




## Signing into eVoucher, Resetting Your Password, and Unlocking Your Account

### Step 1

From the eVoucher webpage, enter the email address you used to create your Single Login Profile (SLP) and click **Next**. If you forget this email address, contact the security admin for your court.

An official website of the United States government

 **CJA eVoucher - Train District Court**  
SDSO Training - Release 6.4.0.0

### Sign in to CJA eVoucher

Enter your email address. If you have not created a single login profile you will be prompted to create one.

Email Address

 ×


Next

**Notice:** This is a Restricted Web Site for Official Court Business only. Unauthorized entry is prohibited and subject to discipline by the Court and/or prosecution under Title 18 of the U.S. Code. All activities and access attempts are logged.

### Step 2

Next, enter your password and click **Sign In**. You have now successfully signed in to eVoucher.

An official website of the United States government

 **CJA eVoucher - Train District Court**  
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### Sign in to CJA eVoucher

Please enter your password to continue.

Password

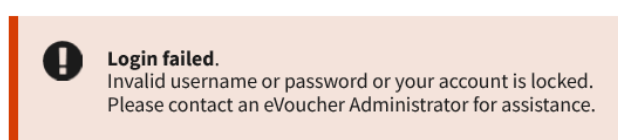
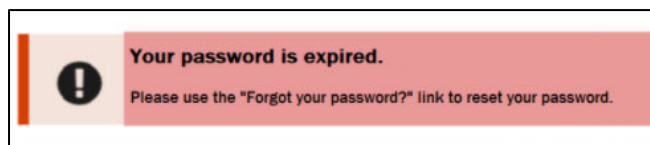
Sign In

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## Forgotten or Expired Passwords

If your password is expired, entered incorrectly, or you have forgotten it, an error message appears, stating that your password is expired, invalid, or locked.



### Step 1

To reset your password, click the **Forgot your password?** link.

**Note:** You should follow this same process if you have not reset your password in the last 180 days.

#### Sign in to CJA eVoucher

Please enter your password to continue.

Password

[Forgot your password?](#)

Sign In

### Step 2

On the "Reset your password?" page, the email address you entered for your Single Login Profile (SLP) displays. You will be prompted to reset your password by answering one of the challenge questions you created previously. Enter the correct answer and then click **Reset your password**.

#### Reset your password?

Please answer the following challenge question to have a password reset link sent to your email.

Email

daviddattorney@gmail.com

Question: In what city or town was your first job?

Answer

[Back to sign in](#)

Reset your password





**Note:** If you incorrectly answer the first security question, you must answer one of the two remaining security questions. If you incorrectly answer all security questions, your account will be locked, and you must contact your court to unlock it.

### Step 3

You will receive an email telling you to check your email. Go to your email account and locate the email that contains a link to reset your password. Note that the email is valid for only 15 minutes and can be used only once.

#### Reset your password?

Please answer the following challenge question to have a password reset link sent to your email.



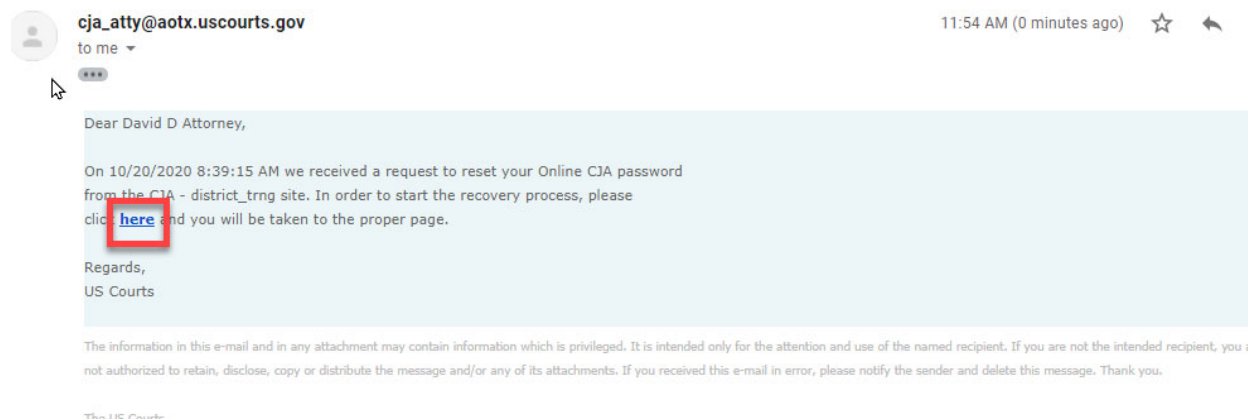
##### Check your email

If the information entered matches our records, we will send an email with instructions on how to reset your password. If you do not receive this email, please check the information provided for accuracy, or contact an eVoucher Administrator for further assistance.

**IMPORTANT:** The link provided in the password reset email is only valid for 15 minutes and can only be accessed one time.

### Step 4

In the email message, click the **here** link to create a new password. You will be taken to the “reset your password” page.





Step 5

Enter your new password, confirm it by entering it again, and enter the email address associated with your Single Login Profile (SLP). Click **Reset**.

**i IMPORTANT:** The link provided in the password reset email is only valid for 15 minutes and can only be accessed one time. If necessary, return to the login page and click "Forgot your password? link" to repeat the process.

**Reset your password**

New Password

Confirm Password

Email

Reset



Password Requirements



A message appears, stating that your password was successfully updated. You can now enter your email address, click **Next**, and then enter your new password to log in.

**Sign in to CJA eVoucher**

Enter your email address. If you have not created a single login profile you will be prompted to create one.



**Password updated.**  
Your password was successfully updated.

Email Address

Next

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## Locked Accounts

You can attempt to sign in with an existing Single Login Profile (SLP) a maximum of six times. If you attempt a seventh time and are unsuccessful, your account locks and you can no longer enter a correct password at this time. You must contact your eVoucher administrator to unlock your account. Additionally, you will receive an email notifying you that an unsuccessful attempt was made to reset your password.



### **Login failed.**

Invalid username or password or your account is locked.  
Please contact an eVoucher Administrator for assistance.

**Note:** If you make fewer than seven consecutive attempts, the allowed number of unsuccessful creation attempts resets to zero after 30 minutes.