District Court of the Virgin Islands

CJA eVoucher

Expert User Manual

Release 6.11

July 31, 2025

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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 for online submission of vouchers and authorizations by attorneys on behalf of their experts among other functionalities for attorneys, judges and court staff.

1. Browser Compatibility

1.1 Web Browsers

CJA eVoucher is compatible with the following web browsers:

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

2. Accessing the CJA eVoucher Program

2.1 Signing in to eVoucher

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.

To get started, please follow the instructions in section (3. Creating a Login.gov Account) to create your Login.gov account.

The two links below, provides additional information about Login.gov and helpful tips for creating your account:
https://login.gov/what-is-login/
https://login.gov/create-an-account/

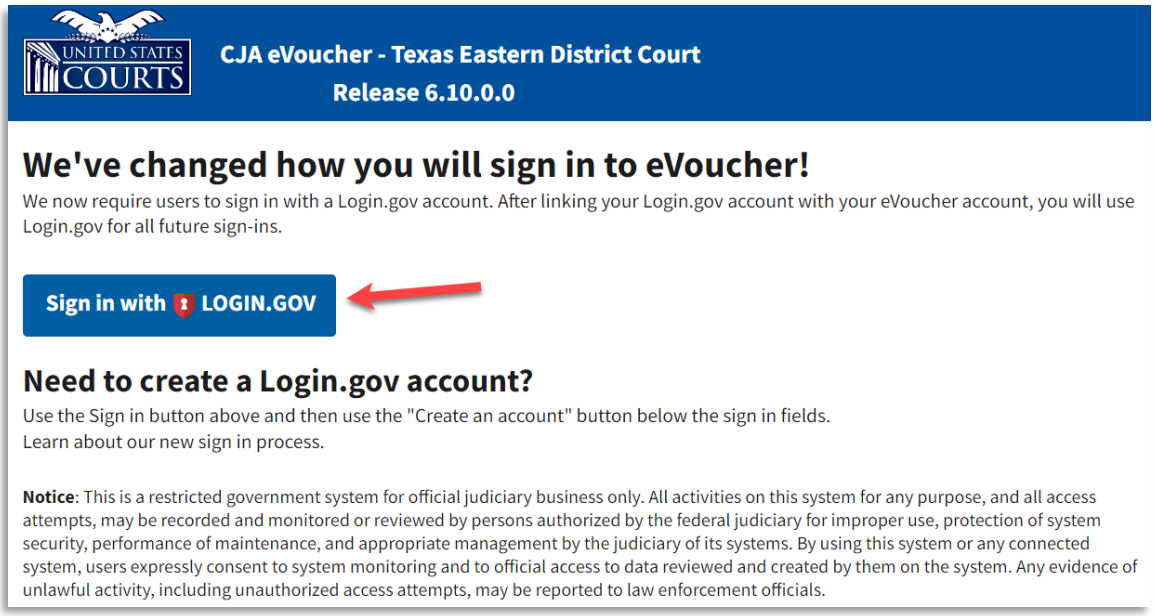
3. Creating a Login.gov Account

3.1 Login.gov Account Creation

To create a Login.gov account, follow the steps provide below:

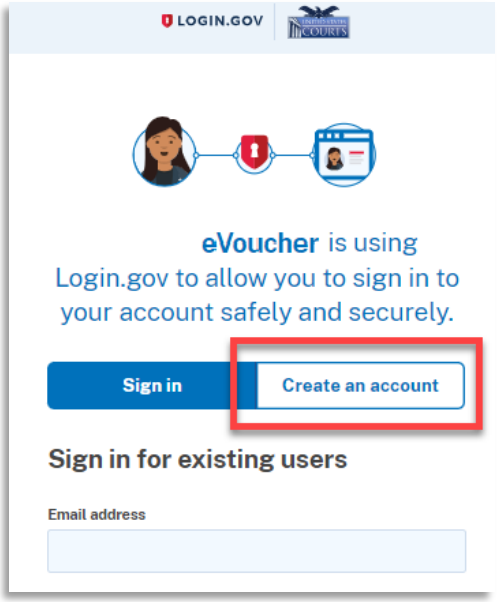
Step 1

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



Step 2

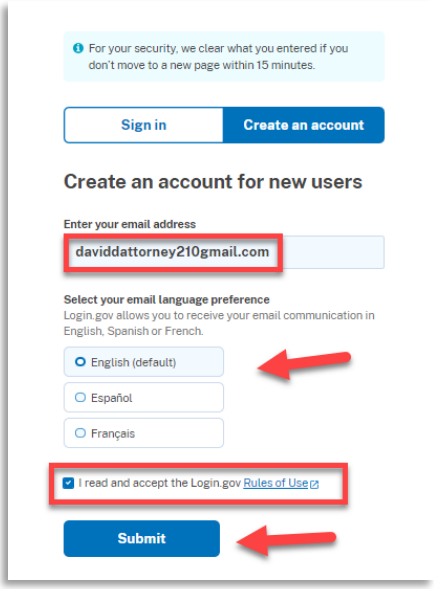
On the Login.gov page, click **Create an account**.



Step 3

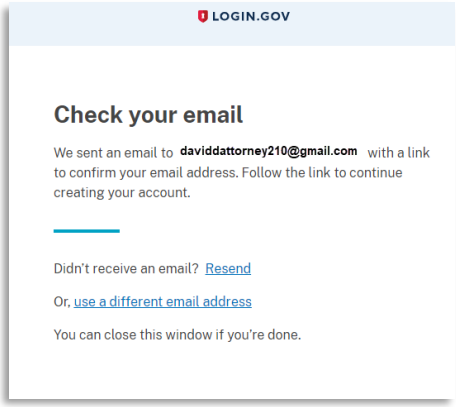
Enter your email address, and select your email language preference. Click the **Rules of Use** link, read the Login.gov Rules of Use, and then select the **I read and accept the Login.gov Rules of Use** check box. Click **Submit**.

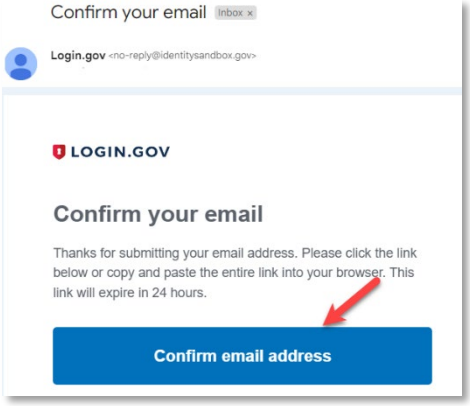
Note: Login.gov recommends that you enter a personal email address that you can always access, not a work email address.



Step 4

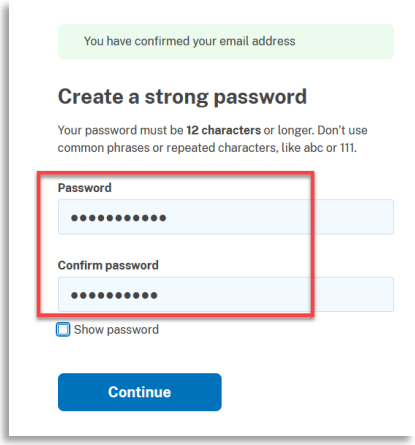
You will receive an email message at the email address you entered in step 3. In the email message, click **Confirm email address**, and then continue creating your account.





Step 5

Next, create a password. The password 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 can ONLY use the email address you entered and the password you created in Login.gov to access eVoucher; it is important to remember them.

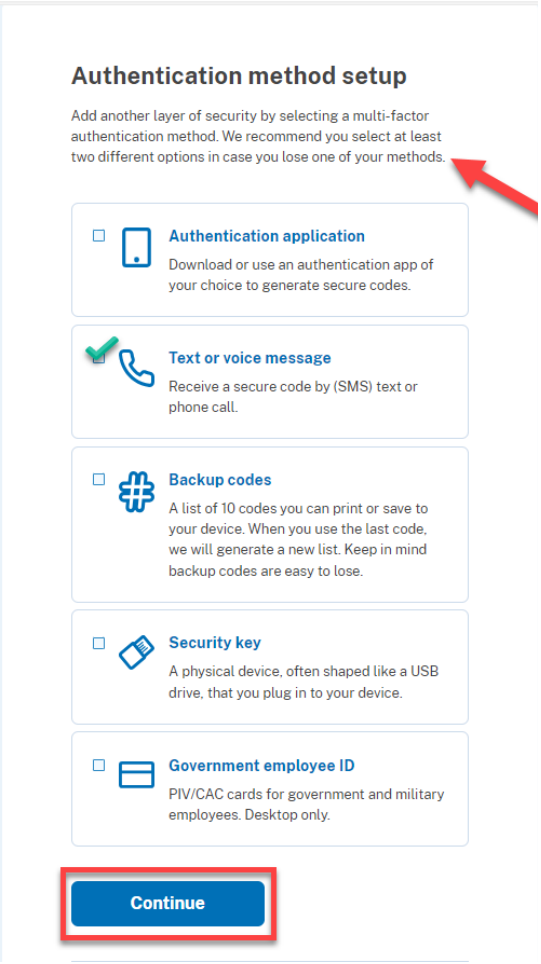
3.2 Adding an Authentication Method

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.

To get started with adding an authentication method, follow the steps provided below:

Step 1

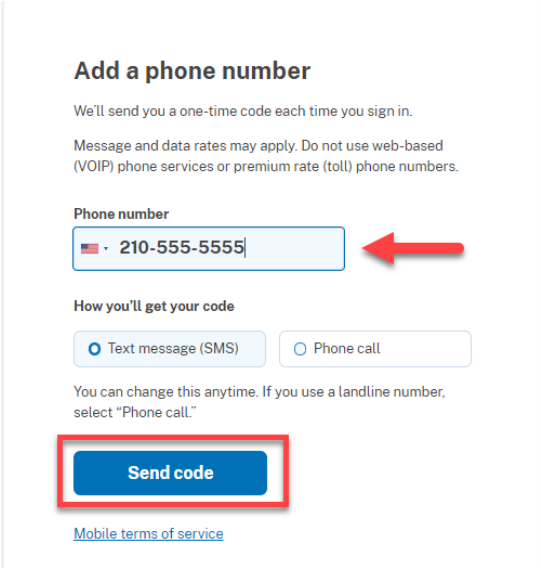
Select your first method of authentication, and then click **Continue**. Authentication methods include security keys, government employee IDs, authentication applications, text or voice messages, or backup codes.



Note: Each time you sign in to eVoucher you will be required to authenticate, please ensure that you use an authentication method that is easy for you to access. For these instructions, the **Text or voice message** option is selected.

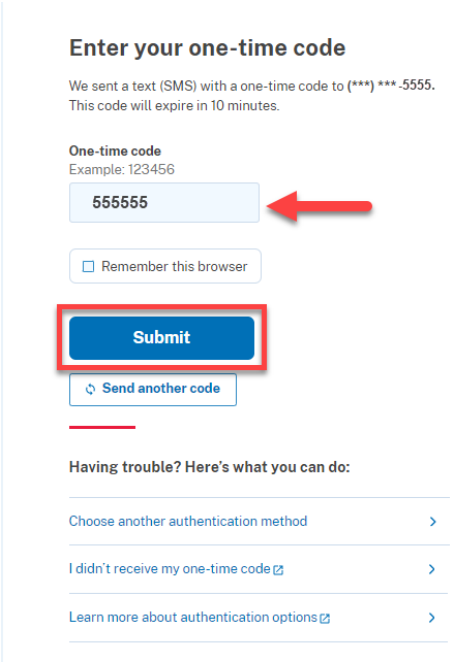
Step 2

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



Step 3

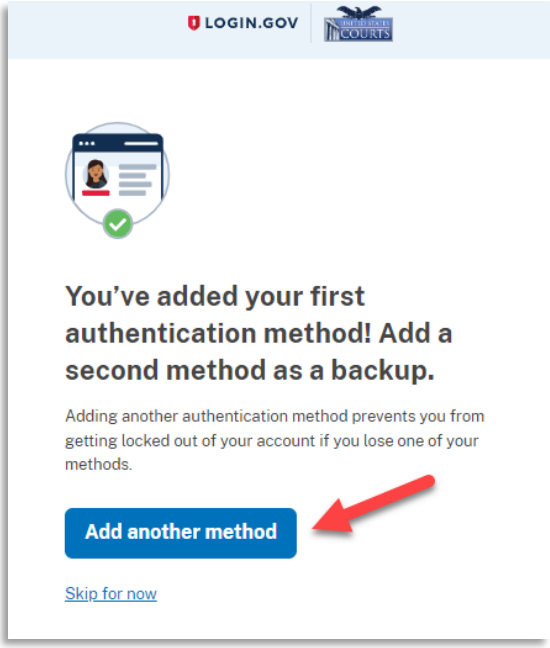
In the **One-time code** field, enter the one-time code sent to your device, and then click **Submit**.



Step 4

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.



