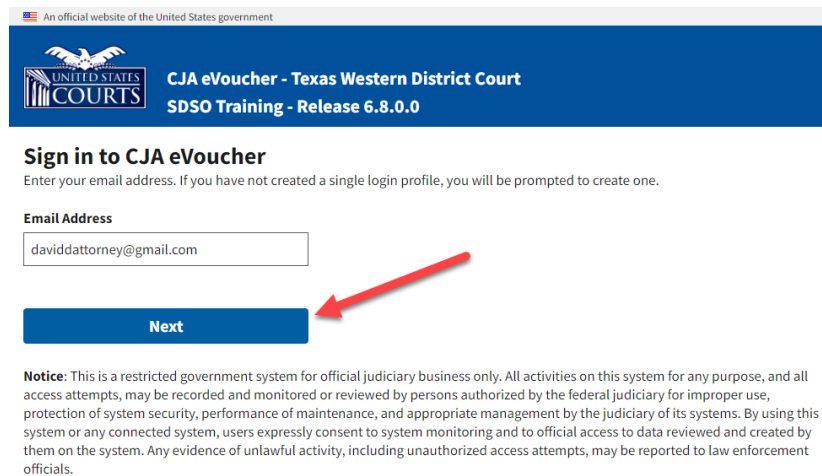


Beginning with eVoucher release 6.4, attorney and expert users of eVoucher must sign in using the unique email address stored on their Single Login Profile (SLP). Follow the steps in this job aid only after you have created your Single Login Profile (SLP). If you have not done so, see the Creating a Single Login Profile (SLP) job aid for instructions on creating a profile.

## Accessing the CJA eVoucher Program

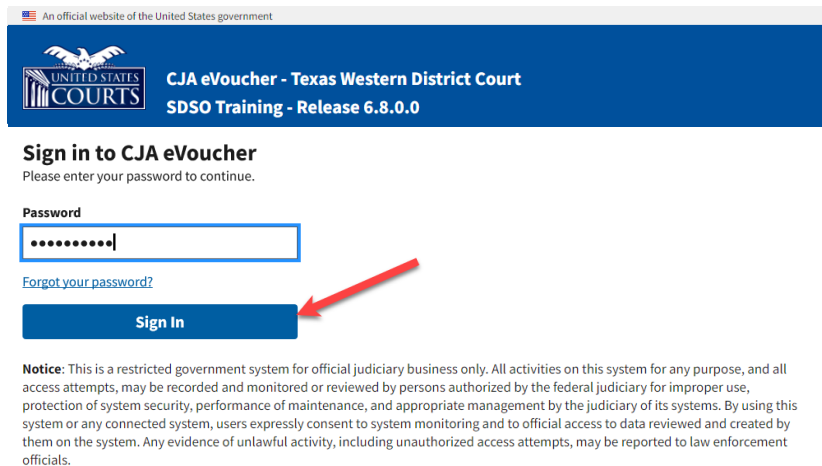
### Step 1

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



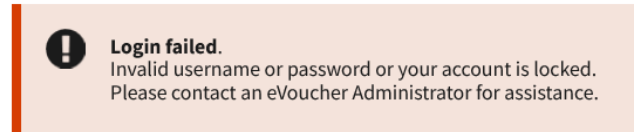
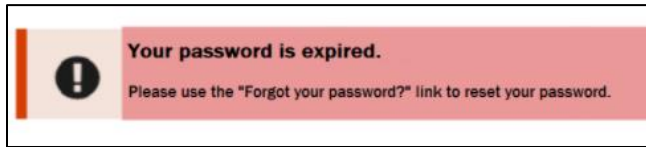
### Step 2

In the **Password** field, enter your password, and then click **Sign In**. You have now successfully signed in to eVoucher.



## 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.



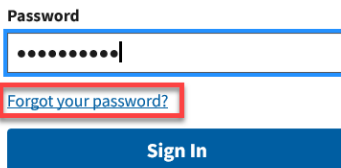
### Step 1

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.

A sign-in form titled "Sign in to CJA eVoucher". It includes a "Password" label, a text input field with masked characters (dots), a "Forgot your password?" link, and a "Sign In" button.

