

CJA eVoucher

Expert User Manual

Release 6.10



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Introduction —

The CJA eVoucher System is a web-based solution for submission, monitoring, and management of Criminal Justice Act (CJA) functions. The eVoucher program provides:

- Online submission of vouchers and authorizations by attorneys and experts.
- Line-item auditing of vouchers by judges and court staff.
- The ability to attach PDF documentation to vouchers and authorizations.
- Automatic email notification to attorneys on approval or rejection of vouchers.
- Electronic transfer to the circuit for excess approval.
- Panel management tools and reports for attorney appointments.
- Built-in reporting for budgeting and analysis.

Browser Compatibility ———

CJA eVoucher is compatible with the following browsers:

- Edge 16
- Firefox 57
- Chrome 62
- Safari 10.1

Accessing the CJA eVoucher Program -

Starting with version 6.10, you are required to use Login.gov to securely sign in to the eVoucher application. You must create a Login.gov account or use an existing Login.gov account and have a Single Login Profile (SLP) to access eVoucher.

Note: Login.gov is a separate application from eVoucher. If you run into any issues, you must contact Login.gov support via their Help center page at https://www.login.gov/contact or call their 24-hour help line at (844) 875-6446.

Follow the instructions in the next section to create your Login.gov account. Click the following links for additional information about Login.gov and helpful tips for creating your account.

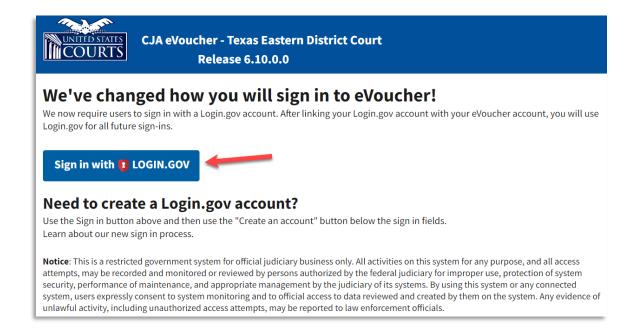
https://login.gov/what-is-login/

https://login.gov/create-an-account/

Creating a Login.gov Account

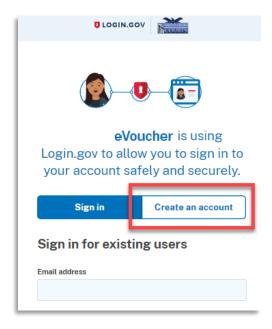
Step 1

On the eVoucher sign-in page, click **Sign in with LOGIN.GOV**.



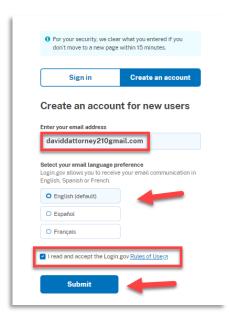
Step 2

On the Login.gov page, click Create an account.



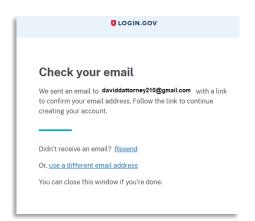
Enter your email address, and select your email language preference. Click the Rules of Use link, read the Login.gov Rules of Use, and then select the I read and accept the Login.gov Rules of Use check box. Then click Submit.

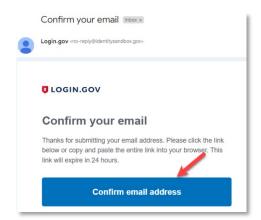
Note: Login.gov recommends that you enter a personal email address that you can always access, not a work email address.



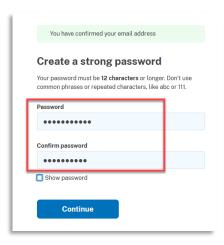
Step 4

You will receive an email message at the email address you entered in step 3. In the email message, click Confirm email address, and then continue creating your account.





Next, create a password. It must contain 12 or more characters and cannot include commonly used words or phrases. In the Password and Confirm password fields, enter and confirm your password, and then click Continue.



Your Login.gov account is now created and you are directed to add an authentication method. Continue to the next section and follow the instructions to complete this requirement.

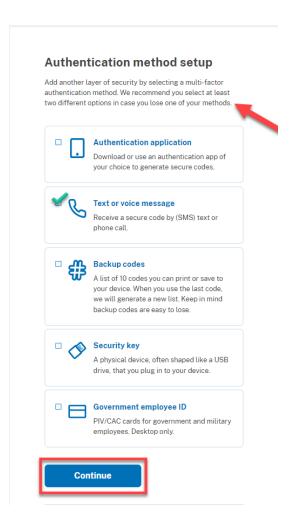
Note: Once your Login.gov setup is complete, you will ONLY use the email address you entered and the password you created in Login.gov to access eVoucher, so it is important to remember them.

Adding an Authentication Method

Login.gov requires that you set up at least one authentication method when creating your account. However, it is recommended that you select **at least two authentication methods** on different devices so that you have an alternative way(s) to sign in to eVoucher if your primary method becomes unavailable.

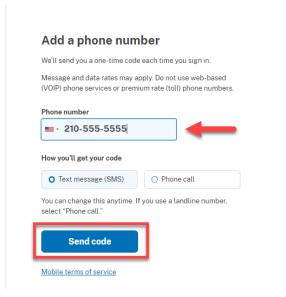
Step 1

Select your first method of authentication, and then click **Continue**. Authentication methods include security keys, government employee IDs, authentication applications, text or voice messages, or backup codes.



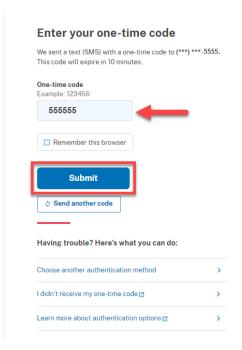
Note: Every time you sign in to eVoucher you are required to authenticate, so make sure you use an authentication method that's easy for you to access. For these instructions, the **Text or voice message** option is selected.

To authenticate by text or voice message, in the **Phone number** field, enter your phone number to receive a one-time code by text message or phone call, and then click **Send code**.



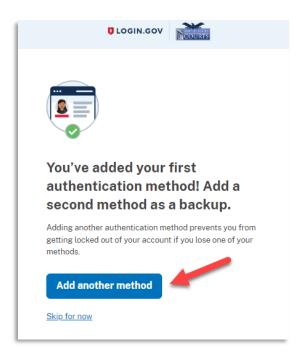
Step 3

In the One-time code field, enter the one-time code sent to your device, and then click Submit.



Once your code has been successfully authenticated, you are prompted to add another authentication method (recommended). Click Add another method and follow the previous steps to create a second authentication method.

Note: It is recommended that you use a different device for your second authentication method, even if you choose the same setup option. For example, if you chose text or voice message as your first method, you can do the same for the second, as long as you use a different phone number.