3.3 Identity Verification

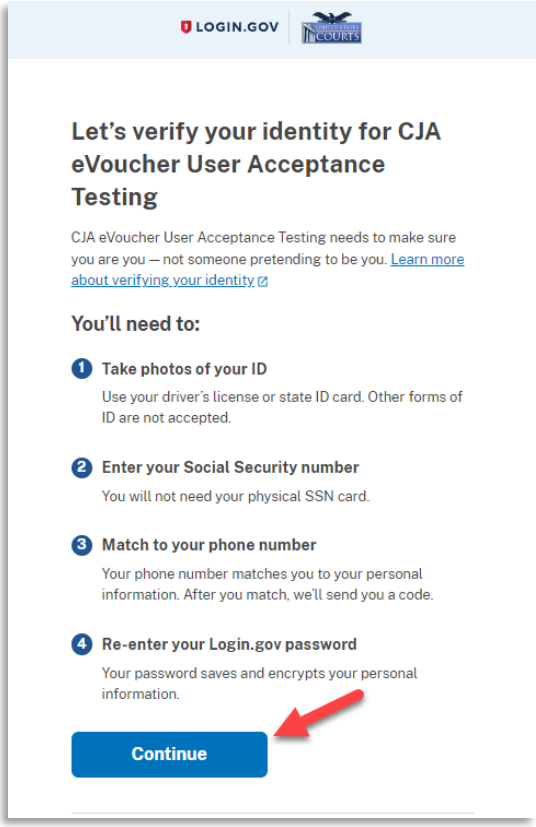
To access eVoucher, you must verify your identity by uploading an acceptable form of identification. For example, a driver's license or state ID. This added security measure is to ensure that you are not someone else pretending to be you.

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

To verify your identity, follow the steps provided below.

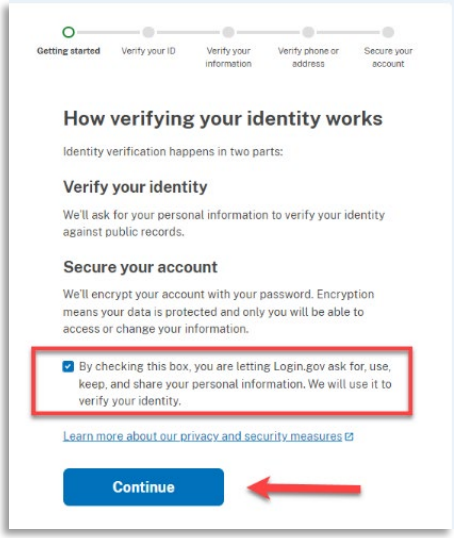
Step 1

If you have 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 are in the process of creating your Login.gov account, this step automatically appears after you have established your multi-factor authentication method(s). Click **Continue**.



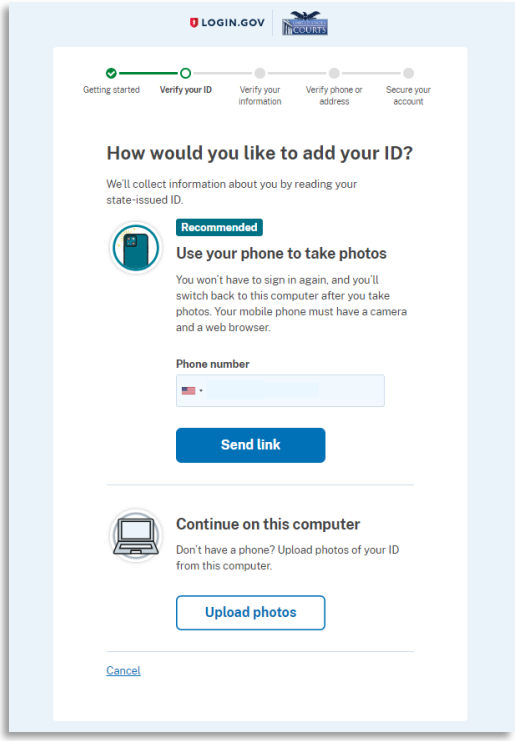
Step 2

Select the check box to allow Login.gov to ask for, use, keep, and share your personal information to verify your identity, and then click **Continue**.



Step 3

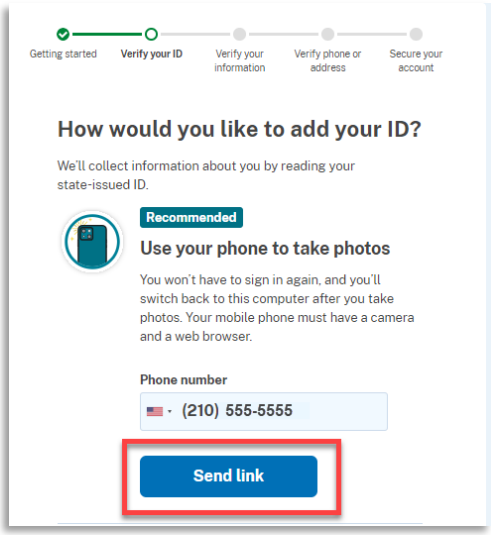
Choose an option for adding your identification information. One option is to upload photos of your ID from your phone, and the other option is to upload them directly from your computer. Follow the options provided below.

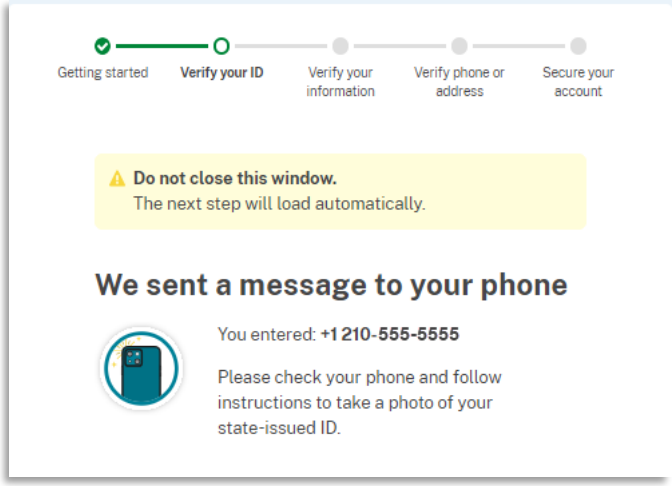


Option 1: Upload photos from phone (recommended)

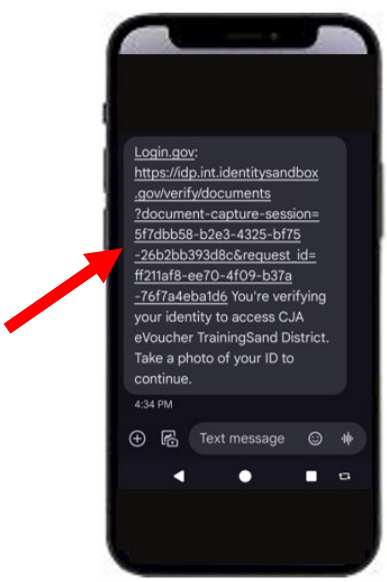
Option 1

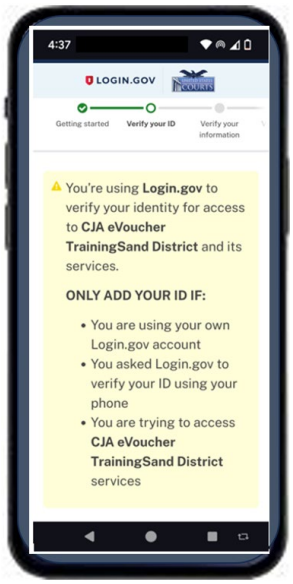
1. Click **Send link**. A message appears, prompting you to check your device for a text message with instructions for taking a photo of your ID to verify your identity.



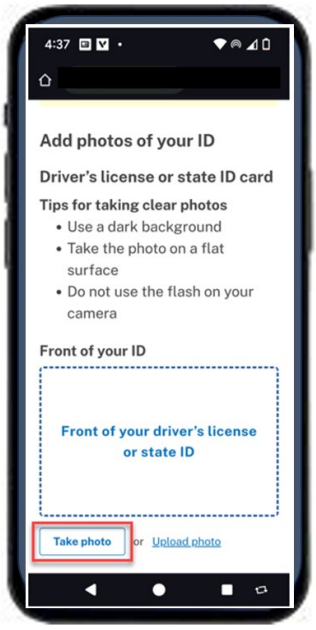


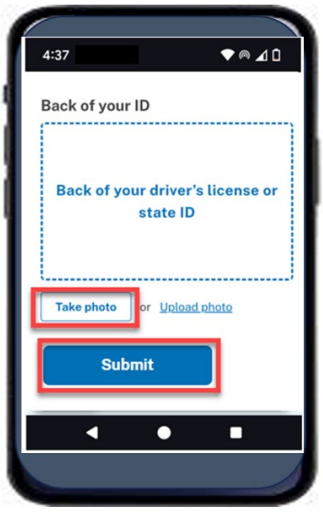
2. Tap the link in the text message. A message appears, confirming that you are attempting to verify your identity to access eVoucher. Scroll down for additional instructions.



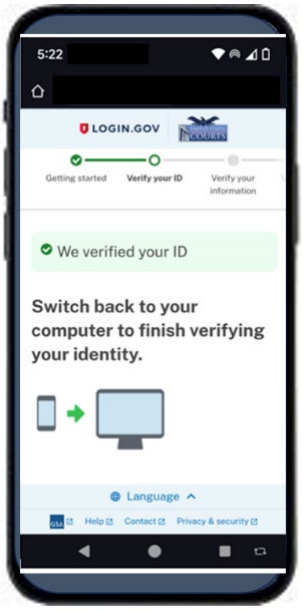


3. Tap **Take photo** to switch your phone to the camera function. Take a photo of the front of your ID card. Scroll down and tap **Take photo** again to take a photo of the back of the card. Verify that each image appears in the appropriate box, and then tap **Submit**.





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

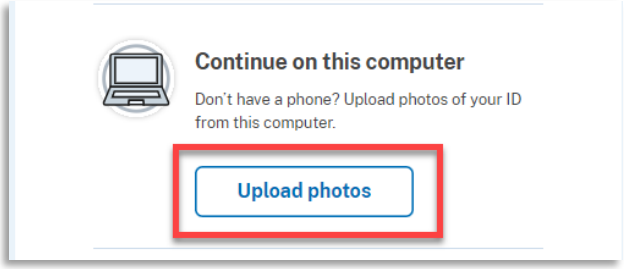


Continue to step 4 to complete the identity verification process.

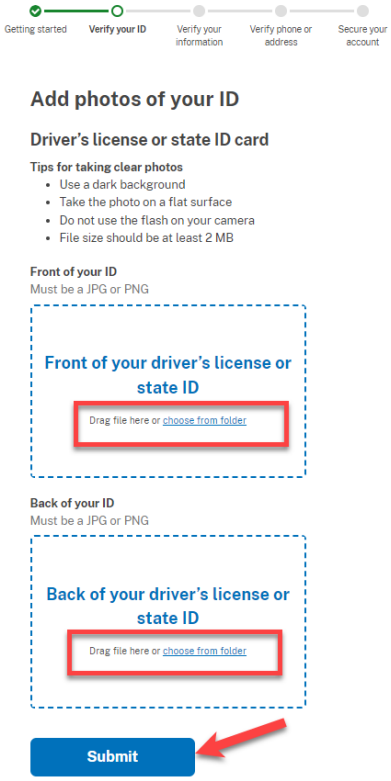
Option 2: Upload photos from your computer

Option 2

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



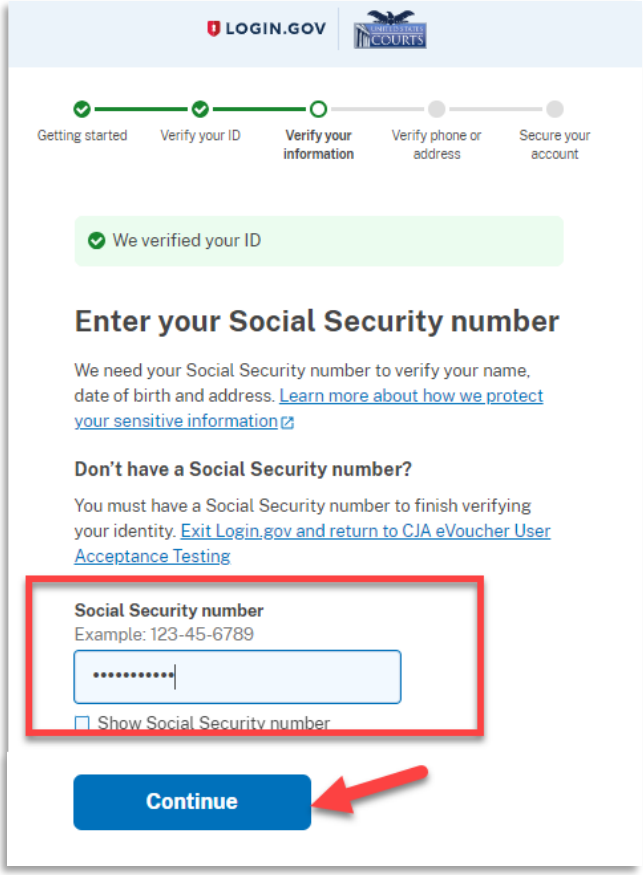
2. You can either drag photos of the front and back of your ID from your computer and drop them in the appropriate boxes, or click the **choose from folder** link to browse for and select the photos to add. Once the photos are uploaded, click **Submit**.



