

CJA-20
Submitted to Court
[Read Only]
Def.: Karl Stephens

[Link to CM/ECF](#)

Voucher #: 0101.0000003
Start Date: 3/3/2014
End Date: 3/3/2014

Services: \$63.00

Expenses: \$22.40

Reports

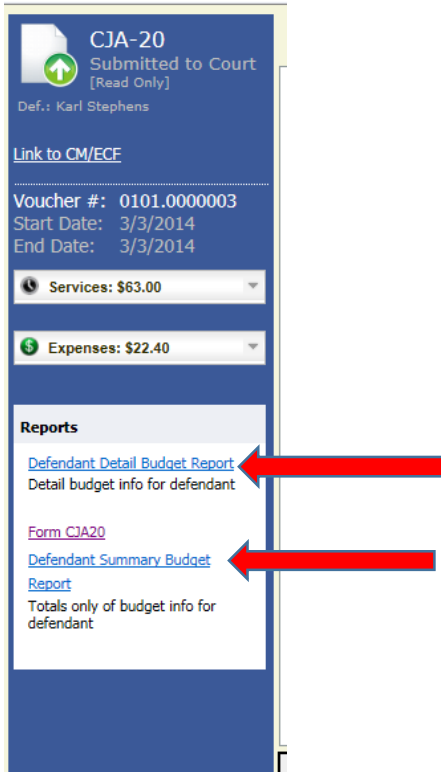
[Defendant Detail Budget Report](#)
Detail budget info for defendant

[Form CJA20](#)

[Defendant Summary Budget Report](#)
Totals only of budget info for defendant

32. How do I know if I'm getting close to the case maximum limit for attorney services and need to request authorization to exceed that cap?

In order to review the amount of fees and expenses you have claimed in a case, please refer to the Reports that are listed on the left-hand side of any of the voucher screens. If you choose either of the Defendant Budget Reports (summary or detail) you will see a table showing the total fees and expenses pending and approved.



The screenshot shows a voucher screen for CJA-20, submitted to court and read-only. The defendant is Karl Stephens. The voucher number is 0101.0000003, with start and end dates of 3/3/2014. Services are listed at \$63.00 and expenses at \$22.40. Under the 'Reports' section, two links are highlighted with red arrows: 'Defendant Detail Budget Report' (with subtext 'Detail budget info for defendant') and 'Defendant Summary Budget Report' (with subtext 'Totals only of budget info for defendant').

33. Can I submit a CJA-26 Form request for excess expenses outside the statutory limits?

Yes. Located on the home page is a pdf fillable CJA-26 Form which can be used as a request and justification for expenses outside the statutory limits. After completing the form it should be attached to your voucher under the Supporting Documents tab. It is very important you clearly state the amount of compensation that is being sought. The Judge may also request a further explanation in the form of a Memorandum in Support.

34. How do I order a transcript from an electronically recorded proceeding?

In order to request a transcript from an electronically recorded proceeding you first need to file a form AO-435 into the record and then create an Auth-24 as you would for a non-recorded proceeding. Detailed instructions for creating the Auth-24 are contained in the Attorney Manual starting at Page 41.

35. How do I account for Associate/Paralegal Time on my voucher?

Sometimes an associate or a staff member may help on various aspects of the case. This time is often accounted for at a different hourly rate than what counsel would claim. To account for associate or staff work, go to the Expenses tab. From the Expense Type drop down box select Other Expenses. Enter 0.00 in the Amount box. In the Description box enter the amount of hours spent on that task along with the rate you want to charge per hour. CJA staff will adjust the voucher once submitted to reflect this time.

Expenses

Date: 6/12/2014
Expense Type: Other Expenses
Miles:
Amount: 0.00
Description:
Add Remove

* Required Fields

To group by a particular Header, drag the column to this area.

Expense Type	Date	Description	Mile	Rate	Amt
No data					

< First < Previous Next > Last > Save Delete Draft