

# U.S. District Court Eastern District of Wisconsin

## Getting Started

eVoucher Training Aid  
May 2016

Upon receipt of your eVoucher login and password, follow these steps:

1. Navigate to the Criminal Justice Act (CJA) page of the court's website:  
<http://www.wied.uscourts.gov/criminal-justice-act-cja>
2. Click on the CJA eVoucher Login button. CJA eVoucher is compatible with the following web browsers only:
  - Windows Internet Explorer 8 or newer
  - Apple Mac Safari 5.1 or newer – (Successful MAC users have run iOS 10.6 and Safari 6.1.6 or iOS 10.9.4 and Safari 7.06)
3. Enter your login into the Username box.  
Enter your Password into the Password box.  
Click the Log In button.



## CJA eVoucher

Electronic Voucher Management System

**USER LOGIN US District  
Court - Eastern District of  
Wisconsin Production  
Release 4.3**

**Existing user?** Please log in.

Username:   
Password:

[Forgot your login?](#)

4. You will now be at the eVoucher Landing Page / Home Screen.

<b>My Active Documents</b>	Displays vouchers/documents that you are currently working on or have been submitted for your approval.
<b>Appointments' List</b>	Displays cases to which you have been appointed.
<b>My Proposed Assignments</b>	Not used in this District.
<b>My Submitted Documents</b>	Displays vouchers for documents that you have completed or approved and have been submitted to the court. To review the voucher, click on the voucher number.
<b>Closed Documents</b>	Displays vouchers or documents that have been approved or paid by the court. Closed vouchers will be displayed only for your active appointments. When your appointment has been closed, the vouchers associated with the closed voucher will not display on your landing page. You will be able to view the removed vouchers by searching for the appointment and then selecting the voucher you want.

5. Your password **MUST** be changed immediately after your first login.

6. From the blue toolbar, click Help, My Profile, Edit login information.

Click reset to change your password to something you can remember.

Passwords must be at least **eight characters** in length and contain the following:

- One lower-case letter
- One upper-case letter
- One number
- One special character (a typographic symbol)



Username  [change](#)

Password

Confirm

[cancel](#)

7. Attorney information

Click Edit to review contact information. Always notify the Clerk's Office Finance Department if you have a change of address: [eVoucher@wied.uscourts.gov](mailto:eVoucher@wied.uscourts.gov).

## 8. Billing information

Your billing information has already been added. You are responsible for notifying the court of any changes (e.g., firm affiliation, EIN change). Complete a new AO 213 Attorney Billing Information form, which is available on the [court's website](#), and email to Clerk's Office Financial Department at [eVoucher@wied.uscourts.gov](mailto:eVoucher@wied.uscourts.gov).

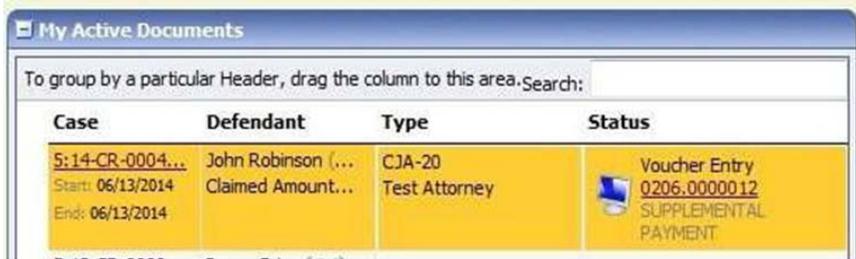
Payments will be mailed from the U.S. Treasury to the address listed in the attorney's profile and IRS 1099 forms will be issued under the SSN/EIN as it appears in the Profile.

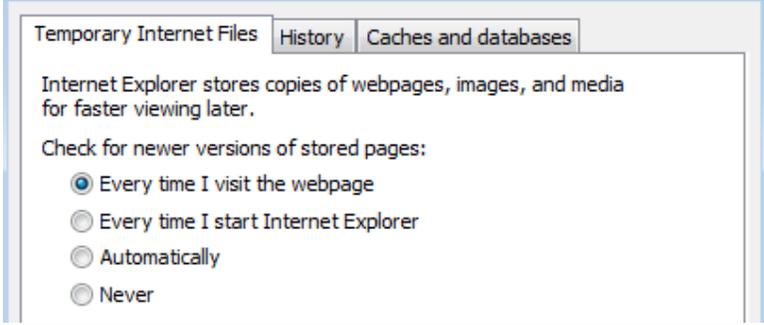
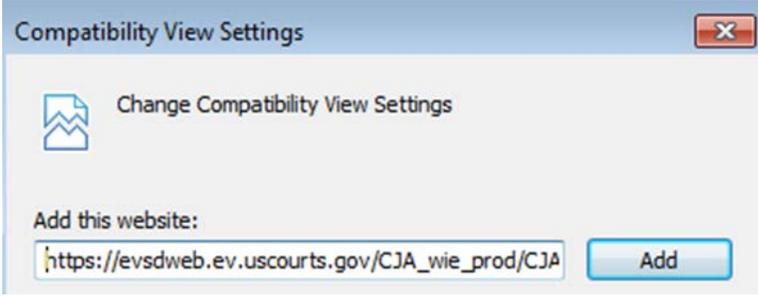
9. Scroll back to the top of your screen. Click logout to exit eVoucher.