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

Step 4

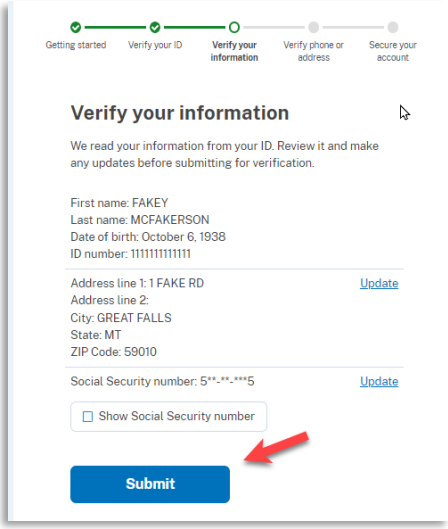
Once your identity has been verified, Login.gov verifies your name, date of birth, and address using your Social Security number (SSN). In the **Social Security number** field, enter your SSN, and then click **Continue**.



Step 5

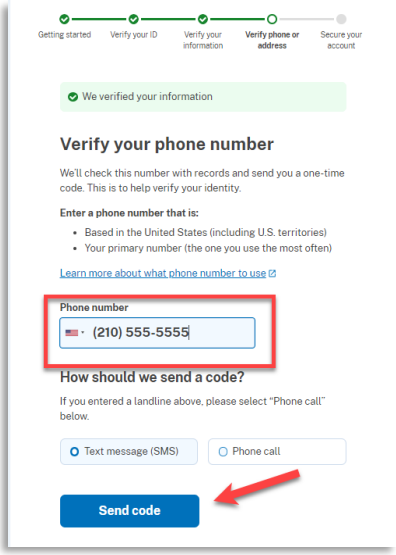
Your name, date of birth, and address are imported from your ID; verify that the information is correct. If there are any errors, click the **Update** link next to the appropriate information and edit as needed. Once your information is correct and complete, click **Submit**.

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



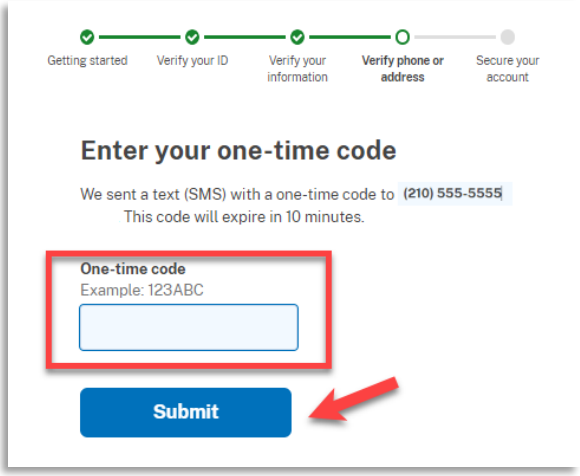
Step 6

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**.



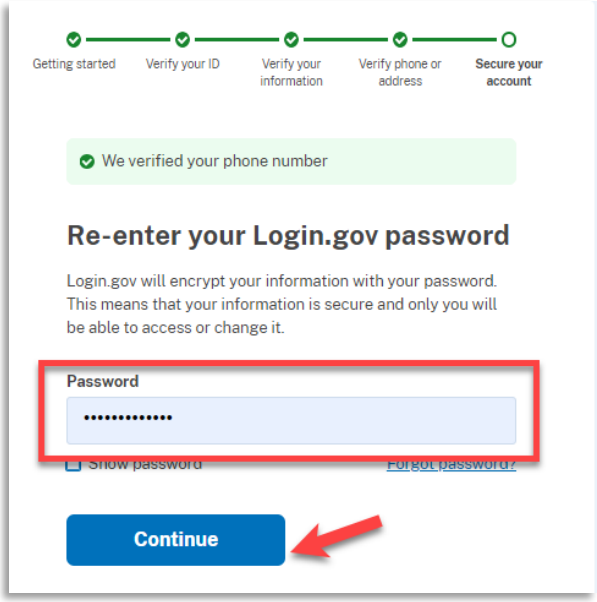
Step 7

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



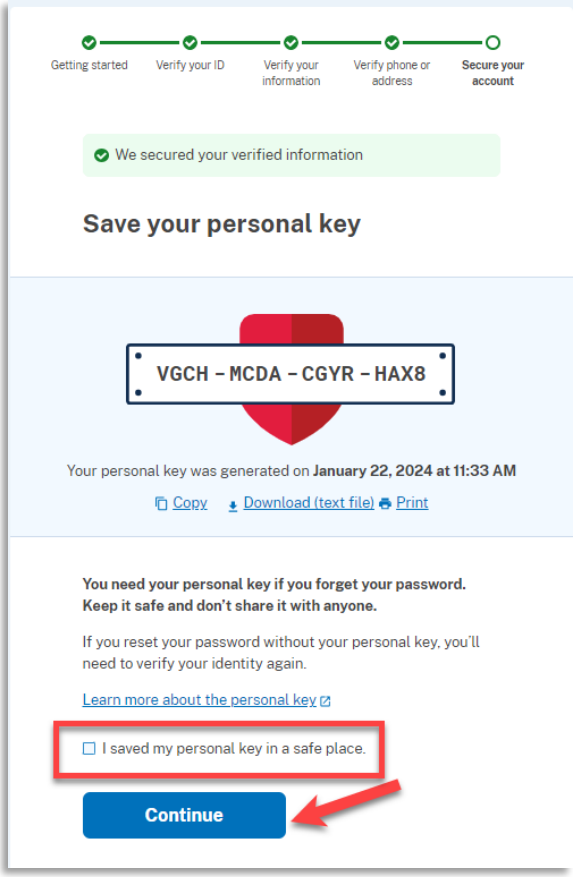
Step 8

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



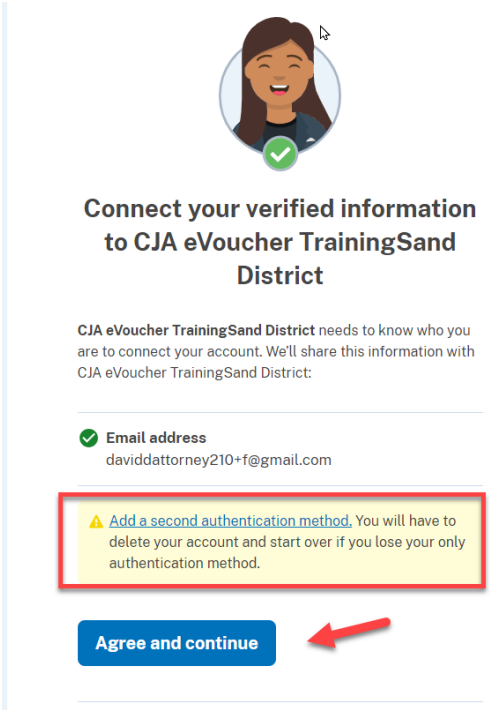
Step 9

The system generates a personal key, the personal key is required should 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**.



Step 10

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.

4. Linking Your eVoucher Account to Your Login.gov Account

4.1 For **NEW** Login.gov accounts:

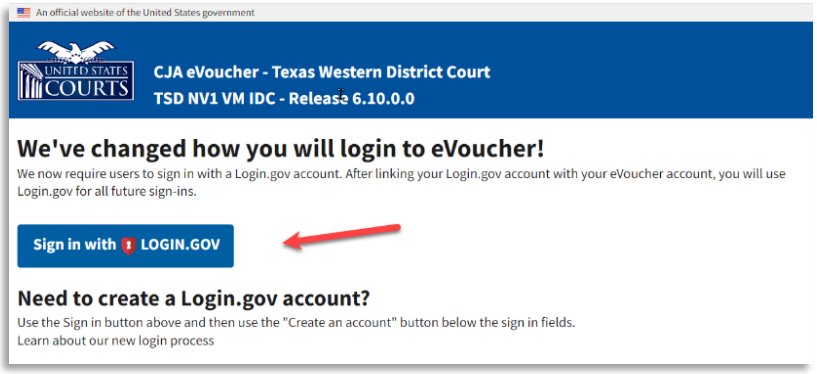
After you have completed your identity verification and received your security key, you are automatically directed to [the District Court of the Virgin Islands eVoucher linking page](). Please note that the email address you used to create your Login.gov account will
pre-populate in the **eVoucher Email Address** field.

4.2 For **EXISTING** Login.gov accounts:

To link your eVoucher account to your Login.gov account, follow the steps provided below:

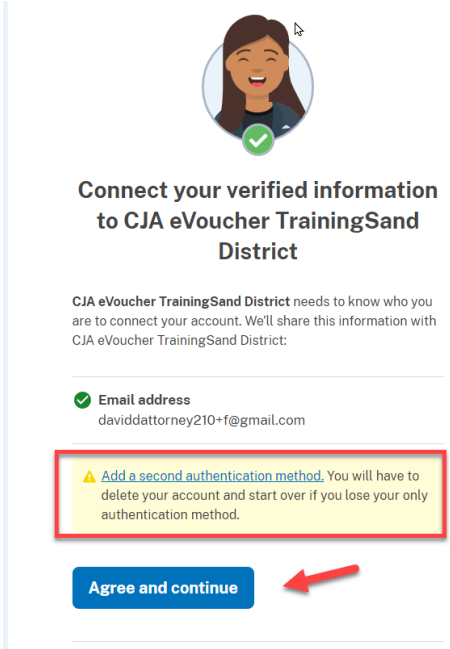
Step 1

From the District Court of the Virgin Islands eVoucher sign in page, click **Sign in with LOGIN.GOV** and follow the prompts to sign in and authenticate your Login.gov account.



Step 2

Next, you are 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 the District Court of the Virgin Islands eVoucher linking page. Note that the **eVoucher Email Address** field is now pre-populated with your email address.

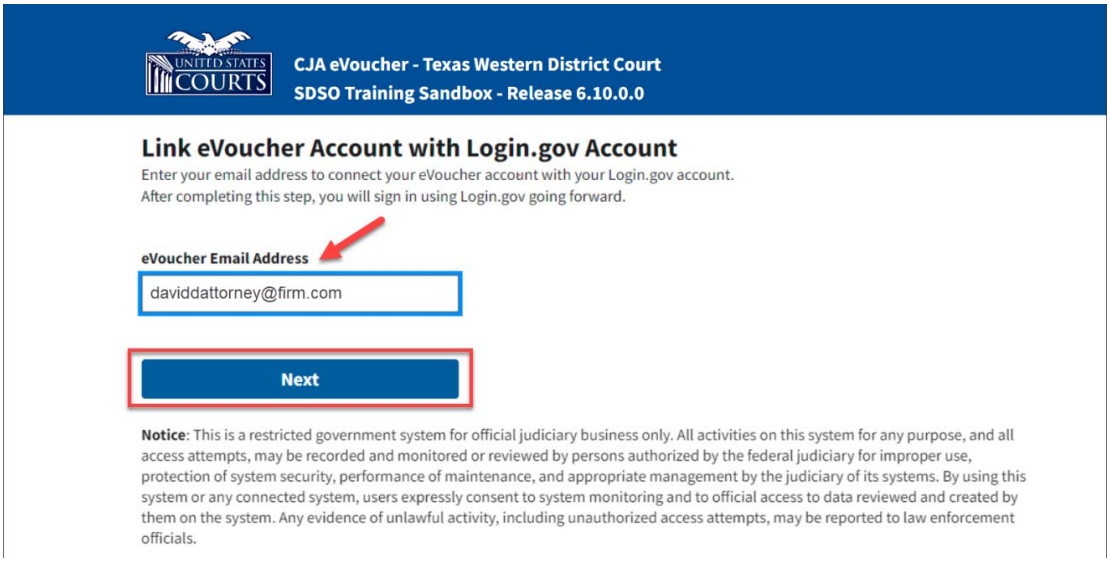
5. Linking Your Accounts Using Your Single Login Profile (SLP) Email Address and Password

5.1 Link eVoucher with Login.gov – Existing eVoucher User

Existing eVoucher users who have an SLP can sign in using their SLP email address and password by following the steps provided below:

Step 1

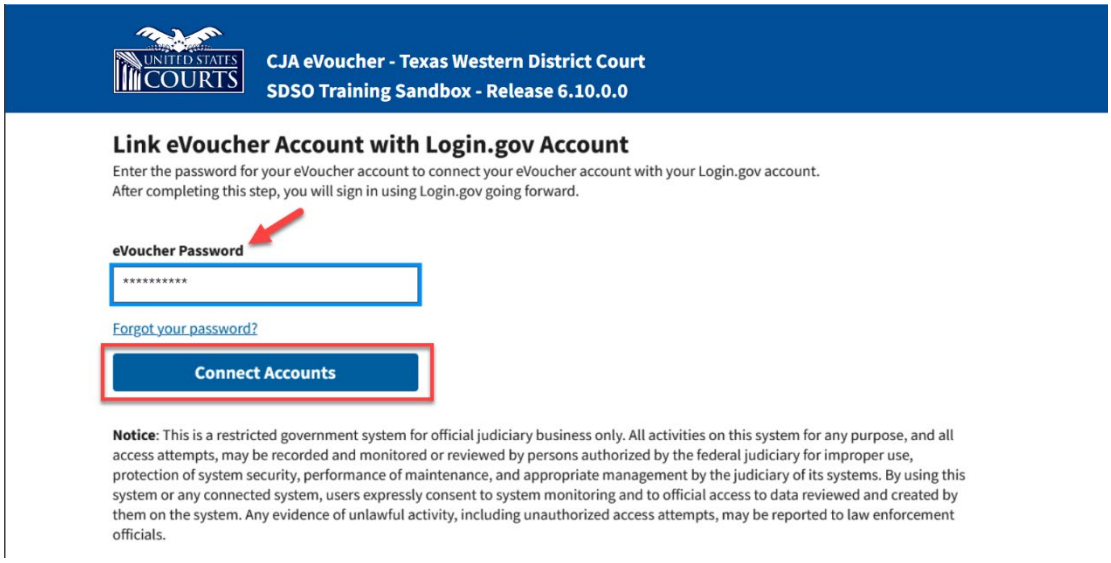
In the **eVoucher Email Address** field, enter your eVoucher SLP email address, and then click **Next**.