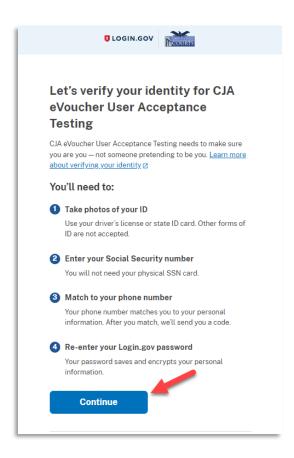
Identity Verification

To access eVoucher, you must verify your identity by uploading an acceptable form of identification (driver's license or state ID). This added security measure is to ensure that you are you and not someone pretending to be you.

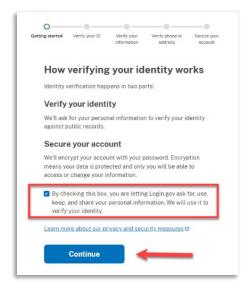
Note: This is a one-time identity verification; if you have previously proven your identity through Login.gov, you are not required to do this again.

Step 1

If you've previously created a Login.gov account, you will be asked to verify your identity after signing in to Login.gov from the eVoucher sign-in page. If you're in the process of creating your Login.gov account, this step automatically appears after you've established your multi-factor authentication method(s). Click Continue.

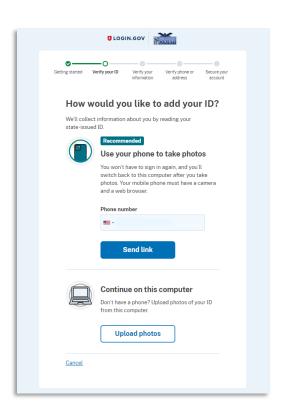


To continue, select the check box allowing Login.gov to ask for, use, keep, and share your personal information to verify your identity, and click Continue.



Step 3

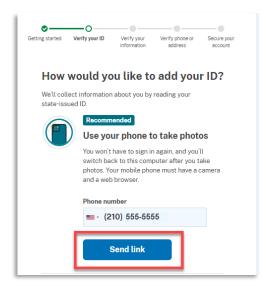
Choose an option for adding your identification information. One option is to upload photos of your ID from your phone, and the other option is to upload them directly from your computer.

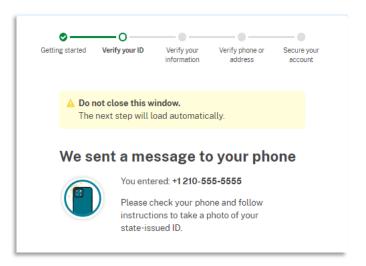


Option 1: Upload photos from phone (recommended)

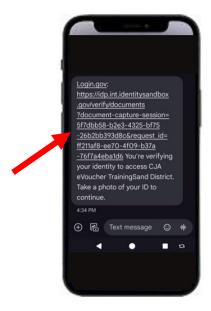
Option 1

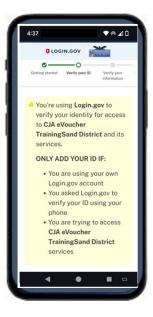
1. Click **Send link**. A message appears, prompting you to check your device for a text message with instructions for taking a photo of your ID to verify your identity.





2. Tap the link in the text message. A message appears, confirming that you are attempting to verify your identity to access eVoucher. Scroll down for additional instructions.



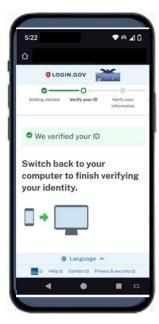


3. Tap Take photo to switch your phone to the camera function. Take a photo of the front of your ID card. Scroll down and tap Take photo again to take a photo of the back of the card. Verify that each image appears in the appropriate box, and then, tap **Submit**.





4. Login.gov verifies your identity from your photos, and prompts you to switch back to your computer to complete the process.

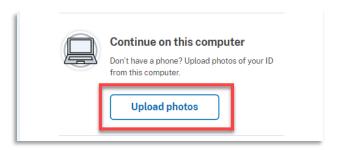


Continue to Step 4 to complete the identity verification process.

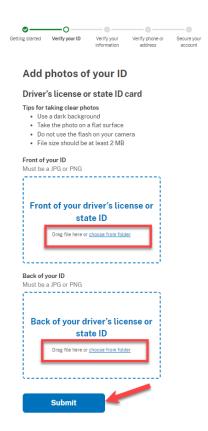
Option 2: Upload photos from your computer

Option 2

1. Click **Upload photos** to upload photos of your ID from your computer.

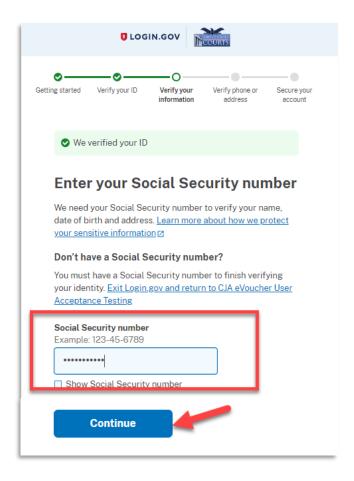


2. You can either drag photos of the front and back of your ID from your computer and drop them in the appropriate boxes, or click the **choose from folder** link to browse for and select the photos to add. Once the photos are uploaded, click **Submit**.



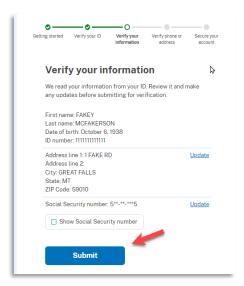
Note: You may see a processing screen as the upload completes and Login.gov verifies your identity.

Once your identity has been verified, Login.gov verifies your name, date of birth, and address using your Social Security number (SSN). In the Social Security number field, enter your SSN, and then click Continue.



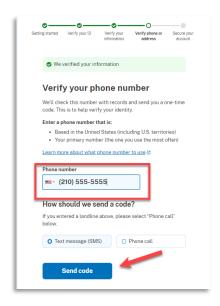
Your name, date of birth, and address are imported from your ID; verify the information is correct. If any of the information has errors, click the **Update** link next to it and make necessary corrections. Once your information is correct and complete, click Submit.

Note: You have five attempts to verify your personal information, after which your account will be locked. To unlock your account, contact Login.gov.

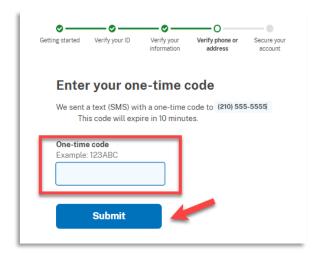


Step 6

Next, verify your phone number. To do this, in the Phone number field, enter your phone number, and then click the appropriate radio button to receive a one-time code either by text message or phone call. Click Send code.



In the **One-time code** field, enter the code sent to your device, and then click **Submit**.