### Step 2

On the Reset your password? page, the email address you entered for your Single Login Profile (SLP) displays. You are prompted to reset your password by answering one of the challenge questions you selected when creating your Single Login Profile (SLP). Enter the correct answer, and then click **Reset your password**. You will receive an email notifying you that an unsuccessful attempt was made to log in to your account and that you must reset your password.

#### Reset your password?

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

Email  
davidattorney@gmail.com

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

An "Answer" field with a text input box containing masked characters (dots).

[Back to sign in](#)

A blue button labeled "Reset your password". A red arrow points to the button from the right.

**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 locks, and you must contact your court to unlock it.

**Step 3**

A message appears, telling you to check your email. Go to your email account and locate the email that contains a link to reset your password.

**Reset your password?**

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

**i Check your email**

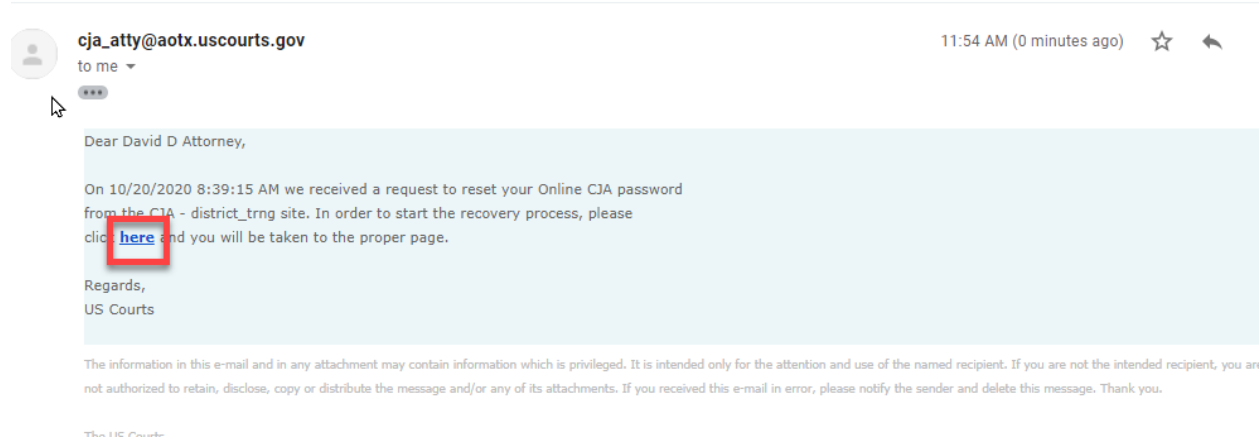
If the information entered matches our records, we will send an email with instructions on how to reset your password. If you do not receive this email, please check the information provided for accuracy, or contact an eVoucher Administrator for further assistance.

**IMPORTANT:** The link provided in the password reset email is only valid for 30 minutes and can only be accessed one time.

**Note:** The link is valid for only 30 minutes and can be used only once.

**Step 4**

In the email message, click the **here** link to create a new password. You are taken to the Reset your password page, where you must create a new password for your Single Login Profile (SLP).



Step 5

In the **New Password** field, enter your new password, and then in the **Confirm Password** field, confirm it by entering it again. In the **Email** field, enter the email address associated with your Single Login Profile (SLP), and then click **Reset**.

**i IMPORTANT:** The link provided in the password reset email is only valid for 30 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. In the **Email Address** field, you can now enter your email address, click **Next**, and enter your new password to sign 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**

**Notice:** This is a restricted government system for official judiciary business only. All activities on this system for any purpose, and all access attempts, may be recorded and monitored or reviewed by persons authorized by the federal judiciary for improper use, protection of system security, performance of maintenance, and appropriate management by the judiciary of its systems. By using this system or any connected system, users expressly consent to system monitoring and to official access to data reviewed and created by them on the system. Any evidence of unlawful activity, including unauthorized access attempts, may be reported to law enforcement officials.

## Locked Accounts

You can attempt to create a Single Login Profile (SLP) or 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. 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.