Note: This field defaults to display your Login.gov email address. Update this field if your SLP email address is different than what is displayed here.

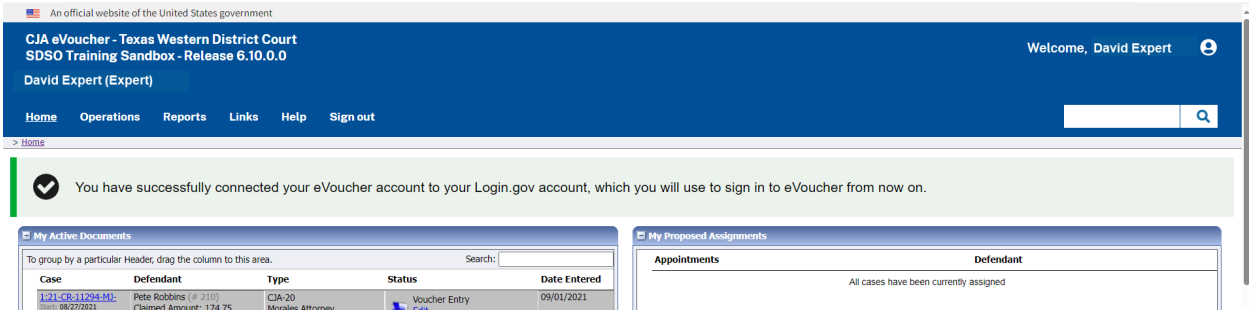
Step 2

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 system 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 as you normally would.



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

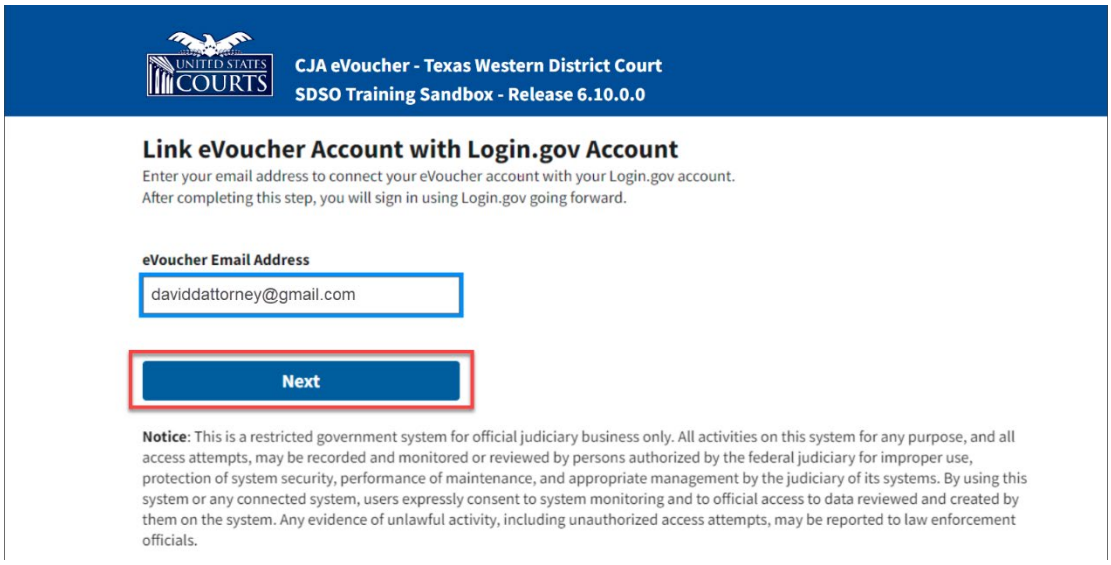
6. Linking Your Accounts by Email Invitation – New User

6.1 Link eVoucher Account with Login.gov – New eVoucher User

New eVoucher users who do not have an SLP can also link their accounts from the eVoucher linking page by following the steps provided below:

Step 1

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

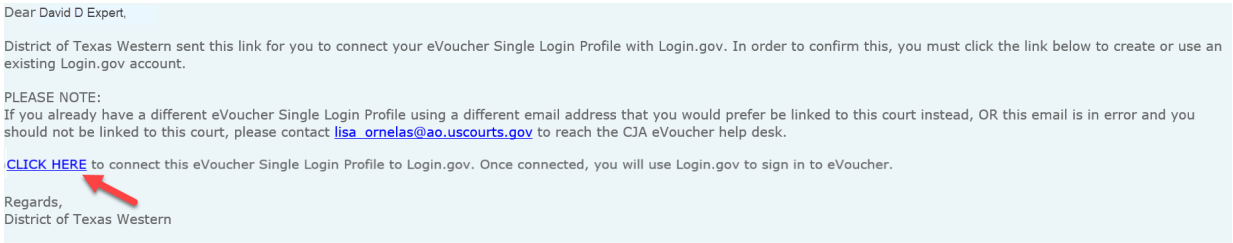


Step 2

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

Step 3

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



Dear David D Expert,

District of Texas Western sent this link for you to connect your eVoucher Single Login Profile with Login.gov. In order to confirm this, you must click the link below to create or use an existing Login.gov account.

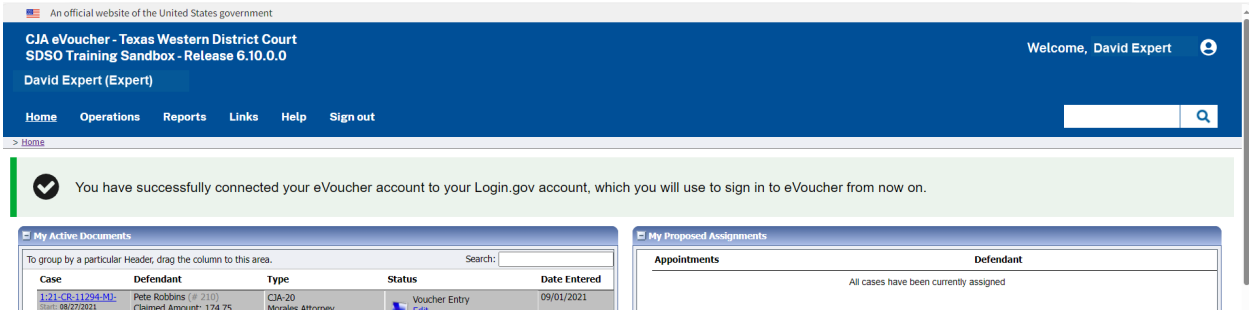
PLEASE NOTE:
If you already have a different eVoucher Single Login Profile using a different email address that you would prefer be linked to this court instead, OR this email is in error and you should not be linked to this court, please contact lisa_ornelas@ao.uscourts.gov to reach the CJA eVoucher help desk.

CLICK HERE to connect this eVoucher Single Login Profile to Login.gov. Once connected, you will use Login.gov to sign in to eVoucher.

Regards,
District of Texas Western

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 as you normally would.



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

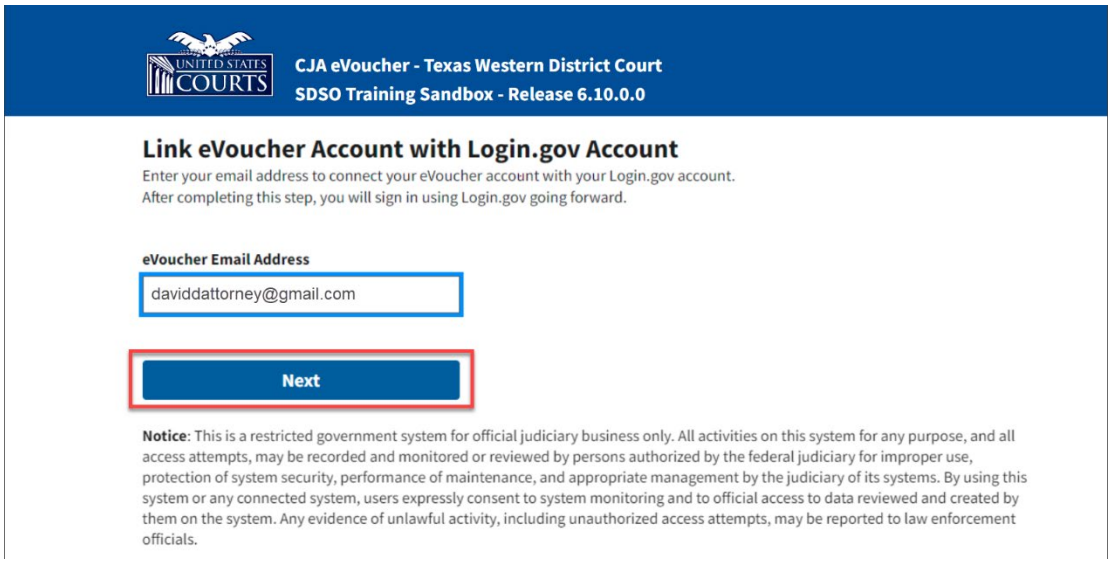
7. Linking Your Accounts by Email Invitation – Existing User

7.1 Link eVoucher Account with Login.gov Account – Existing eVoucher 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 by following the steps provided below:

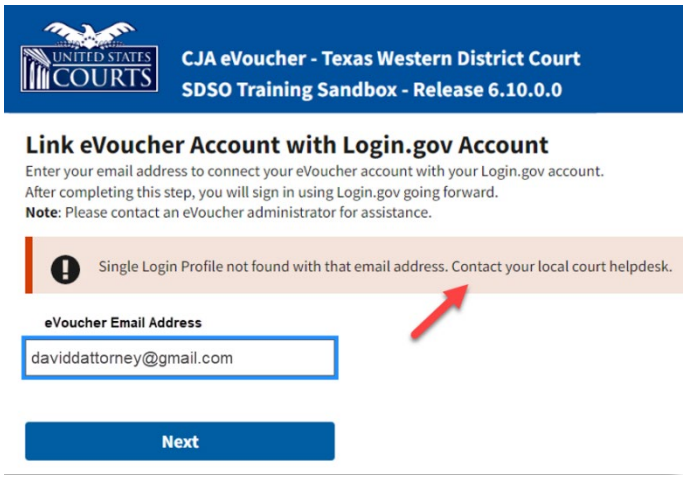
Step 1

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



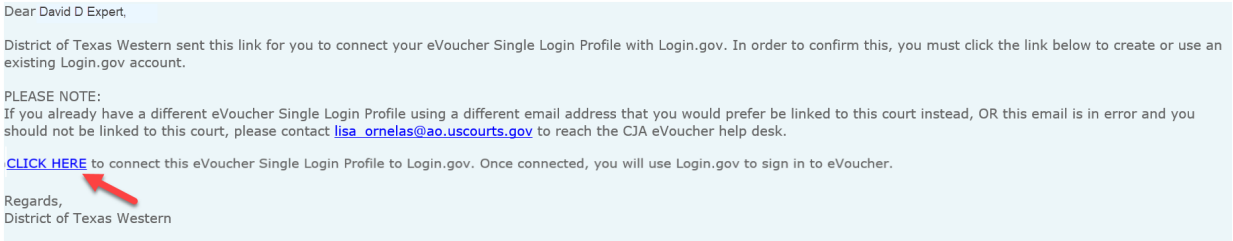
Step 2

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.



Step 3

If you contact your court's help desk (Financial Services), the court then sends you an email message with a link that you can click to automatically connect your two accounts.