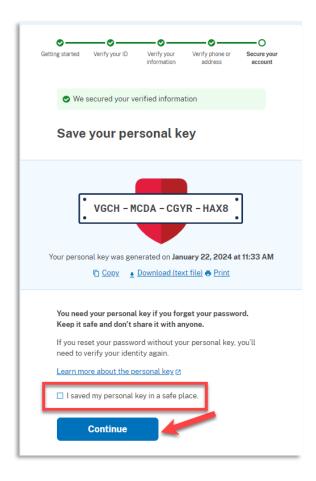


Step 8

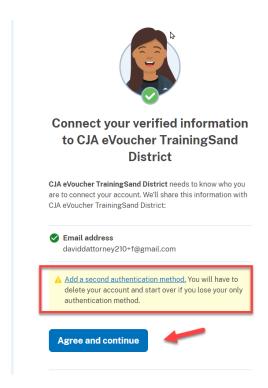
Once your phone number is verified, in the Password field, re-enter the password you created to access Login.gov and then click Continue.



A personal key is generated. You will need this key if you ever forget your password or lose your authentication method. Keep your key in a secure place and do not share it with anyone. Select the check box to confirm that you have saved your personal key, and then click Continue.



Your Login.gov account is now verified. Next, you are asked to connect, or link, your Login.gov account with your eVoucher account. Click Agree and continue and follow the instructions in the next section to complete this connection.

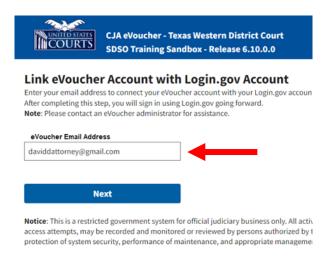


Note: If you have not created a secondary authentication method, you are prompted to do so before continuing. Click Add a second authentication method and review the Adding an Authentication Method section for those instructions if you wish to complete this task.

Linking Your eVoucher Account to Your Login.gov Account -

For NEW Login.gov accounts:

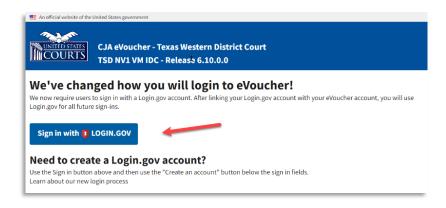
After you complete your identity verification and receive your security key, you are automatically directed to your court's eVoucher linking page. Note that the email address you used to create your Login.gov account is pre-populated in the **eVoucher Email Address** field.



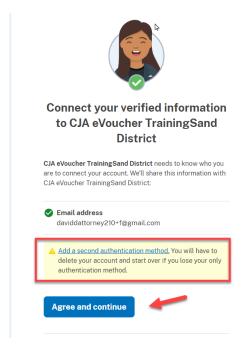
For EXISTING Login.gov accounts:

Step 1

From your court's eVoucher sign-in page, click **Sign in with LOGIN.GOV** and follow the prompts to sign in and authenticate your Login.gov account.



After successful Login.gov account sign-in and authentication, you are then asked to connect, or link, your Login.gov account with your eVoucher account. Click **Agree and continue**.



Note: If you have not created a secondary authentication method, you are prompted to do so before continuing. Click **Add a second authentication method** and review the Adding an Authentication Method section for those instructions if you wish to complete this task.

Login.gov automatically directs you to your court's eVoucher linking page. Note that the eVoucher Email Address field is now pre-populated with your email address.

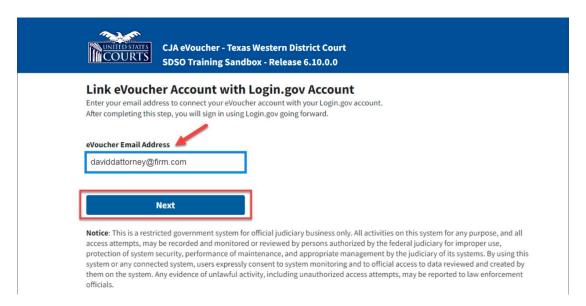


Linking Your Accounts Using Your SLP Email Address and Password -

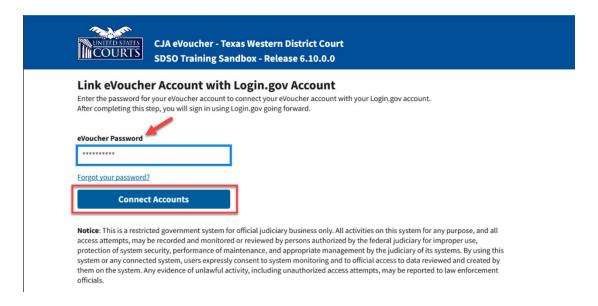
Existing eVoucher users who have an SLP can sign in using their SLP email address and password.



In the eVoucher Email Address field, delete the pre-populated Login.gov email address and enter your eVoucher SLP email address. Click Next.

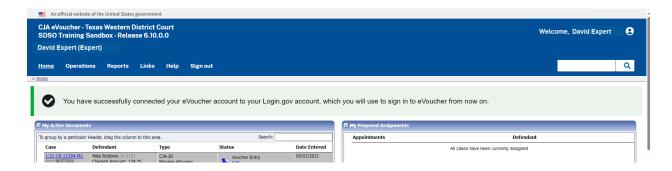


In the **eVoucher Password** field, enter your eVoucher SLP password (the password you normally use to access eVoucher), and then click **Connect Accounts**. If you don't remember your password, click the **Forgot your password?** link and follow the security question prompts. If you enter your password incorrectly six times or fail your security questions three times, your account locks and you must contact your eVoucher administrator.



Step 3

If your Login.gov account is successfully linked to your eVoucher account, a success message appears at the top of your eVoucher home page. Continue to use eVoucher normally.



You have now linked your eVoucher account with your Login.gov account. For all future use, sign in to Login.gov to access eVoucher.

Linking Your Accounts by Email Invitation – New User

New eVoucher users who do not have an SLP can also link their accounts from the eVoucher linking page.

Step 1

Do not change the Login.gov email address that's pre-populated in the eVoucher Email Address field. Click Next.



Step 2

A message appears prompting you check your email and confirm that you entered the correct email address.

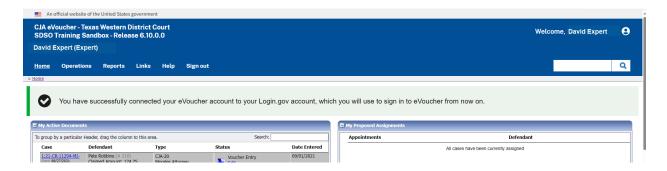


Click the link in the email message to automatically link your accounts and return to your eVoucher home page.



Step 4

If your Login.gov account is successfully linked to your eVoucher account, a success message appears at the top of your eVoucher home page. Continue to use eVoucher normally.



