

eVoucher FAQs

How do I access the eVoucher site?

There is a link to the District of Rhode Island's eVoucher program in the CJA Resources section of the Court's website, which is located under the "Attorney" tab of the Court's website. The website address is: https://circ01-evapp.ada.dcn/CJA_rlx_prod/CJAeVoucher/

Is this site different than the one I use for another District Court or the Court of Appeals?

Many of the District Courts in the First Circuit and the Court of Appeals are also using eVoucher. Their eVoucher sites look exactly the same from the attorney's perspective, but are separate websites with separate username/password combinations. You can, however, alter your profile so that you have the same username and password for each eVoucher site.

I am having trouble changing my username or password.

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," type in the new password twice and click "Reset" again. Your password must be at least eight characters, is case sensitive, and can contain special characters. It is important that you choose a strong password.

Consult the "**My Profile**" document in the eVoucher subsection of the CJA Resources page of the Court's website.

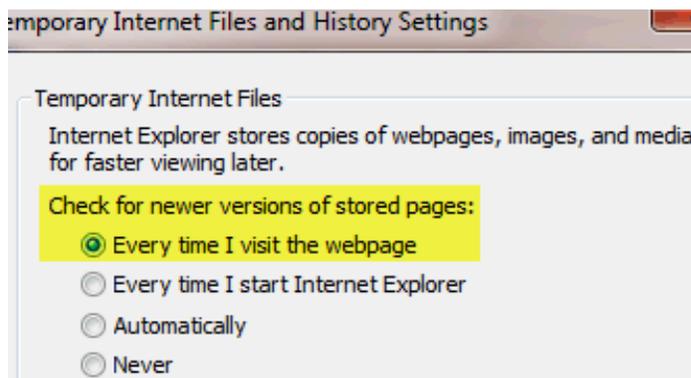
eVoucher signs me out even though I am entering data.

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 loss of data.

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 here:



I don't see all my appointments on my Home page.

Court staff enters case information for newly assigned cases into the system on a regular basis. However, if do not see a representation that should be listed on your home page, contact Michael Simoncelli at (401) 752-7221 or Michael.Simoncelli@rid.uscourts.gov for assistance.

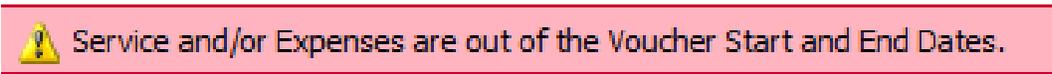
I received this error message and I can't submit my voucher.

A screenshot of an error message displayed in a pink box. The message reads: 'The date of this voucher is before the Appointment Date.' There is a small red 'X' icon to the left of the text.

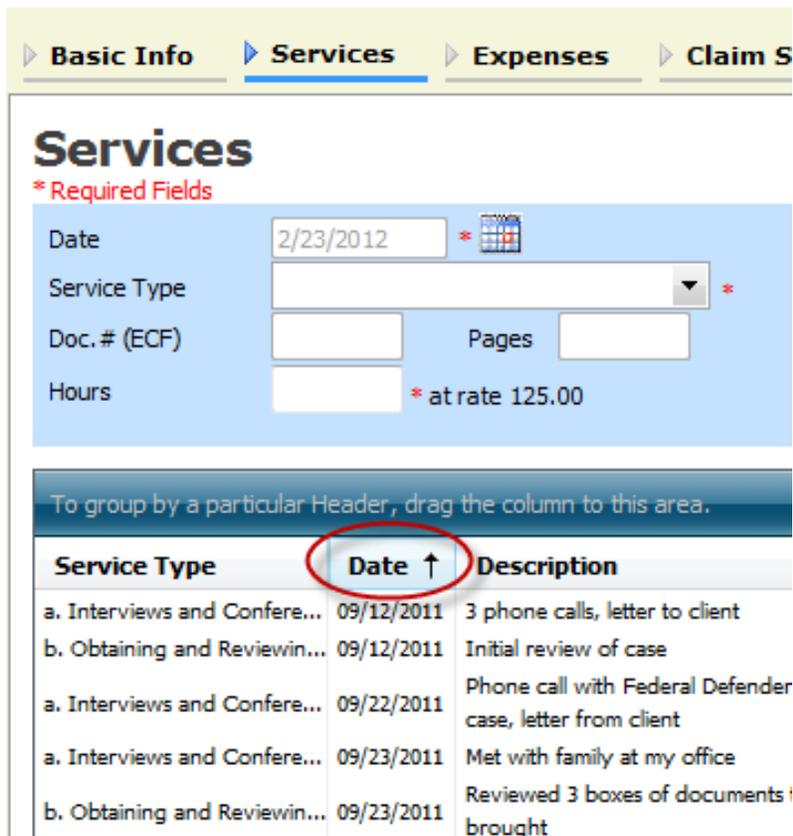
The date of this voucher is before the Appointment Date.