Dear David D Expert,

District of Texas Western sent this link for you to connect your eVoucher Single Login Profile with Login.gov. In order to confirm this, you must click the link below to create or use an existing Login.gov account.

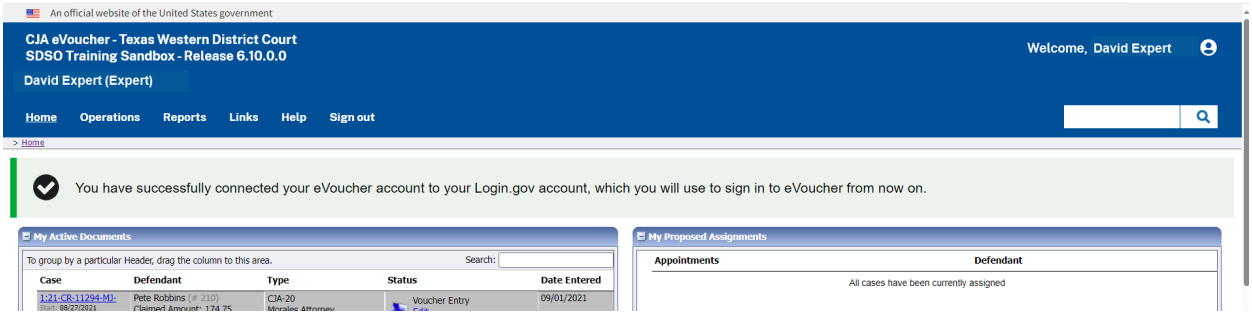
PLEASE NOTE:
If you already have a different eVoucher Single Login Profile using a different email address that you would prefer be linked to this court instead, OR this email is in error and you should not be linked to this court, please contact lisa_ornelas@ao.uscourts.gov to reach the CJA eVoucher help desk.

CLICK HERE to connect this eVoucher Single Login Profile to Login.gov. Once connected, you will use Login.gov to sign in to eVoucher.

Regards,
District of Texas Western

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 as you normally would.



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

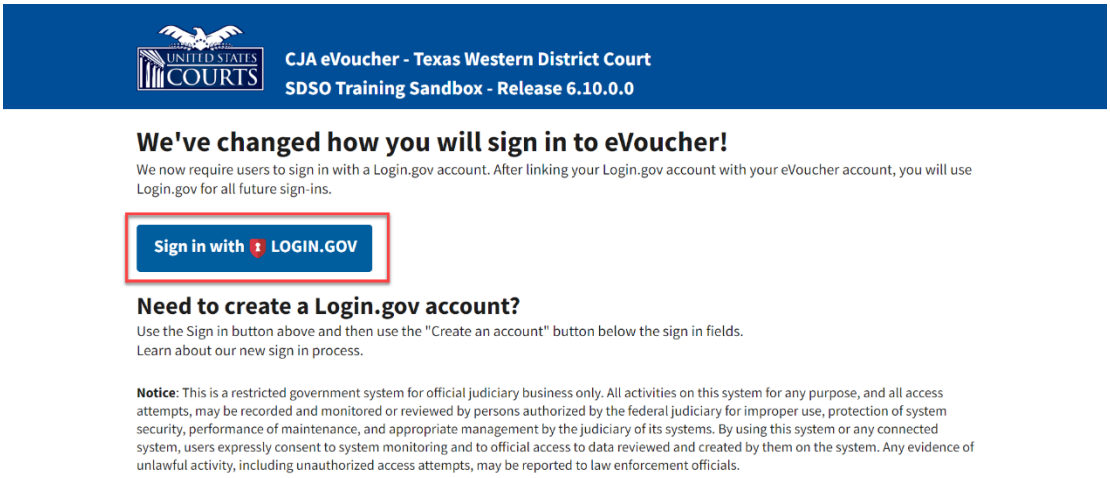
8. Signing In to eVoucher

8.1 Accessing eVoucher

Once you have 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 on all future logins. Follow the steps provided below to access eVoucher.

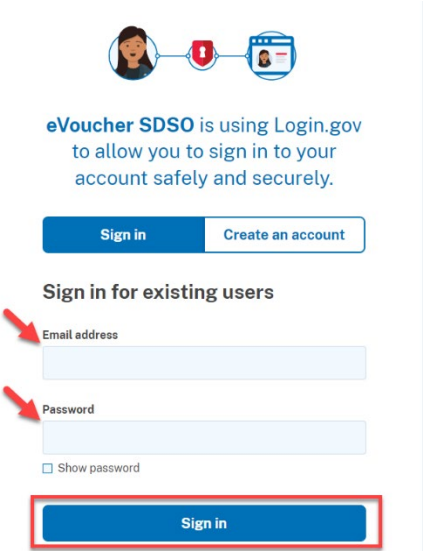
Step 1

To sign in to eVoucher, you may use any US Courts CJA eVoucher URL or the District Court of the Virgin Islands CJA eVoucher URL, https://evadweb.ev.uscourts.gov/CJA_vix_prod/CJAeVoucher/, to access the Login.gov sign in button. Click **Sign in with LOGIN.GOV**.



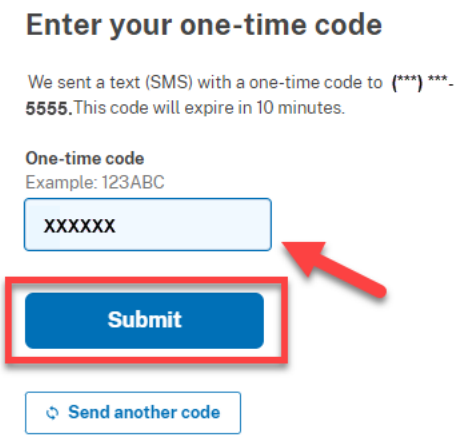
Step 2

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**.

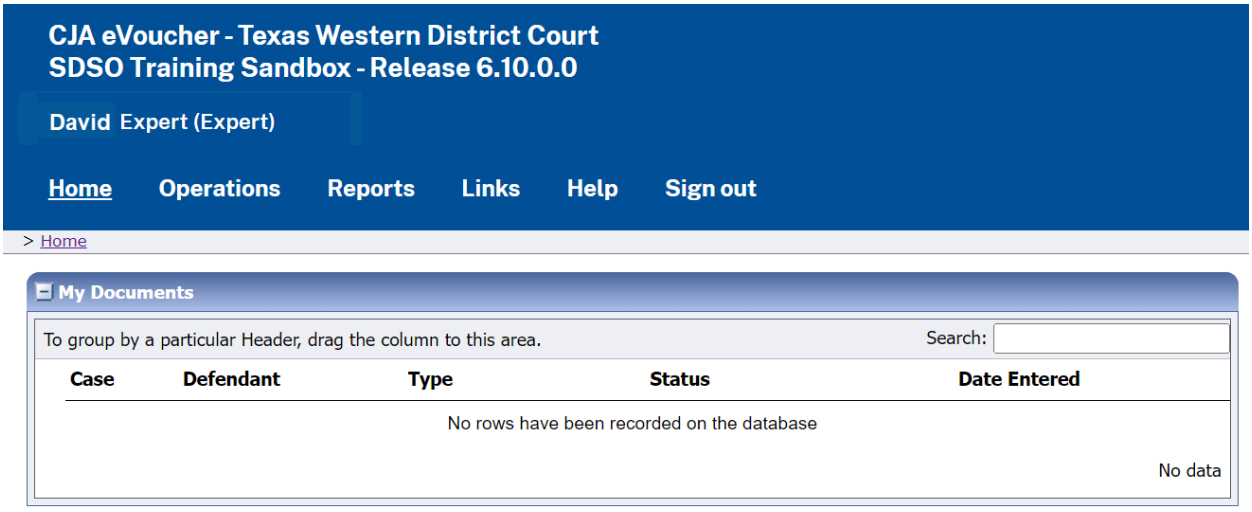


Step 3

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.



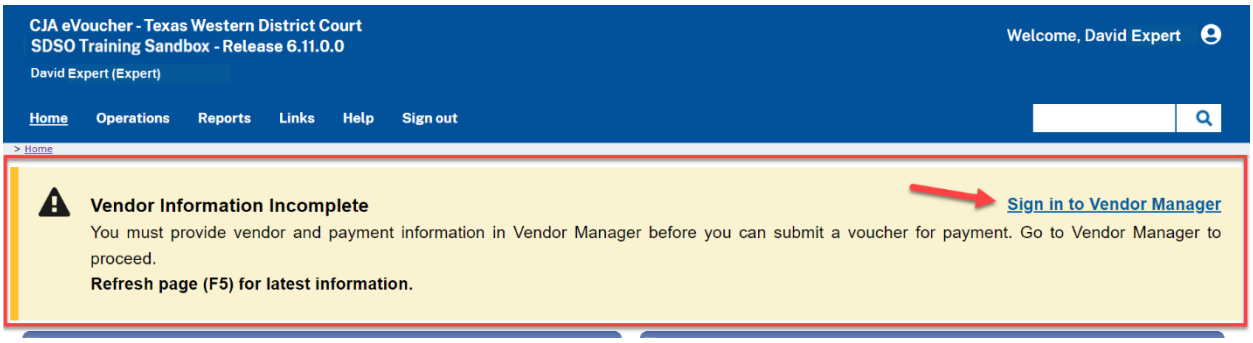
9. Vendor Manager System (VMS)

9.1 Creating a VMS Account

Beginning with release 6.11, Attorneys and Experts must create an account in the Vendor Manager System (VMS) to manage their payment account information, including electronic file transfer (EFT) payments for your services. This VMS account must be created and linked to your eVoucher account before you can submit a voucher for payment. Follow the steps provided below to access VMS:

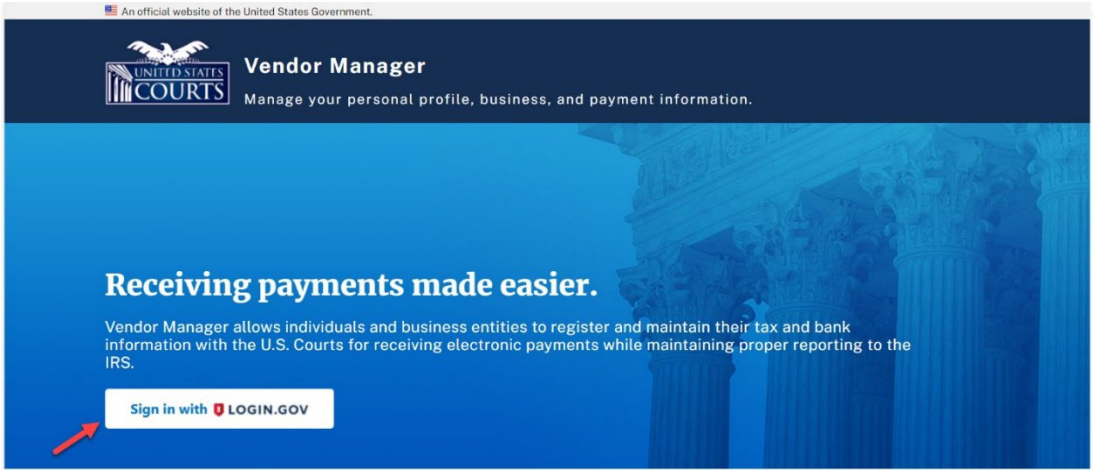
Step 1

A banner directing you to complete your vendor information in VMS displays on every page in eVoucher until you set up at least one payment account in VMS. Click the **Sign in to Vendor Manager** link to access VMS.



Step 2

On the VMS landing page, click **Sign in with LOGIN.GOV** to begin creating your account.



Step 3

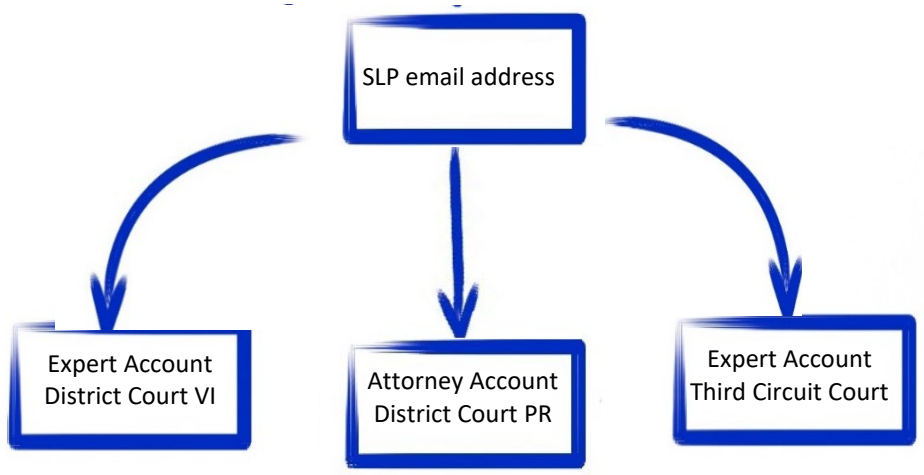
Review the VMS job aids for all the information necessary to create your VMS account.