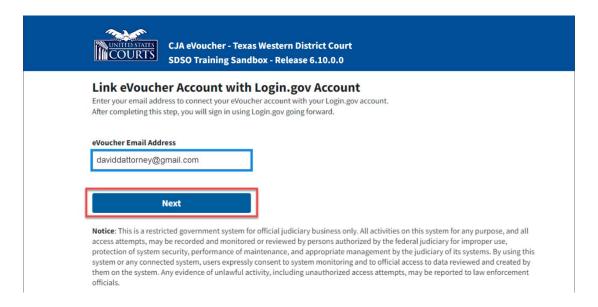
You have now linked your eVoucher account with your Login.gov account. For all future use, sign in to Login.gov to access eVoucher.

Linking Your Accounts by Email Invitation – Existing User -

An existing eVoucher user who has an SLP but does not know their SLP credentials can also link their accounts on the eVoucher linking page.

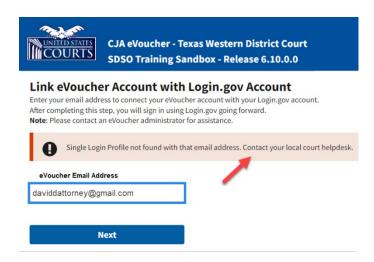
Step 1

Do not change the Login.gov email address that's pre-populated in the **eVoucher Email Address** field. Click **Next**.

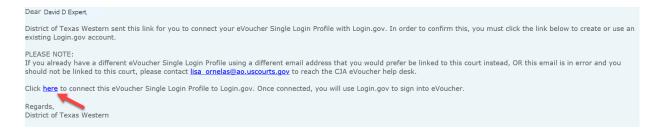


Step 2

If your Login.gov email address is not the same as your SLP email address, an error message appears, prompting you to contact your court's help desk.

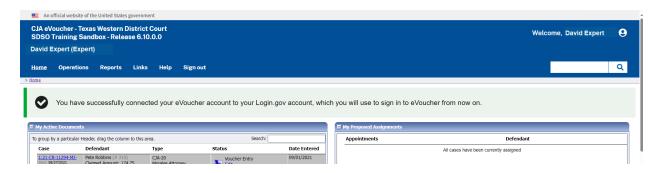


If you do this, your court then sends you an email message with a link that you can click to automatically connect your two accounts.



Step 4

If your Login.gov account is successfully linked to your eVoucher account, a success message appears at the top of your eVoucher home page. Continue to use eVoucher normally.



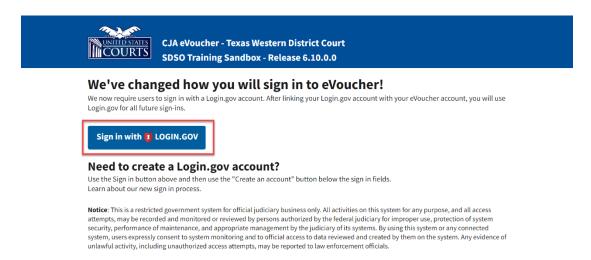
You have now linked your eVoucher account with your Login.gov account. For all future use, sign in to Login.gov to access eVoucher.

Signing In to eVoucher -

Once you've created your Login.gov account, linked it to eVoucher, and signed in to the application for the first time, you will use your Login.gov credentials to access eVoucher going forward.

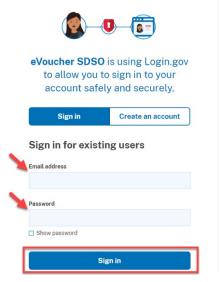
Step 1

To sign in to eVoucher, use any US Courts CJA eVoucher URL to access the Login.gov sign in button. Click **Sign in with LOGIN.GOV**.

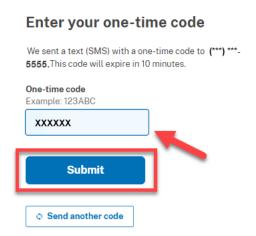


Step 2

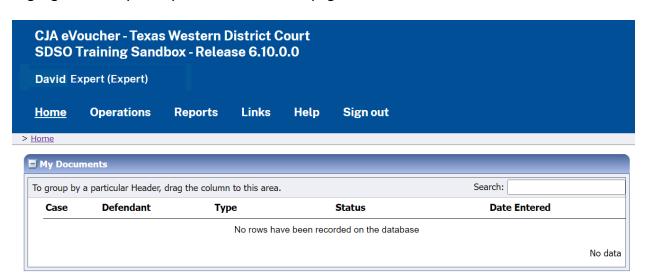
By default, you are directed to the Login.gov sign in page. In the **Email address** and **Password** fields, enter the email address and password used to create your Login.gov account, and then click **Sign in**.



Complete the action required by your chosen authentication method. In this example, you'll authenticate using a mobile device. In the One-time code field, enter the one-time code sent to your device, and then click Submit.

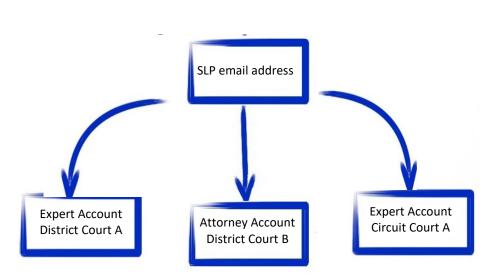


Login.gov directs you to your eVoucher home page.



Single Login Profile (SLP) -

An SLP allows you to link to your other court accounts and switch from one account to another from within the eVoucher application without needing to sign out. It is set up by court staff when your court profile is initially created in eVoucher.



Single Login Profile for David D. Expert

On the Single Login Profile page, you can:

- Edit your first, middle, and last name.
- Edit your email address.
- View your linked eVoucher accounts.
- Change your default court.

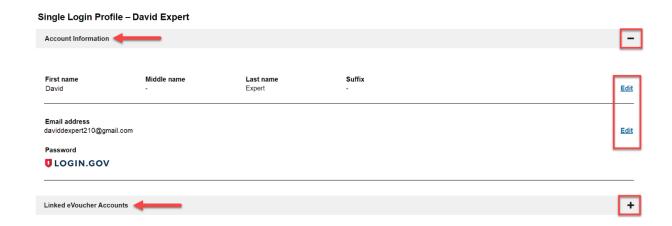
To access the Single Login Profile page, from the menu bar, click **Help**, and then click **Single Login Profile**, or point to the profile icon, and then click **Single Login Profile**.



Editing Your SLP -

Your SLP information is divided into two sections: Account Information and Linked eVoucher Accounts. Click the plus (+) or minus (-) signs to expand or collapse each section.

Note: The Account Information section automatically displays when you access your SLP information.



Modifying Your Name

Step 1

To edit your name, in the Account Information section, click the Edit link to the right of your name.



Make any necessary changes, and then click **Save changes**.



Note: It is important to remember that changing your SLP name does not change the name associated with your court profile.