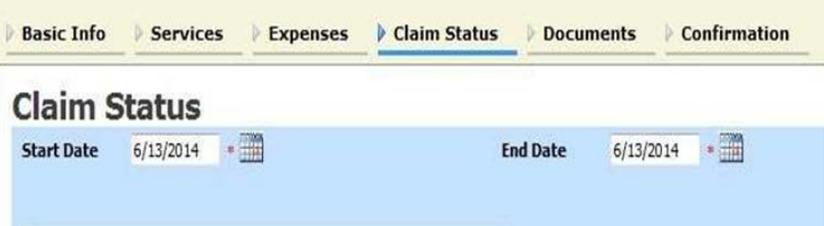
10. Log back into eVoucher with your Login and your newly established password.

## FAQs / Tips for Success

Accessing eVoucher	Links to CJA eVoucher can be found on the Home and Criminal Justices Act (CJA) pages of the court's website: Home Page: <a href="http://www.wied.uscourts.gov/">http://www.wied.uscourts.gov/</a> CJA Page: <a href="http://www.wied.uscourts.gov/criminal-justice-act-cja">http://www.wied.uscourts.gov/criminal-justice-act-cja</a>
Phone Number	Your eVoucher profile includes a spot for both Phone and Cell Phone. This information is not public; it is viewable only by the attorney and court staff.
Address or Phone Number Changes	The panel attorney is responsible for notifying the court of any change of address and phone number. Current information is needed so the attorney may be contacted for assignments and so check disbursements are mailed to the proper address. Attorneys should notify the Clerk's Office Finance Department of any changes by email at <a href="mailto:eVoucher@wied.uscourts.gov">eVoucher@wied.uscourts.gov</a>  In addition, ALWAYS notify the court to update your information in ECF by email at <a href="mailto:WIED_Clerks_Milw@wied.uscourts.gov">WIED Clerks Milw@wied.uscourts.gov</a>
Billing Information	The panel attorney is responsible for notifying the court of changes. Complete AO 213 Attorney Billing Information form, found on the <a href="#">court's website</a> , and forward to the Clerk's Office Finance Department by email at <a href="mailto:eVoucher@wied.uscourts.gov">eVoucher@wied.uscourts.gov</a>  Payments will be mailed from the U.S. Treasury to the address listed in the attorney's profile, and IRS 1099 forms will be issued under the SSN/EIN as it appears in the Profile.
Changing Password	From the Landing Page, click My Profile, Login Info > Edit. Passwords must be at least <b>eight characters</b> in length and contain the following: <ul style="list-style-type: none"><li>• One lower-case letter</li></ul>

	<ul style="list-style-type: none"> <li>• One upper-case letter</li> <li>• One number</li> <li>• One special character (a typographic symbol)</li> </ul> <p>Passwords must be changed immediately upon first login and every <b>180 days</b> thereafter.</p>
Claims for Services	<p>Beginning with the appointment and the first appearance in court, attorneys should begin to enter claims for all work done in the case. During the case, claims should be entered as they occur. Receipts and invoices, when necessary for a claim, should be saved in PDF format and attached to the electronic voucher when it is submitted to the court. At case conclusion, completion of the voucher will take just a few moments.</p>
SAVE Often	<p>The eVoucher program only recognizes “action items” as system activity, such as hitting the Save button; so it may periodically time out for security purposes. It is good practice to save your entries on each screen, before advancing to the next screen, to prevent loss of data. If you have a high volume of claims to enter and plan to enter them in one session, you should periodically save your entries so that if you get timed out or if you navigate away from the eVoucher window, you will not lose your input.</p>
Yellow Highlighted Item in Inbox	<p>An entry in My Active Documents appearing highlighted in yellow means the voucher has been rejected by the court. Counsel will also receive an e-mail via eVoucher with an explanation. The reason for the rejection can also be found in the Attorney Notes section at the bottom of the Confirmation page.</p> 
Trouble Logging In	<p>If you have attempted to log in multiple times without success, your user account will become locked. Please contact the Clerk’s Office at 414-297-3417 or <a href="mailto:eVoucher@wied.uscourts.gov">eVoucher@wied.uscourts.gov</a> for assistance.</p>
Browser Issues	<p>Refer to the bottom of the eVoucher login page, which lists approved browsers:</p> <ul style="list-style-type: none"> <li>• Windows Internet Explorer 8 or newer</li> <li>• Apple Mac Safari 5.1 or newer – (Successful MAC users have run iOS 10.6 and Safari 6.1.6 or iOS 10.9.4 and Safari 7.06)</li> <li>• <b>Chrome, Firefox, Edge and other browsers may not be used with eVoucher.</b> Ensure that your cache setting is set to “Every time I visit the webpage” to avoid data loss</li> </ul>