10. Single Login Profile (SLP)

10.1 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. Below, the Single Login Profile chart, serves as an example in switching from one account to another account in CJA eVoucher.

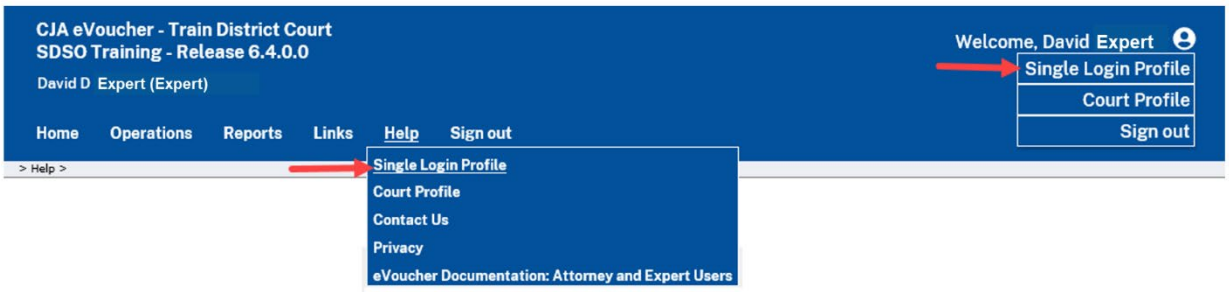
Single Login Profile for David D. Expert



On the Single Login Profile page, you can:

- Edit your first, middle, and last name.
- Edit your email address.
- Access VMS to view and edit your payment account information.
- View your linked eVoucher accounts.
- Change your default court.

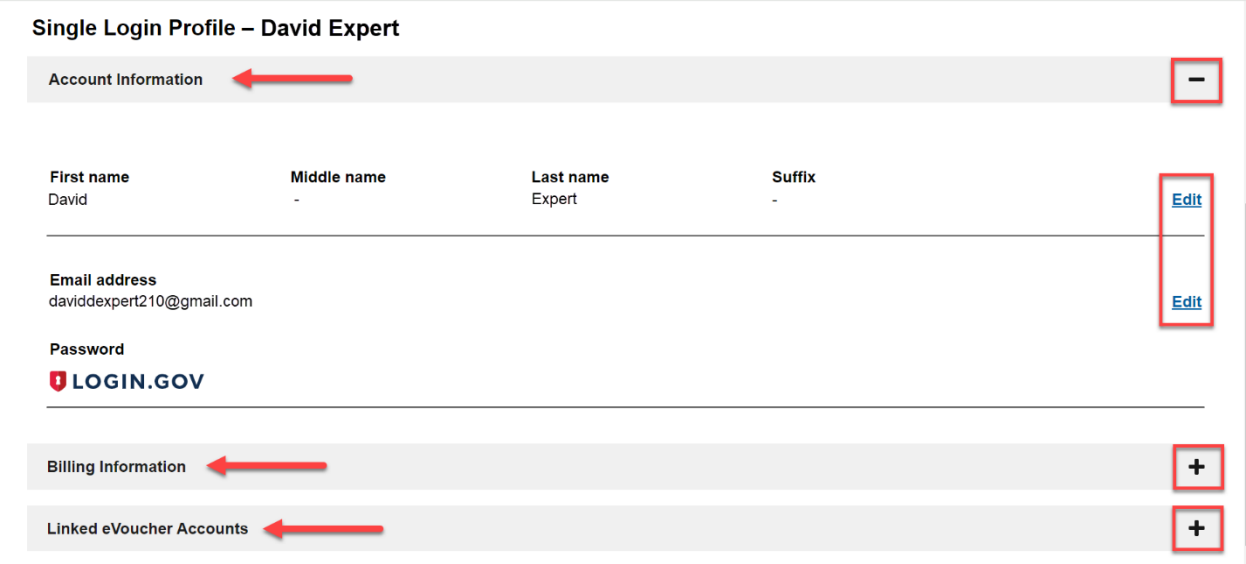
To access the Single Login Profile page, on the menu bar, click **Help**, and then click **Single Login Profile**, or point to the profile icon, and then click **Single Login Profile**.



10.2 Editing Your SLP

Your SLP information is divided into three sections: Account Information, Billing 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.



10.3 Modifying Your Name

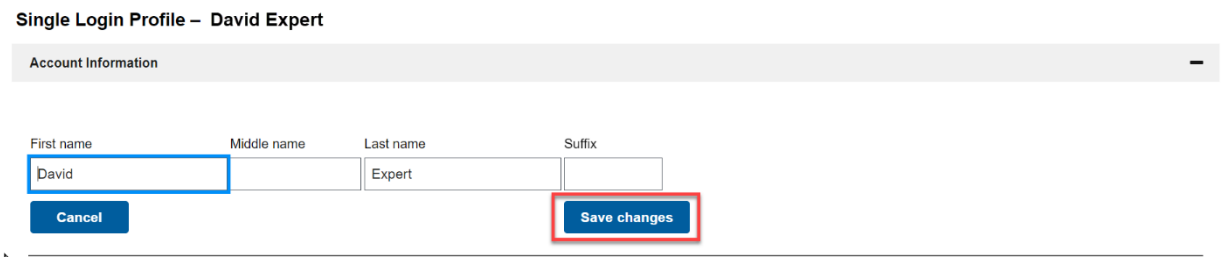
In order to modify your name, follow the steps provided below:

Step 1

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

Step 2

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.

10.4 Updating Your SLP Email Address

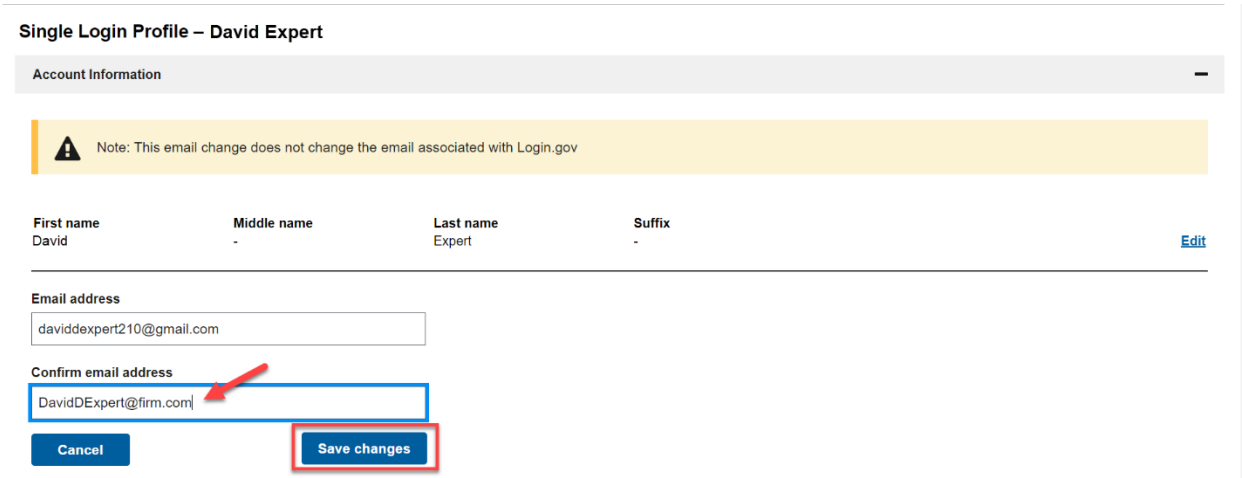
To update your SLP email address, follow the steps provided below.

Step 1

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

Step 2

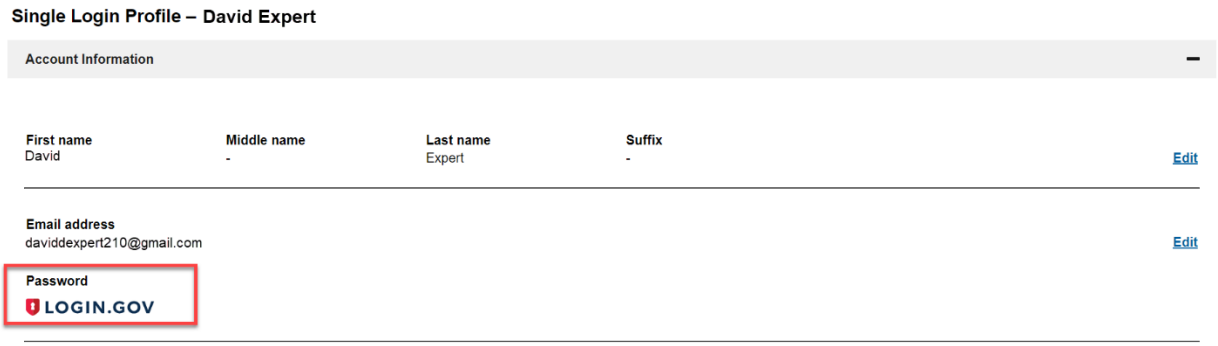
Enter your new email address, confirm it, and then click **Save changes**.



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

10.5 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.



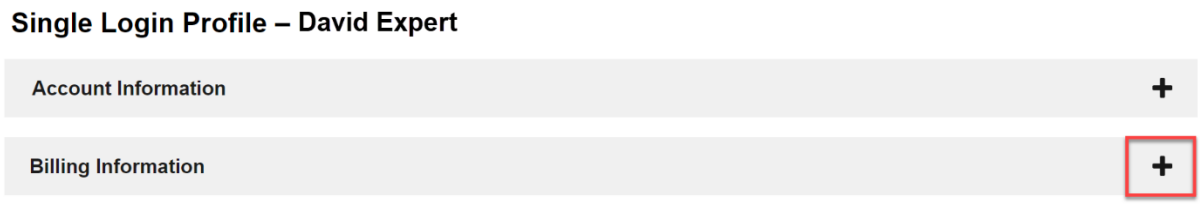
Note: Login.gov is a separate application from eVoucher. For password assistance, visit their Help center page at https://www.login.gov/help.

10.6 Viewing Billing Information

To view your Billing Information, follow the steps provided below:

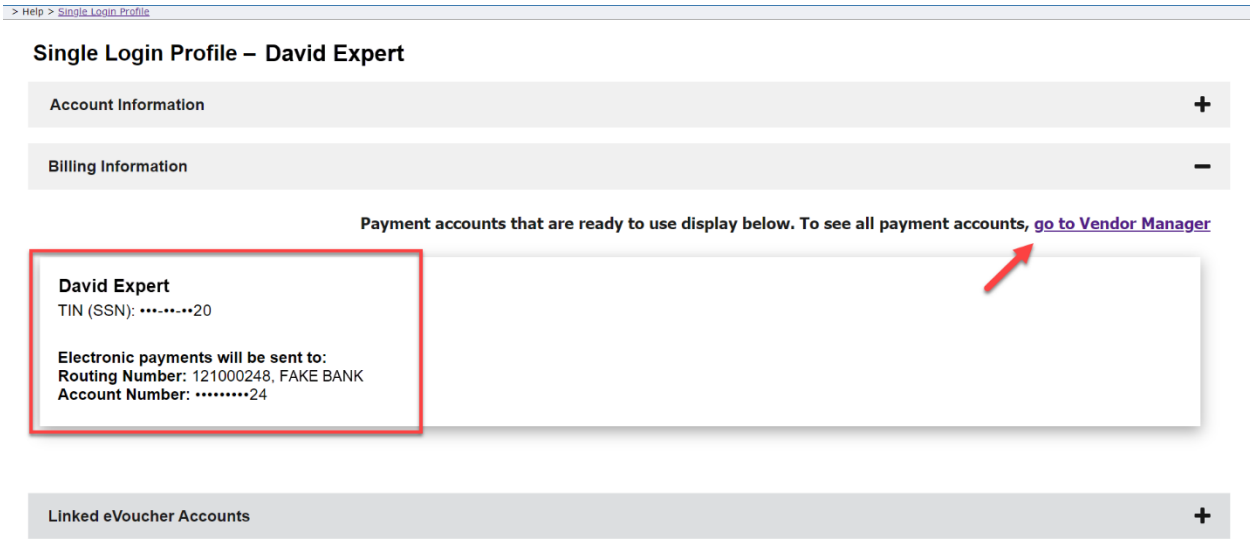
Step 1

Click the plus sign (**+**) to expand the Billing Information section.



Step 2

View read-only payment account information from VMS in this section. Click the **go to Vendor Manager** link to go to VMS to edit your billing and payment information there.