Updating Your SLP Email Address

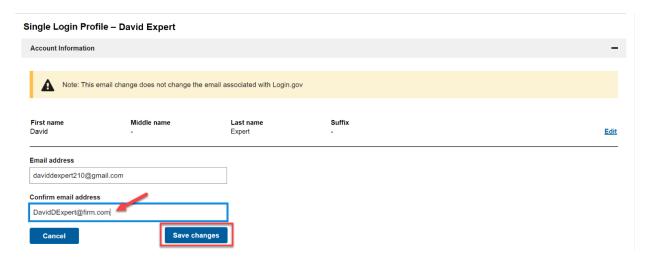


Click the **Edit** link to the right of your email address.



Step 2

Enter your new email address, confirm it, and then click Save changes.



Note: It is important to remember that changing your SLP email address does not change the email address associated with your Login.gov account.

Updating Your SLP Password

After you link your Login.gov account to your eVoucher account, Login.gov handles all password changes and requests to reset a forgotten password. The Login.gov logo is visible in the Password section of your SLP account information; you do not have the option to edit your password from here.



Note: Login.gov is a separate application from eVoucher. For password assistance, visit their Help center page at https://www.login.gov/help or call their 24-hour help line at (844) 875-6446.

Linked eVoucher Accounts -

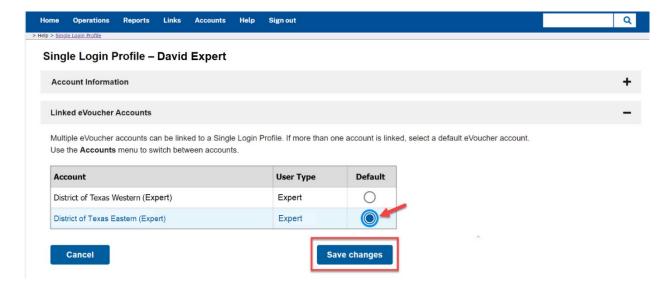


Click the plus sign (+) to expand the Linked eVoucher Accounts section and view any accounts that are currently linked.



If this is your first time in the system, your only linked account is the one with the court you just logged in as. This is your default account. Users with more than one eVoucher account have one account designated as the default.

Your default court is the court that initially appears when you sign in to eVoucher. To change your default court, click the radio button for the desired court account, and then click Save changes.



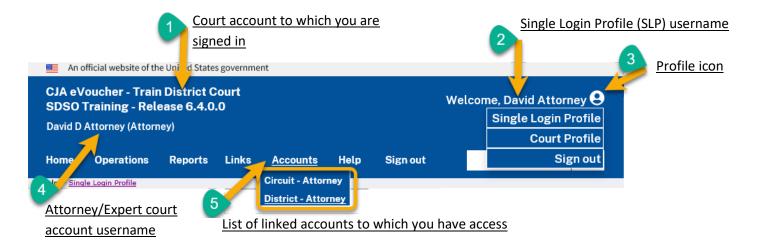
Accessing Multiple Accounts in eVoucher

From the **Accounts** menu, click the court account in which you wish to work.



Single Login Profile vs. Court Profile -

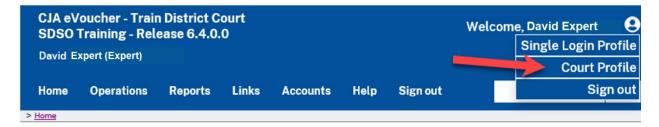
Below are tips on how to identify which court account you are in and who you are within that court.



- 1. Court account This is the court account you selected from the Accounts menu, showing the account to which you are signed in.
- 2. Single Login Profile (SLP) This profile is attached to a person. It connects multiple eVoucher accounts a user may have.
- 3. **Profile icon** You can access your Single Login Profile (SLP) or court profile, or sign out from here. You can also access these options from the **Help** menu.
- 4. Court account username This displays the court user you are signed in as, and your full name and user role as they appear for that court profile.
- 5. Accounts menu From this menu, you can access all of the court accounts to which you are linked.

Court Profile

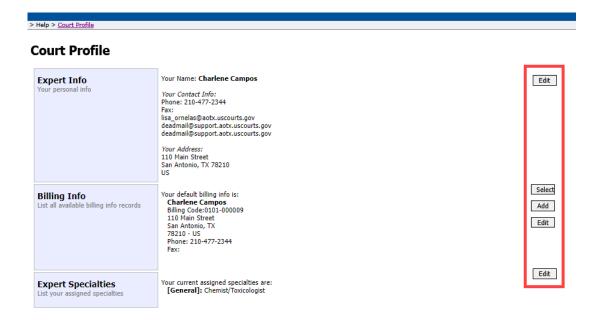
If given access by your court, you can make changes to your eVoucher account information. On the home page, point to your profile icon, and then click **Court Profile**.



On the Court Profile page, you can:

- Edit contact information, phone, email, and/or physical address.
- To update the Social Security number (SSN) or employee identification number (EIN), you must contact the court and provide copies of a W-9.
- Enter expert specialties.
- Document any continuing legal education (CLE) attendance.

Click **Edit**, **Select**, **Add**, or **View** to the right of each section to expand the section and edit any information. Review your court profile and add any missing information as needed.



Expert Info

Step 1

In the Expert Info section, click **Edit** to access your personal information.

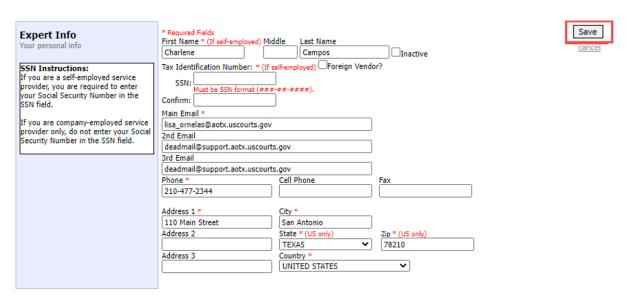


If you have a Single Login Profile (SLP) that is linked to more than one court, certain changes made to the Expert Info section of your court profile will be applied to any of your other linked accounts with the same SSN/EIN after one business day. This information displays at the top of your Court Profile page and details the sections that are affected across any of your other linked accounts:

Court Profile For Attorney. Info or Expert Info section of this court profile, changes made to Address lines, City, State, Zip, Country, Phone and Fax WILL be applied to any linked accounts with the same SSN/EIN after one business day. Changes made to Name, Email, and Bar Number will NOT be applied to any other linked accounts with the same SSN/EIN.

Step 2

Make any necessary changes, and then click **Save**.



Note: If you are a self-employed service provider, you must enter an SSN in the user profile. If you are a company-employed service provider, you must enter an EIN. When the SSN is saved, it becomes read-only, and the record is transmitted to CJA6x. Once this occurs, only an eVoucher administrator can change an SSN, and you must contact your court to do so.

Billing Info

The Billing Info section of the profile contains the billing information for your services.

Step 1

Click **Add** if you haven't entered any billing information and you wish to add it now. You may not edit any information already entered. You must contact the court to have this done.