Contact Michael Simoncelli at (401) 752-7221 or Michael.Simoncelli@rid.uscourts.gov for assistance. If appropriate, a *nunc pro tunc* date will be entered so that you can enter time prior to the date of your appointment.

When I start making entries, I get this error message:



Go to the **Claim Status** section of the voucher. The start date and the end date in that section have to be the earliest and latest dates you entered in either the services or expenses section. To easily find out what the earliest and latest dates are, go to the Services (or Expenses) tab and click on the Date column heading once to sort by date chronologically:



Services
* Required Fields

Date: 2/23/2012 *
Service Type: *
Doc. # (ECF): Pages:
Hours: * at rate 125.00

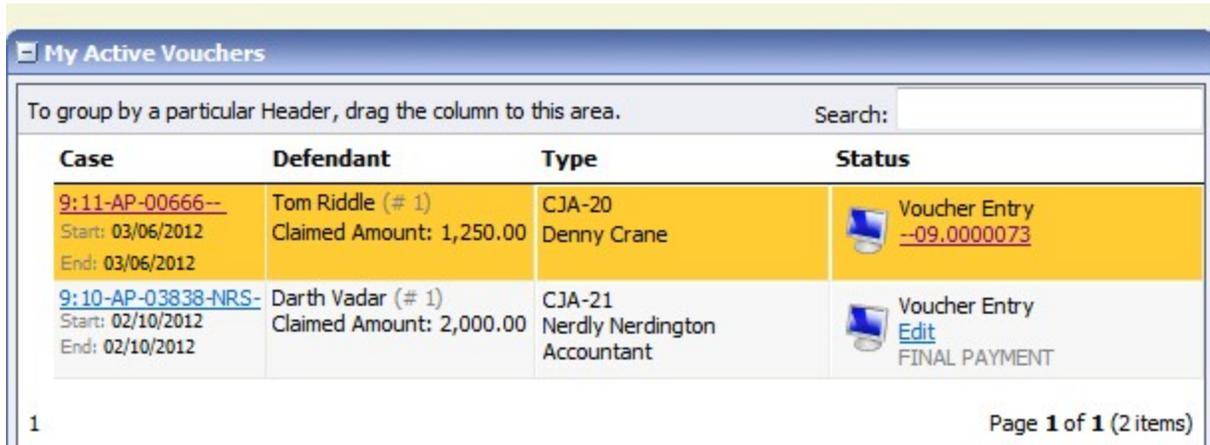
To group by a particular Header, drag the column to this area.

Service Type	Date ↑	Description
a. Interviews and Confere...	09/12/2011	3 phone calls, letter to client
b. Obtaining and Reviewin...	09/12/2011	Initial review of case
a. Interviews and Confere...	09/22/2011	Phone call with Federal Defender case, letter from client
a. Interviews and Confere...	09/23/2011	Met with family at my office
b. Obtaining and Reviewin...	09/23/2011	Reviewed 3 boxes of documents brought

Click on Date again and it will sort in reverse chronological order. Once you have entered the correct start and end dates in the **Claim Status** section, refresh your browser and the error message will go away.

I submitted a voucher, but now it is back in My Active Vouchers and highlighted – what does that mean?

An entry that looks like the one below means that the voucher has been rejected by the Court.



Case	Defendant	Type	Status
9:11-AP-00666-- Start: 03/06/2012 End: 03/06/2012	Tom Riddle (# 1) Claimed Amount: 1,250.00	CJA-20 Denny Crane	Voucher Entry --09.0000073
9:10-AP-03838-NRS- Start: 02/10/2012 End: 02/10/2012	Darth Vader (# 1) Claimed Amount: 2,000.00	CJA-21 Nerdly Nerdington Accountant	Voucher Entry Edit FINAL PAYMENT

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When a voucher is rejected, you should receive an email with an explanation. The reason for the rejection can also be found in the Notes section of the Confirmation page.

I created and submitted a CJA21 voucher for a service provider, but it still shows up in My Active Vouchers.

The panel attorney creates and submits all CJA21 vouchers on behalf of the expert service providers that they use during a representation. After the attorney submits a CJA 21 on behalf of the service provider, the attorney must then approve the voucher. Please refer to the “**Creating a CJA 21 Voucher**” on the eVoucher section of the Court’s website.

How can I get a copy of my actual voucher and time/expense entries?

From any tab within a voucher (basic info, services, etc,) there will be a Reports section on the left side. The report entitled Form CJA20 will give you a copy of the form as well as your detailed time and expense entries. You can choose to print out the report or save it as a pdf.



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, but they are still in the system. They can be located by using the Search Appointments feature, under Operations on the blue menu bar.



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. Contact Michael Simoncelli at (401) 752-7221 or Michael.Simoncelli@rid.uscourts.gov to have the representation removed.