10.7 Viewing Linked eVoucher Accounts

To view your Linked eVoucher Accounts, complete the following steps:

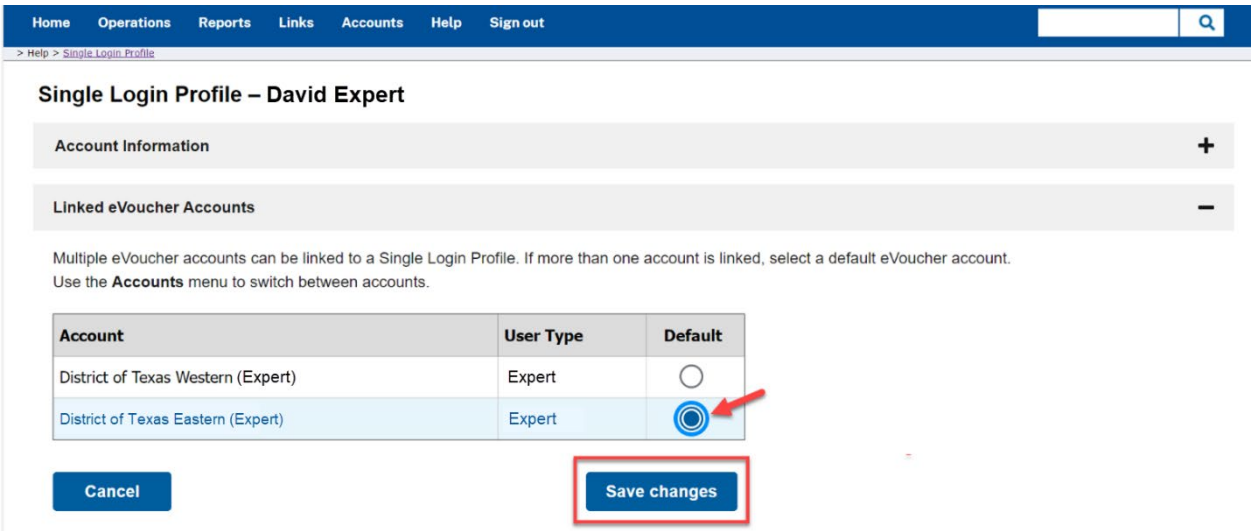
Step 1

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.

Step 2

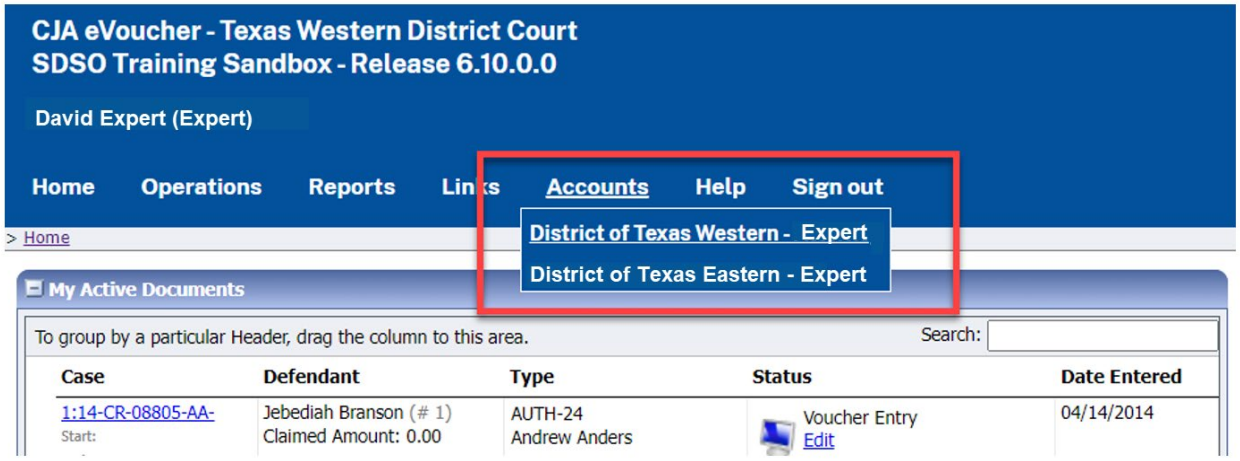
Your default court is the court that initially appears when you sign in to eVoucher. To change your default court, click the radio button for the desired court account, and then click **Save changes**.



11. Accessing Multiple Accounts in eVoucher

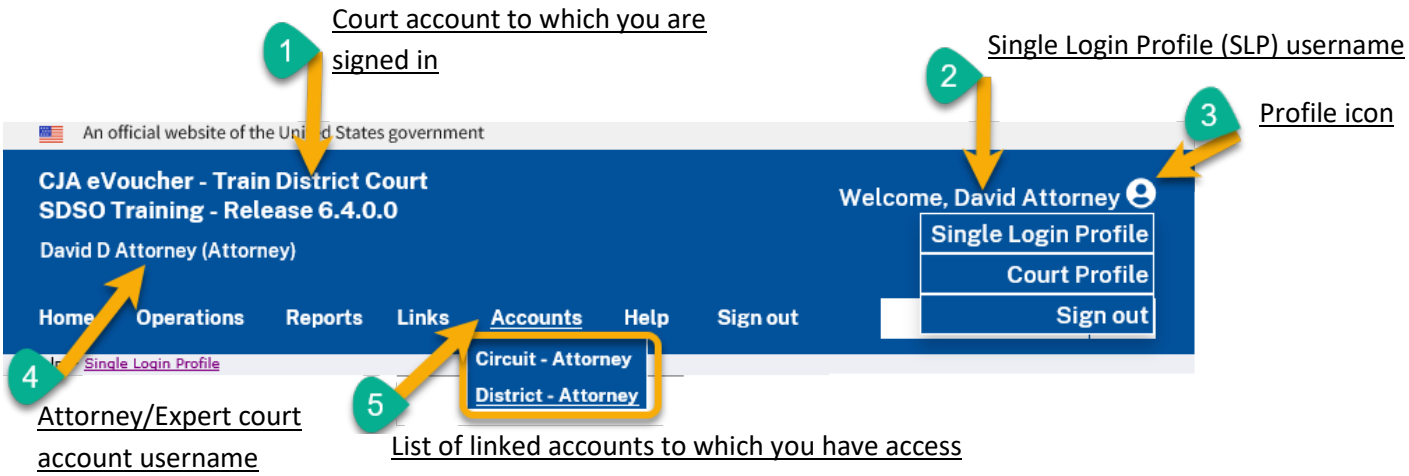
11.1 Multiple eVoucher Account Access

To access multiple accounts in eVoucher, from the **Accounts** menu, click the court account in which you wish to work.



12. Single Login Profile vs. Court Profile

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

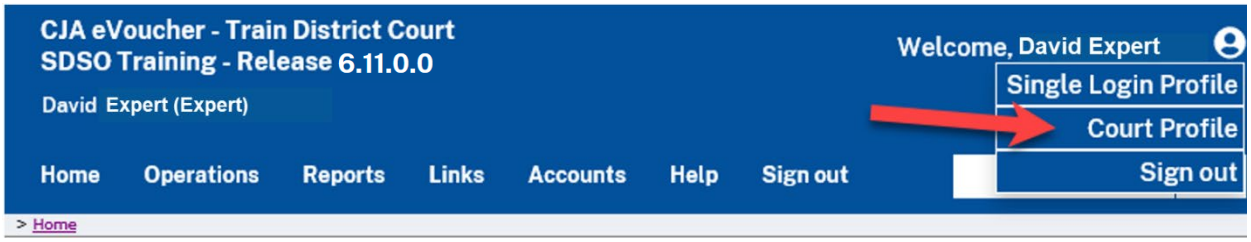


1. **Court account** – This is the court account you selected from the **Accounts** menu, showing the account to which you are signed in.
2. **Single Login Profile (SLP)** – This profile is attached to a person. It connects multiple eVoucher accounts a user may have.
3. **Profile icon** – You can access 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.

13. Court Profile

13.1 Court Profile Management

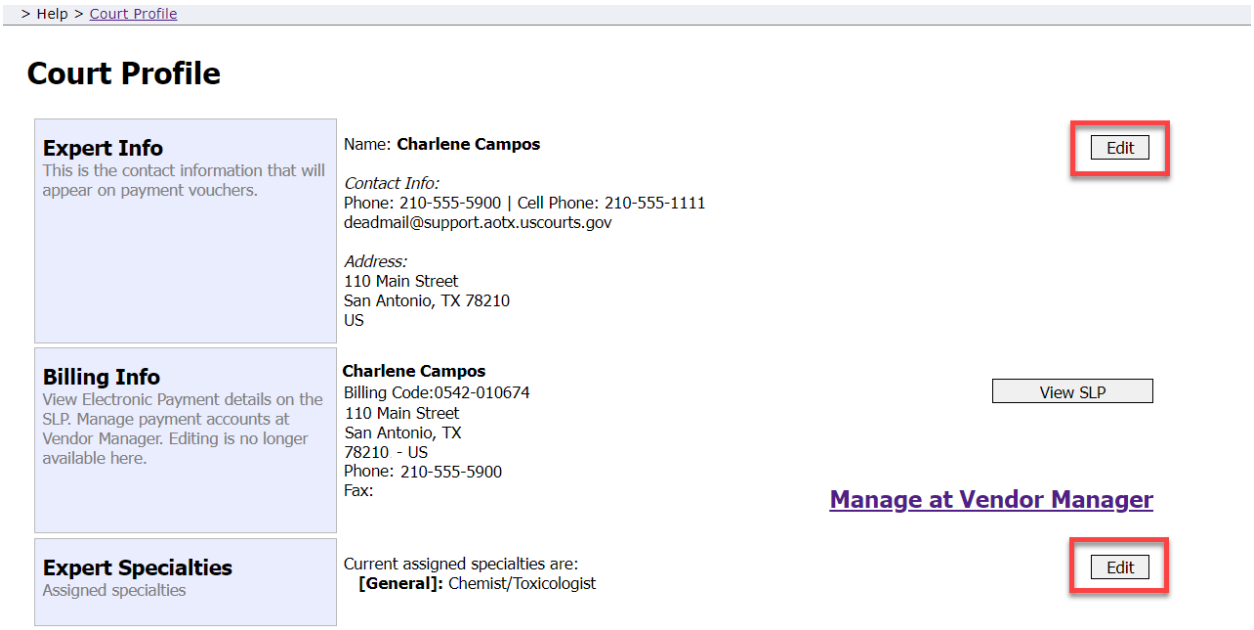
You can make changes to your eVoucher account information. On the home page, point to your profile icon, and then click **Court Profile**.



On the Court Profile page, you can:

- Edit contact information, phone, email, and/or physical address.
- Manage your payment accounts, Social Security number (SSN), and/or employee identification number (EIN) from the VMS. **Copies of a W-9 must be provided to the court, and any changes to the SSN or EIN must be completed in VMS.**
- Enter expert specialties.
- Document any continuing legal education (CLE) attendance.

Click **Edit** to the right of the Expert Info and Expert Specialties sections to expand these sections and edit any information. Review your court profile and add any missing information as needed.



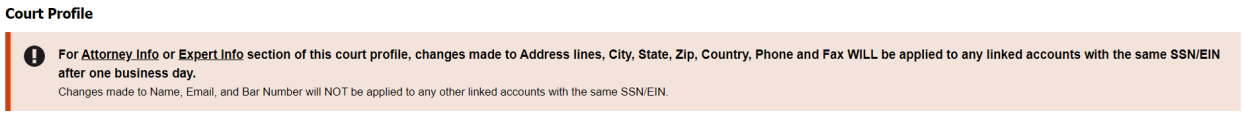
13.2 Expert Info

As an expert in the CJA eVoucher System, you can access your personal information by following the steps provided below.

Step 1

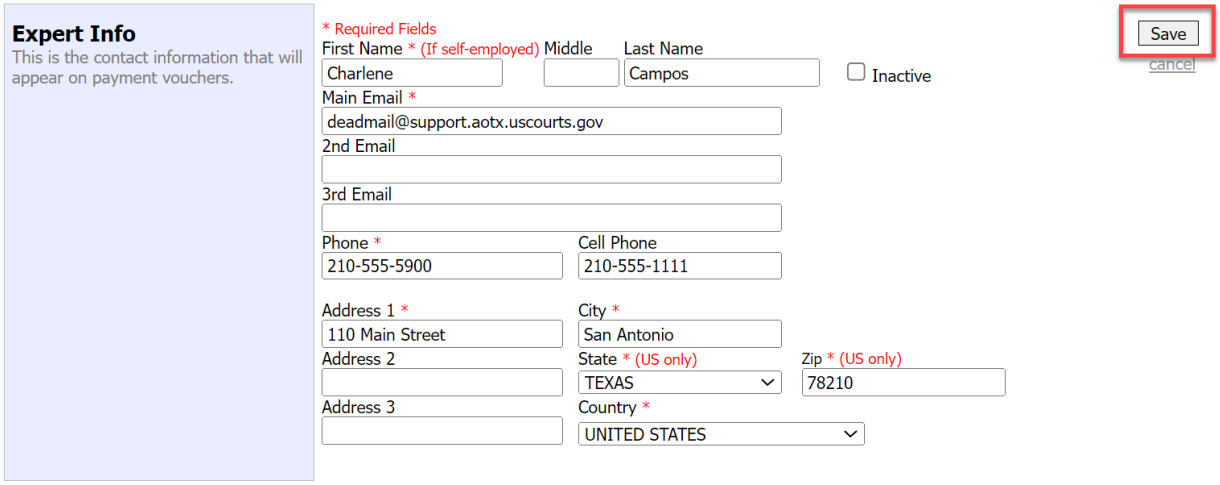
In the Expert Info section, click **Edit** to access your personal information.