Billing InfoList all available billing info records

Your default billing info is: Charlene Campos Billing Code:0101-000009 110 Main Street San Antonio, TX 78210 - US Phone: 210-477-2344 Fax:



If you have a Single Login Profile (SLP) that is linked to more than one court, changes made to the Billing Info section of your court profile will not be applied to any of your other linked accounts with the same SSN/EIN. This information displays at the top of your Court Profile page and describes the action necessary to apply changes to any of your other linked accounts:

Court Profile



Changes made to the <u>Billing Info</u> section of this court profile will NOT be applied to any other linked accounts with the same SSN/EIN.

Use the Accounts menu to switch to other linked accounts and make changes to each court profile <u>Billing Info</u> section separately.

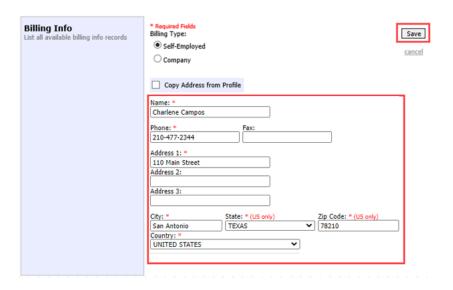
The Billing Type group contains two radio buttons:

- Click the **Self-Employed** radio button if payments are made to your SSN.
- Click the **Company** radio button if payments are made to a firm's EIN.



Self-Employed Service Provider

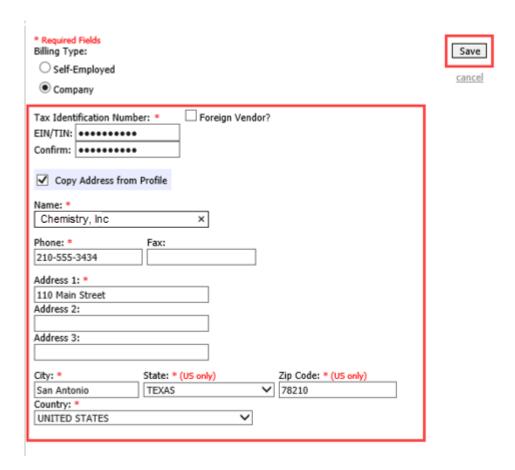
If you are a self-employed service provider, you must enter all required information, and then click Save.



Note: You can select the Copy Address from Profile check box to populate your information. If the payment address is different from the address in your profile, you should enter your information.

Company Employed -

If you are a company-employed service provider, you must enter the company's EIN, name, and payment address information, and then click **Save**.



Notes:

- Payments cannot be made if the SSN or EIN is missing from your profile. This is a requirement of the payment system with which eVoucher interfaces.
- Validations have been added to billing information to ensure the data is in the proper format to be sent to the payment system.
- The system alerts you if there are errors with your billing information. Errors must be fixed before payments can be made.
- The SSN or EIN cannot be changed once it has been synced with the interface. Only the CJA6XAdmin user has rights to change SSNs.
- Add new or additional billing records if the billing information changes. Do not edit the
 existing record.
- Billing information must be complete to submit a voucher in CJA eVoucher.
- You or the attorney for whom you are providing services must choose the billing information you wish to use when creating vouchers or authorizations.

Expert Specialties -

The Expert Specialties section lists any specialties for which you are approved for eVoucher billing.

Changes made in this section are not applied to any of your other linked accounts. This information is noted at the top of your Court Profile page.

Court Profile

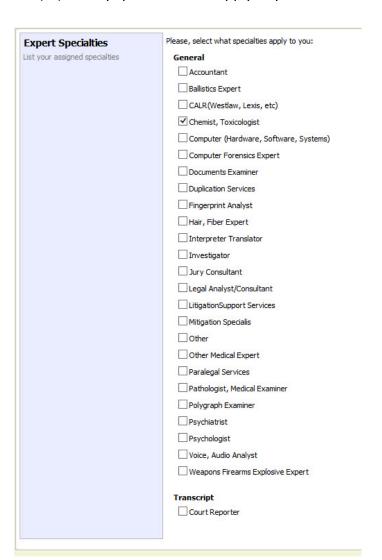


Changes made to this court profile will not be applied to any other linked accounts.

Use the Accounts menu to switch to other linked accounts and make changes to each court profile separately.

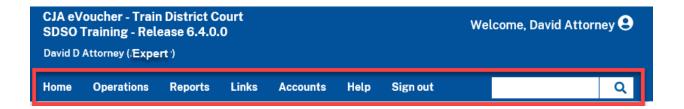
Step 1

Select the check box(es) for any specialties that apply to you.



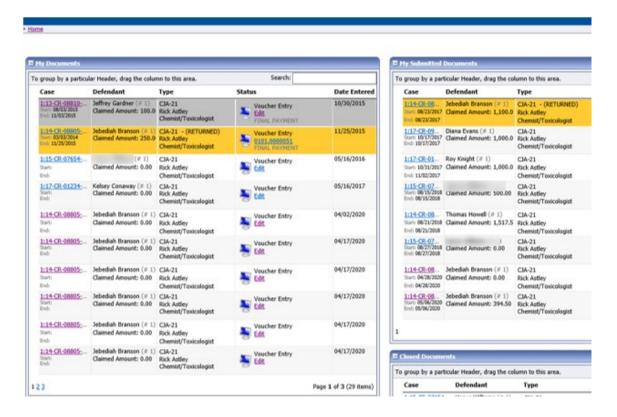
Menu and Home Page -

Use the menu bar to navigate to the different areas of the application.



Menu Bar Item	Description	
Home	Click to access the eVoucher home page.	
Operations	Click to search for specific appointments.	
Reports	Click to view selected reports you can run on your appointments.	
Links	Click to access links to CJA resources such as forms, guides, publications, etc.	
Accounts	Click to access your different court accounts.	
Help	 Click to access: Another link to your Single Login Profile (SLP). Another link to your court profile. The Contact Us email address. The privacy notice. eVoucher help documentation for attorneys and experts. 	
Sign out	Click to sign out of the eVoucher program.	

The home page provides access to information about your cases and billing information that you submit, or the billing information the attorney submits on their behalf.



Section Name	Contents
My Documents	This section contains documents that you are currently working on or that
	have been created on your behalf by the attorneys. These documents are
	waiting for you to take action.
My Submitted	This section contains vouchers for you that have been submitted to the
Documents	court for payment.
Closed Documents	This section contains documents that have been paid or approved by the
	court. Closed documents display only for open cases. Closed documents
	display until they are archived and/or for 60 days after the appointment is
	terminated. They are still accessible through the Appointment page.

Expert vs. Expert Enter

CJA eVoucher allows two designations for experts to complete the voucher: **Expert** and **Expert Enter**. When the service provider signs in, he or she will see a list of all of his or her documents on the home page. The Expert role allows the service provider to sign in to eVoucher, view any documents the attorney is creating on his or her behalf, verify the information is correct, and run reports or copies of the CJA-21 or CJA-31.