	<p>(instructions for making this setting available on the eVoucher login page.)</p> 
<p>Internet Explorer Compatibility (including Edge)</p>	<p>If you get a message that the browser is not approved for eVoucher, turn on compatibility using one of these methods:</p> <ul style="list-style-type: none"> <li>• Click on the icon  on your address line,</li> <li>• Or click Tools, then Compatibility View,</li> <li>• Or click Tools, then copy and paste the URL to the “Add this website:” text box and click Add.</li> </ul> 
<p>CJA 21 Voucher Remains in My Active Documents</p>	<p>Submit invoices for experts and other service providers to Federal Defender Services of Wisconsin, Inc. (FDSW). FDSW will prepare the CJA 21. The attorney must approve the CJA 21 in eVoucher. It will then be electronically submitted to the court for approval.</p>
<p>E-mail notifications</p>	<p>The following actions in eVoucher will generate an e-mail to the Panel Attorney:</p> <ul style="list-style-type: none"> <li>• <b>Appointment:</b> E-mail will confirm the acceptance of an assignment.</li> <li>• <b>Voucher Rejection:</b> E-mail will alert the attorney that a submitted voucher has been rejected for further action by the attorney.</li> <li>• <b>Authorization for Expert Services:</b> E-mail will advise the attorney that the authorization has been approved (or rejected) by the court.</li> <li>• <b>Authorization for Transcript:</b> E-mail will advise the attorney that the authorization has been approved (or rejected) by the court.</li> <li>• <b>CJA 21 Awaiting Approval:</b> E-mail will advise a CJA 21 is awaiting attorney approval.</li> <li>• <b>CJA 24 Awaiting Approval:</b> E-mail will advise CJA 24 is</li> </ul>

	<p>awaiting attorney approval.</p>
<p>Error regarding dates</p>	<div data-bbox="527 199 1169 247">  The date of this voucher is before the Appointment Date. </div> <div data-bbox="527 289 1286 338">  Service and/or Expenses are out of the Voucher Start and End Dates. </div> <p>If you receive either of the above errors, navigate to the Claim Status section of the voucher. The start date appearing on this page is the date of the appointment. This is the earliest date for which claims can be submitted. The end date is the final date on which expenses relative to the appointment were incurred. To resolve the errors above, verify that claims on the Services and Expenses sections do not fall outside of the date range on the Claim Status page. If you are not able to resolve the error, contact FDSW.</p> <div data-bbox="527 735 1351 961">  </div>
<p>Appointments prior to eVoucher live date of 5/9/2016</p>	<p>The court has and will be entering the appointments in eVoucher for any appointment which was made prior to 5/9/2016. When the panel attorney accesses eVoucher, pending appointments will appear in the Appointments' List box of the landing page.</p> <p>Any work or expenses prior to 5/9/2016 can either be entered in detail, or entered as a single entry* into eVoucher. A detailed worksheet, in PDF format, should be attached as supporting documentation for the electronic summary CJA 20.</p> <p>Claims for services and expenses for work done from 5/9/2016 forward may be input as they occur and up until the case is disposed, at which time the voucher is submitted to the court electronically in eVoucher.</p> <p>*If an appointment spans over a period of time where there are rate changes, a separate line must be entered for each date range.</p>
<p>CJA Help Desk</p>	<p>Contact <b>Federal Defender Services</b> at 414-221-9900 (Milwaukee) or 920-430-9900 (Green Bay) for information about:</p> <ul style="list-style-type: none"> <li>• Panel Information</li> <li>• Appointments Not Appearing in eVoucher</li> <li>• Help with eVoucher</li> <li>• Status of Submitted Vouchers</li> <li>• Local Policy Questions</li> </ul>

Contact the **Clerk's Office Financial Department**, 414-297-3417, for information about:

- eVoucher Technical Questions
- Lost Check / Check Reissue
- Change of Address / Billing Information / Firm Name
- Questions re: IRS Form 1099MISC
- Questions re: Judiciary Guidelines

For technical problems with eVoucher, including locked passwords, email : [eVoucher@wied.uscourts.gov](mailto:eVoucher@wied.uscourts.gov) or call 414-297-3417