

# Frequently Asked Questions

## 1. Are CJA Attorneys entitled to PACER Fee Exemptions?

Attorneys on the CJA Panel are entitled to PACER fee exemptions in connection with research performed for their CJA cases. CJA users can request that CJA privileges be activated on their PACER account by emailing [pacer@psc.uscourts.gov](mailto:pacer@psc.uscourts.gov). In the email, include your PACER account number and the district in which you have been appointed to the CJA panel. Further information about CJA PACER exempt status can be found [here](#).

## 2. How do I access eVoucher?

- ❖ Browser capability with eVoucher as of December 2024:
  - **Windows:** Chrome 62, Edge 16, Firefox 57.
    - Windows: Add "uscourts.gov" to your compatibility view settings.
    - Windows: Ensure your cache setting is "Every time I visit the webpage."
  - **Apple (OS):** Safari 10.1.

## 3. What is the login process?

As of May 2024, external users must log into eVoucher using multifactor authentication via Login.gov. Users must create a Login.gov account and link that account to their eVoucher SLP. Like PACER, Login.gov is a separate entity and issues cannot be troubleshooted by the First Circuit Clerk's Office staff. Questions regarding Login.gov should be directed to Login.gov.

### Common Login.gov Issues

The table below includes common Login.gov issues and their corresponding links at the Login.gov Help Center. This information ensures you are directed to the appropriate Login.gov help page for these topics. Go to the [Login.gov Help Center](#) if you need further assistance with Login.gov or encounter an issue not addressed in this document.

**Note:** The Login.gov support team is available to provide assistance on questions or concerns specific to the Login.gov account. Go to [Contact us | Login.gov](#) to submit a help ticket. Enter information in all required fields, select the **I'm not a robot** check box, and click **Submit**. Our partner agency name is **Administrative Office of the U.S. Courts**.

| Issue  | Login.gov Help Center Link  |
|--|---|
| User account creation  | <a href="#">Help   Login.gov   Overview</a>   |
| User account password reset / User account deletion and recreation | <a href="#">Help   Login.gov   Delete</a>   |
| User account password change                                       | <a href="#">Help   Login.gov   Password Change</a>  |
| User profile update (e.g., email, phone change)                    | <a href="#">Help   Login.gov   Profile Update</a>   |
| Add or change your authentication method                           | <a href="#">Help   Login.gov   Authentication Methods</a>   |
| Multi-factor authentication (MFA) setup methods                    | <a href="#">Help   Login.gov   MFA Setup</a>  |
| Identity verification  | <a href="#">Help   Login.gov   Identity</a>   |
| Issues with authentication methods                                 | <a href="#">Help   Login.gov   AuthMethods</a>  |
| Forgot user personal key   | <a href="#">Help   Login.gov   Personal Key</a><br><a href="#">Help   Login.gov   Forgot Personal Key</a> |
| Issues with face or touch unlock                                   | <a href="#">Help   Login.gov   Face&amp;Touch Unlock</a>  |
| User account re-linking  | <a href="#">Help   Login.gov   Relink</a>   |
| International phone number support                                 | <a href="#">Help   Login.gov   International</a>  |


## 4. Login.gov is not able to verify my identity; what should I do?

Users should attempt to verify their identity both online and in person at a post office location. If the user's identity still cannot be confirmed, contact the CJA Coordinator for assistance.

## 5. Why isn't my case assignment in eVoucher?

When CJA counsel from the district court continues representation on appeal, an order confirming their CJA status must issue before the forms become available in eVoucher. The client must complete the form for selection of counsel indicating their wish for continued representation. The form for selection of counsel is included with the case opening notices.

## 6. Why am I receiving a "CJA 20 out of date" error?

 Service and/or Expenses are out of the Voucher Start and End Dates.

- First, click on the "Claims Status" tab and verify the start and end dates of the voucher.
  - Note the start date cannot precede the appointment date, which can be found on the "Basic Info" tab, Box 13.
- Second, click on the "Services" tab, sort by date, and verify that no service entries predate the start date or succeed the end date.
- Third, click on the "Expenses" tab, sort by date, and verify that no expense entries predate the start date or succeed the end date.

## 7. How is the CJA 21 voucher submitted?

Attorneys or service providers may create a CJA 21 voucher in eVoucher.

- If the attorney creates the voucher, they submit it to the service provider to review in eVoucher. The service provider then **returns it to the attorney**, who must submit it to the Court.
- If the service provider creates the voucher, they submit it to the attorney to review and the attorney must submit it to the Court.

## 8. The service provider is not listed in the drop-down menu; can they be added?

Service providers who do not have an eVoucher account must complete and submit the [Vendor Registration Form](#). The CJA Coordinator will then create a Single Login Profile for the service provider. The service provider must complete the Court Profile and VMS profile before the CJA 21 Voucher can be submitted.

## 9. eVoucher keeps timing out - what should I do?

The eVoucher program only recognizes "action" items – like hitting the Save button – as activity and will time out for security purposes after 30 minutes of inactivity. It is good practice to save your work often to prevent loss of data and timing out.

## 10. Who should I contact if I need assistance with eVoucher or have CJA-related questions?

Contact the CJA Coordinator Kaitlin Copson by phone at 617-748-9066 or by email at [Kaitlin\\_Copson@cal.uscourts.gov](mailto:Kaitlin_Copson@cal.uscourts.gov).

## CJA 20 Checklist

### ☐ Final Disposition

- If the case is affirmed:
  - Have you withdrawn pursuant to Local Rule 46.5; or
  - Filed a writ with the Supreme Court of the United States?
- If the case is vacated, reversed, dismissed, or transferred:
  - Has mandate issued?
- If filing an interim voucher:
  - Has the court granted your motion for interim payment filed electronically via CM/ECF?

### ☐ Services

- Import service with sufficient detail and do not block-bill (i.e., listing multiple tasks under a single time entry).
- Ensure that non-compensable and overhead tasks are not included. [See CJA Reference Manual](#).
- If associates are being used, include the associate's initials, [see infra](#) Confirmation, followed by a detailed description of the work completed.
- Check that there are no duplicate time entries entered.

### ☐ Expenses

- Ensure that all expenses comply with First Circuit policy and are supported with appropriate documentation or explanation as provided in the CJA Reference Manual. [See also infra](#) Documents.

### ☐ Claims Status

- Start date cannot be prior to the date of appointment found in box 13 of Basic Info

### ☐ Documents

- Non-travel receipts are required for expenses over \$50.
- All travel receipts are required.
- Explanation of lateness is required if the voucher is submitted more than 45 days from final disposition.
- CJA 27 and/or memo in support if **case total** exceeds statutory maximum.
  - Add current attorney services total to attorney service totals of previous counsel and/or all interim vouchers.
- ❖ 10 MB limit per file. No limitation on number of files attached.

### ☐ Confirmation

- Attorney Notes: If associates were used, include the full name of associates with the corresponding initials used in Services. Ex: John Doe ("JD"). [See supra](#) Services.