The **Expert Enter** role allows the expert to complete his or her voucher after the attorney has created it. If the attorney selects an expert who has these privileges, he or she is able to choose if the attorney or the expert will complete the voucher. The expert can then enter the correct information and submit the voucher back to the attorney for approval. All experts for the Middle District are given Expert Enter roles.

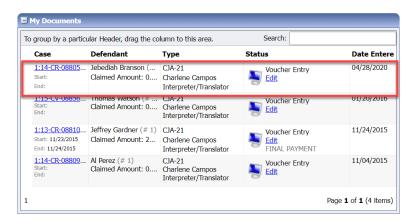


CJA-21/31 Entry -

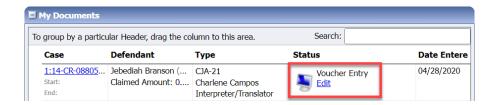
The attorney creates the CJA-21 or CJA-31 voucher. If you have Expert Enter rights, the attorney can choose to let you enter the services and expenses. You will receive an email informing you that a voucher has been created on your behalf and that you can enter your information on the voucher. You cannot initiate your own voucher.

Step 1

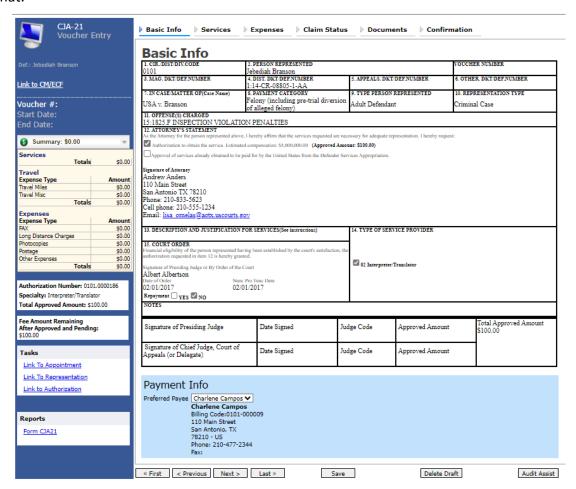
Sign in to the eVoucher application. The voucher should appear in the My Documents section of your home page.



To enter your fees and expenses, in the Status column, click the **Edit** link.



The voucher opens to the Basic Info page, which displays the information in the paper voucher format.



Notes:

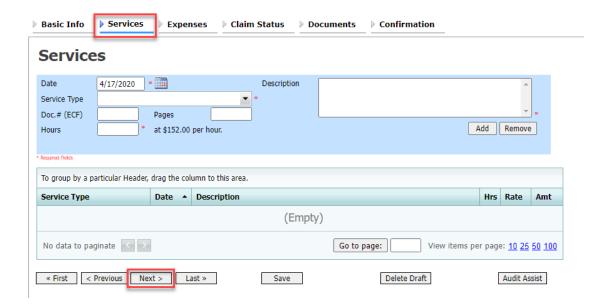
- To avoid data loss, frequently save any entries made to a voucher.
- To delete a voucher, click **Delete Draft** at any time prior to submitting it.
- To check for warnings or errors in the document, click Audit Assist at any time.
- To navigate, click the tabs or the navigation buttons in the progress bar.

Entering Services -

Line-item time entries should be entered on the Services page. Both in-court and out-of-court time should be recorded here.

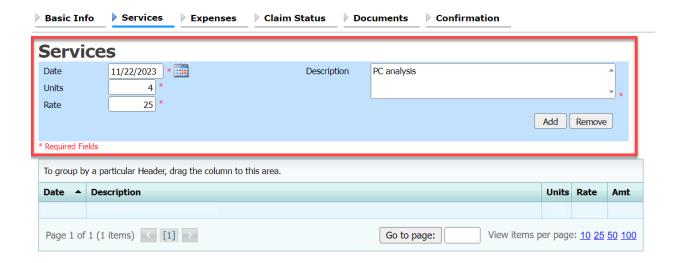
Step 1

To enter your service fees and expenses, on the Basic Info page, click the **Services** tab, or click **Next** on the progress bar. Required fields are marked with a red asterisk.



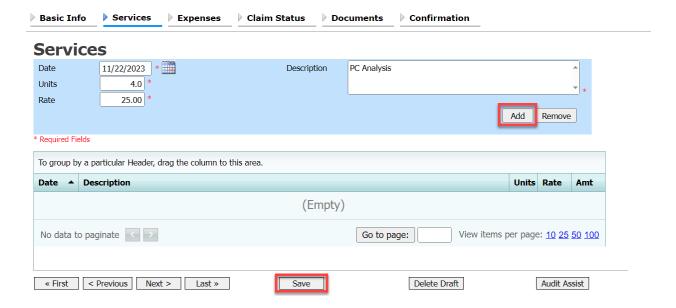
Step 2

Enter the date of the service, the number of hours billed, the rate, and a description of the service.

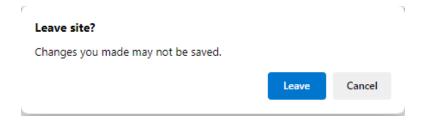




Click Add.



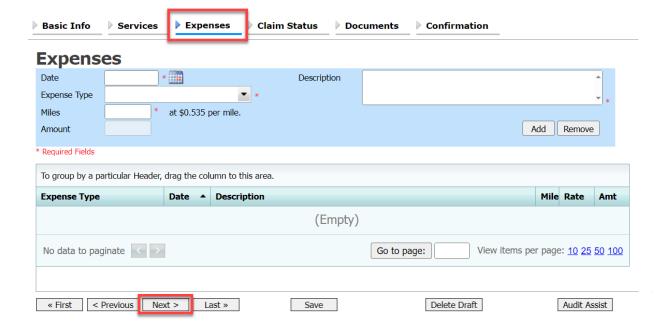
There is no auto-save feature in eVoucher, so click Save after every few additions. If you try to navigate to another section without saving, a dialog box appears, prompting you to save.



Entering Expenses -

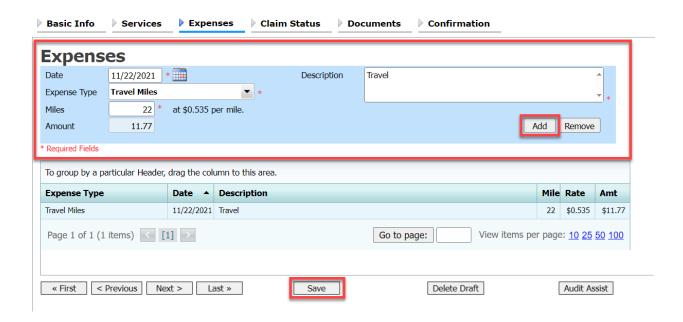
Step 1

Click the **Expenses** tab, or click **Next** on the progress bar.