If you have an SLP that is linked to more than one court, certain changes made to the Expert Info section of your court profile are 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:



Step 2

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



Note: SSN/EIN information displays in the Expert Info section for expert accounts with this information that were added to eVoucher prior to the 6.11 release. You cannot edit this information in the court profile and must go to VMS to change your SSN or EIN.

13.3 Billing Info

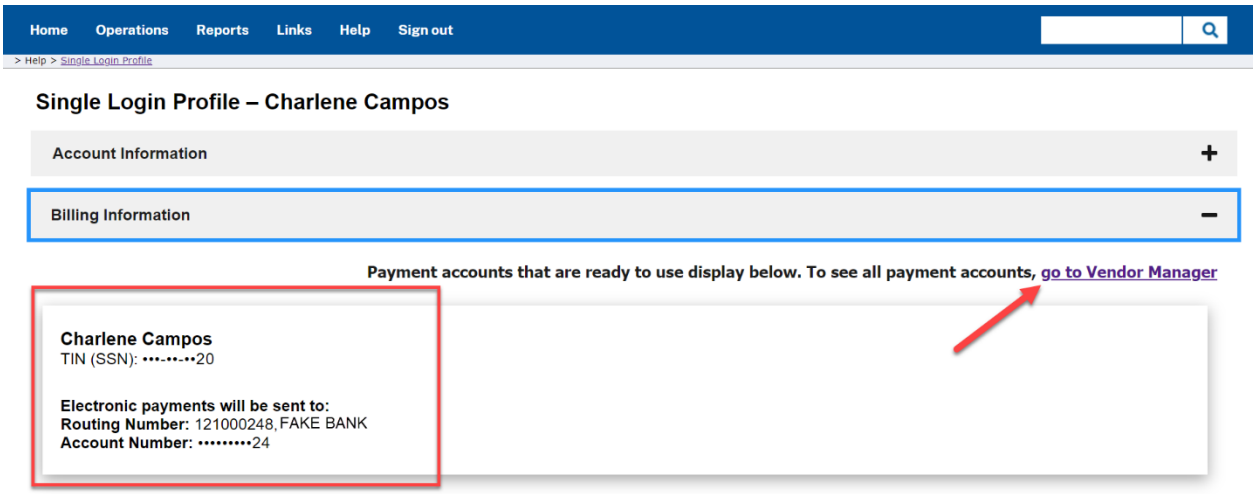
In the Billing Info section of your court profile, you can view and manage your payment account information in one of two ways by following the steps provided below:

Note: Beginning with release 6.11, you can no longer add or edit your billing information on eVoucher's Court Profile page. Additionally, read-only billing information is displayed in the Billing Info section if your account included billing information prior to the 6.11 release.

Step 1

Click **View SLP** to access your SLP section in eVoucher.

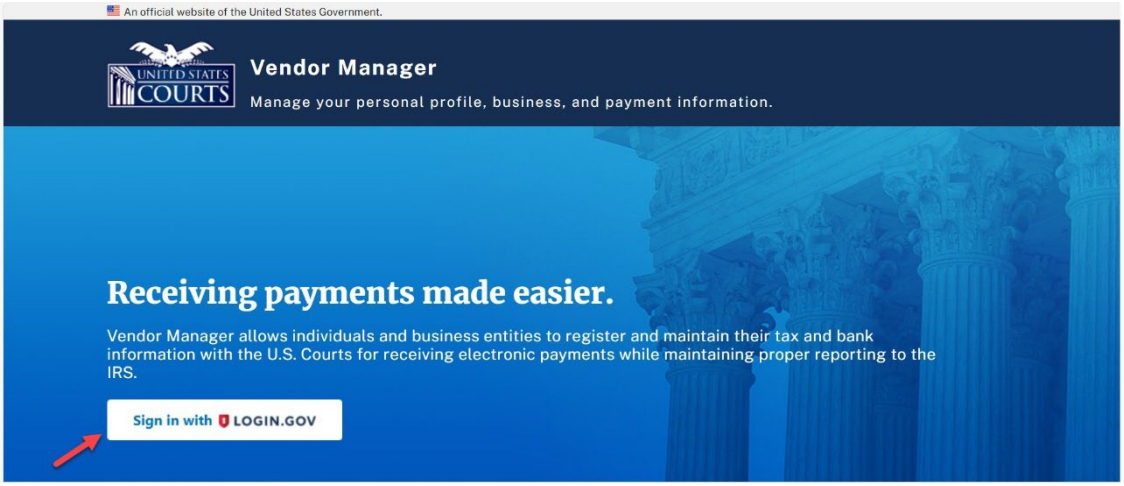
Payment account(s) you have set up in VMS display in the Billing Information section. Click the **go to Vendor Manager** link to view and edit your payment account information there.



Step 2

Click the **Manage at Vendor Manager** link to access VMS.

Click **Sign in with LOGIN.GOV** to view and edit your payment account information there.



13.4 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 appears at the top of your Court Profile page.

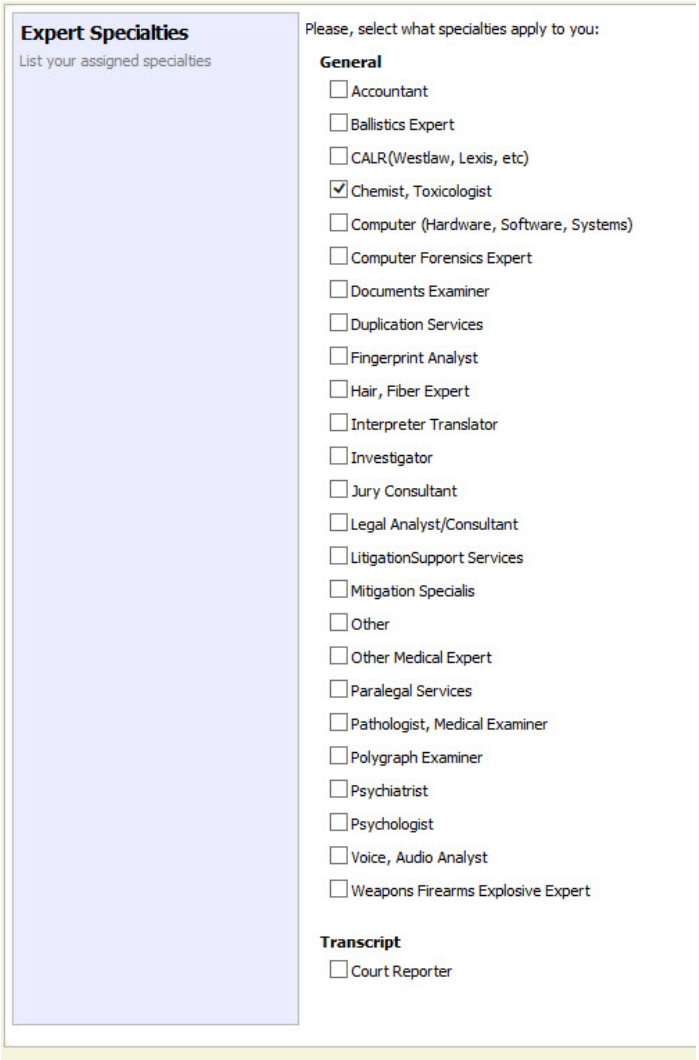
Court Profile

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.

To select the Expert Specialties, follow the steps provided below:

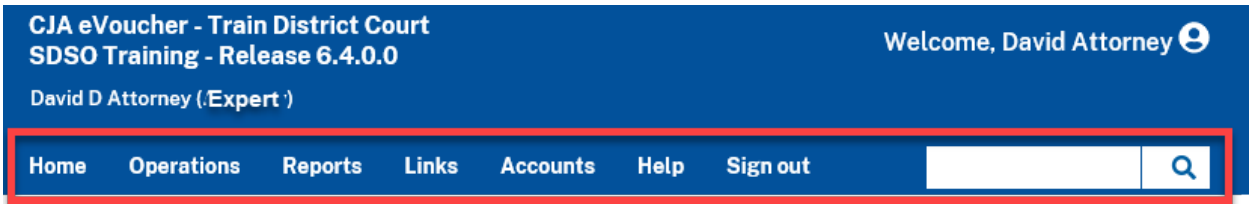
Step 1

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



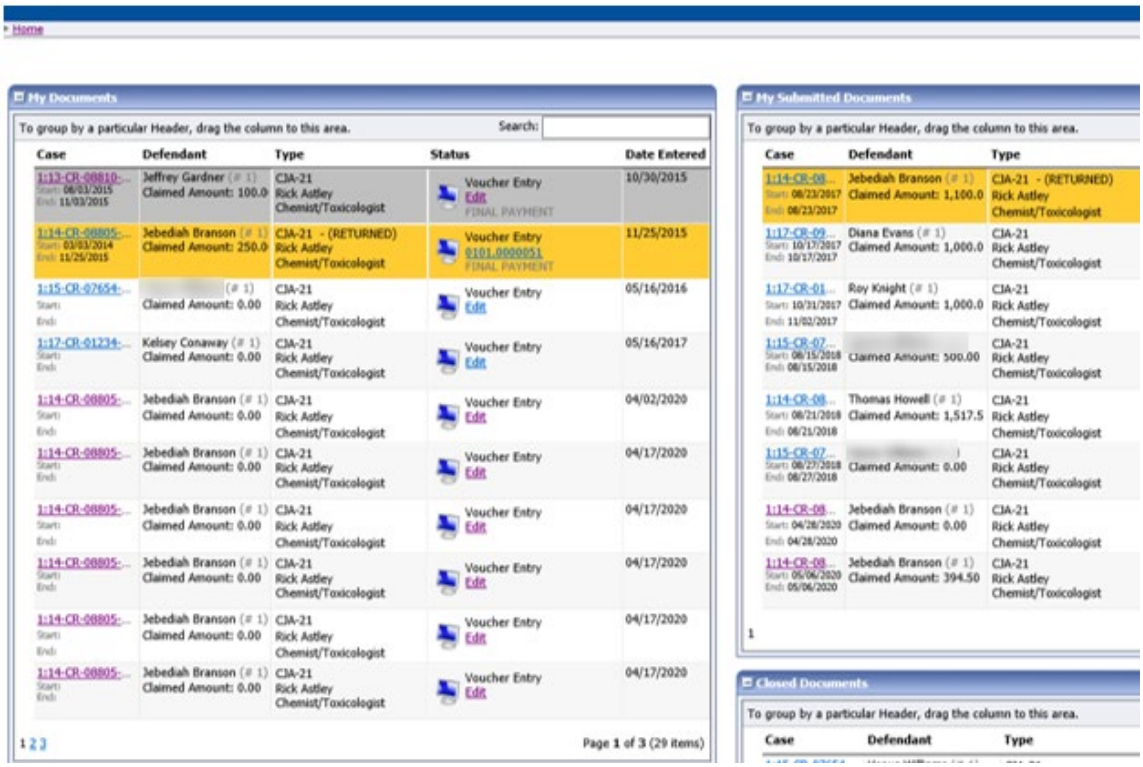
14. Menu and Home Page

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 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 the attorney submits on your behalf.



Section Name	Contents
My Documents	This section contains documents that have been created on your behalf by the attorney.
My Submitted Documents	This section contains vouchers for you that have been submitted to the 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 on the Appointment page.

15. Expert vs. Expert Enter

CJA eVoucher allows two designations for experts to complete the voucher: Expert and Expert Enter. When a service provider signs in, they see a list of all of their 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 their behalf, verify that the information is correct, and run reports or copies of the CJA-21 or CJA-31.

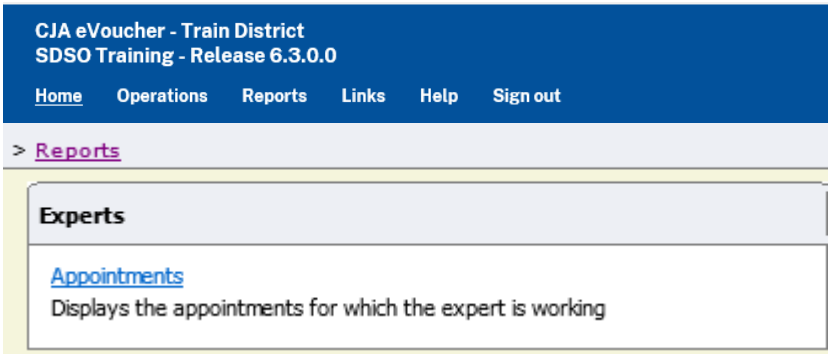
The District Court of the Virgin Islands only allows for Expert designation. Therefore, the attorney is responsible for creating and submitting the CJA-21/31 voucher on your behalf.

16. Printing a CJA-21 Form

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

17. Reports

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



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