Step 2

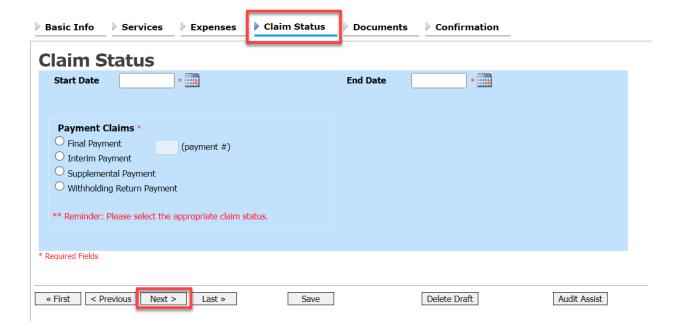
Enter the expenses, click Add, and then click Save.



Claim Status -

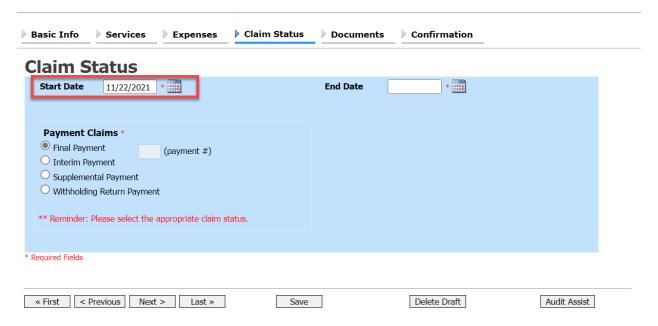
Step 1

Click the Claim Status tab, or click Next on the progress bar.

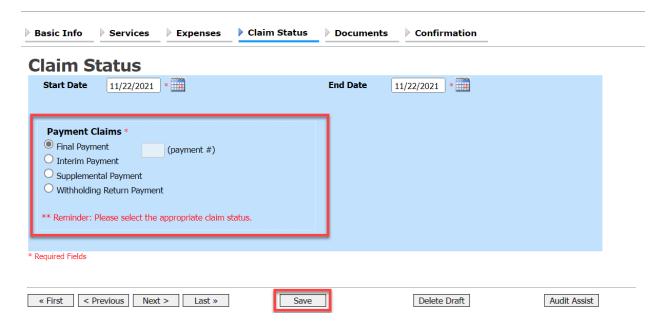


Step 2

In the Start Date field, enter the start date from the services or the expenses entry, whichever is earliest. If necessary, go back to the Expenses and Services sections and click the Date header to sort by the earliest date of services.



Select the appropriate claim status, and then click **Save**.

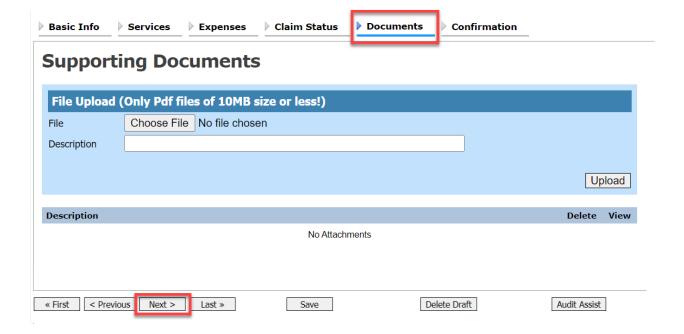


Radio Button	Payment Claims Description
Final Payment	Request payment after all services have been completed.
Interim Payment	Request payment throughout the appointment, but each court's practice may differ. If using this type of payment, indicate the number of interim payments.
Supplemental Payment	Request payment due to a missed or forgotten receipt after the final payment has been submitted.
Withholding Return Payment	Request return payment of withheld funds. The attorney can submit a blank (no services or expenses) CJA-20/30/21/31 at the end of the case.

Documents -

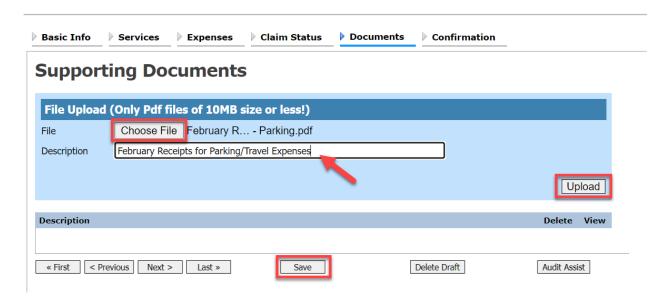
Step 1

Click the **Documents** tab, or click **Next** on the progress bar.



Step 2

Click Choose File to attach any receipts, invoices, or documents as PDF documents. In the **Description** field, optionally label and describe the attachment, and then click **Upload** to attach the PDF document. Click Save.



Signing and Submitting to Court -

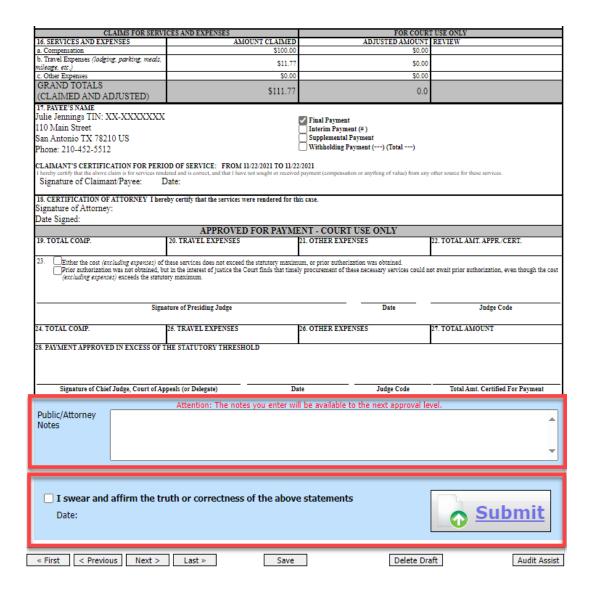
When you have added all voucher entries, you are ready to sign and submit your voucher to the court.

Step 1

Click the **Confirmation** tab, or click **Next** on the progress bar. The Confirmation page appears, reflecting all entries from the previous screens. Verify the information is correct, and then scroll to the bottom of the screen.

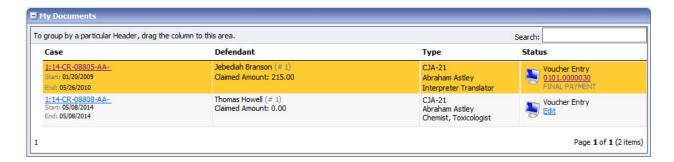


In the **Public/Attorney Notes** field, you can include any notes to the court. Select the check box to swear to and affirm the accuracy of the authorization, which automatically time stamps it. Click **Submit**.



Returned Vouchers -

The attorney can return the voucher to the service provider for correction or additional documentation. Any returned vouchers appear highlighted in gold.



Printing a CJA-21 Form

From the left side panel, click the **Form CJA21** link to print a standard version of the voucher.



Reports -

Any reports to which you may have access display on the Reports page. From the menu bar at the top of the screen, click **Reports** to see which reports are accessible.

