

FORGOTTEN OR EXPIRED SINGLE LOGIN PROFILE PASSWORD & LOCKED ACCOUNT GUIDE

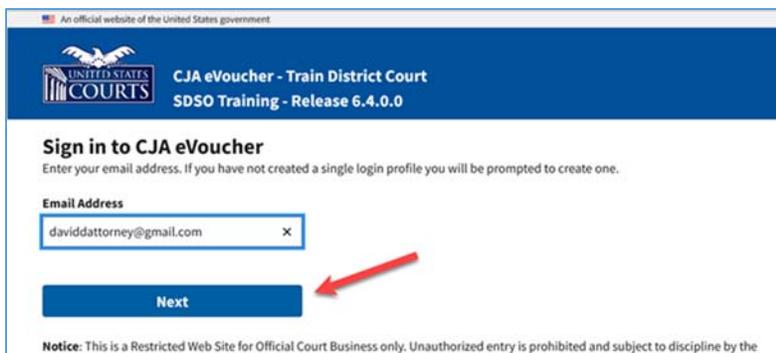
If a Single Login Profile (SLP) password is forgotten, expired or account is locked follow the below steps.

Steps to Access eVoucher:

Step 1. Navigate to CJA eVoucher for the District of Maine:

https://evadweb.ev.uscourts.gov/CJA_mex_prod/CJAeVoucher/

Step 2. Log into the eVoucher system with the user's Single Login Profile credentials. Enter the email address and click **Next**.



An official website of the United States government

UNITED STATES COURTS CJA eVoucher - Train District Court
SDSO Training - Release 6.4.0.0

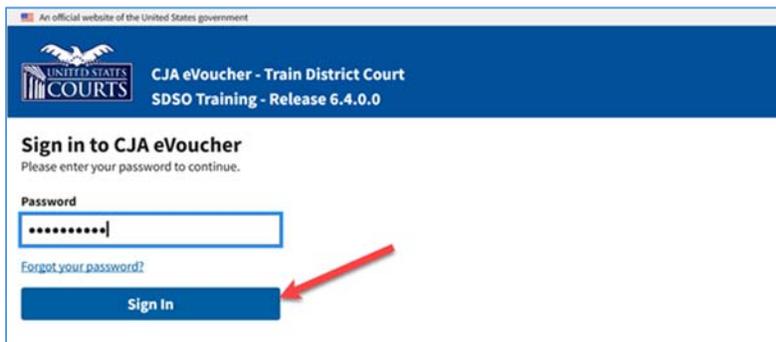
Sign in to CJA eVoucher
Enter your email address. If you have not created a single login profile you will be prompted to create one.

Email Address

Next

Notice: This is a Restricted Web Site for Official Court Business only. Unauthorized entry is prohibited and subject to discipline by the

Step 3. Enter the Single Login Profile password and click **Sign In**.



An official website of the United States government

UNITED STATES COURTS CJA eVoucher - Train District Court
SDSO Training - Release 6.4.0.0

Sign in to CJA eVoucher
Please enter your password to continue.

Password

[Forgot your password?](#)

Sign In

Forgotten or Expired Single Login Profile Passwords:

If the password has expired, was entered incorrectly, or if forgotten, an error message will appear stating that the password is expired, invalid or locked.

Step 1: To reset a password, click the **Forgot your password?** link.

If the password has expired click the **Forgot your password?** link.

Sign in to CJA eVoucher
Please enter your password to continue.

Password

[Forgot your password?](#)

Sign In

Step 2: On the Reset your password? page, the email address entered for the Single Login Profile displays. A prompt will appear to reset the password by answering one of the challenge questions selected when creating the Single Login Profile.

Enter the correct answer and then click **Reset your password**. An email will be sent notifying the user that an unsuccessful attempt was made to log into the account and that the password must be reset.

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

Email
daviddattorney@gmail.com

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

Answer

[Back to sign in](#)

Reset your password

Note: If the first security question is incorrectly answered, one of the two remaining security questions must be answered correctly. If all three questions are incorrectly answer the account locks. Contact the court to unlock the account.

Step 3: A message appears, instructing the user to check your email.

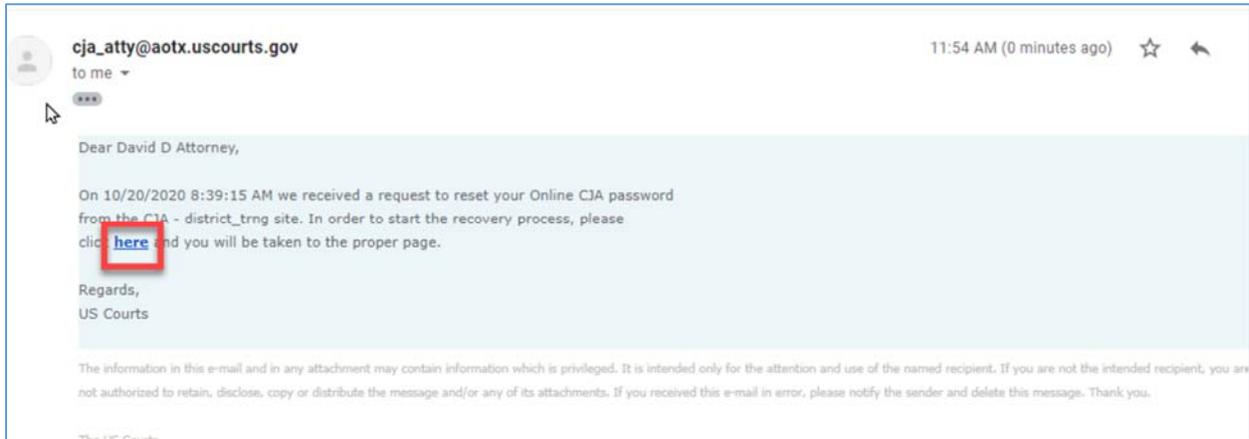
Reset your password?
Please answer the following challenge question to have a password reset link sent to your email.

i Check your email

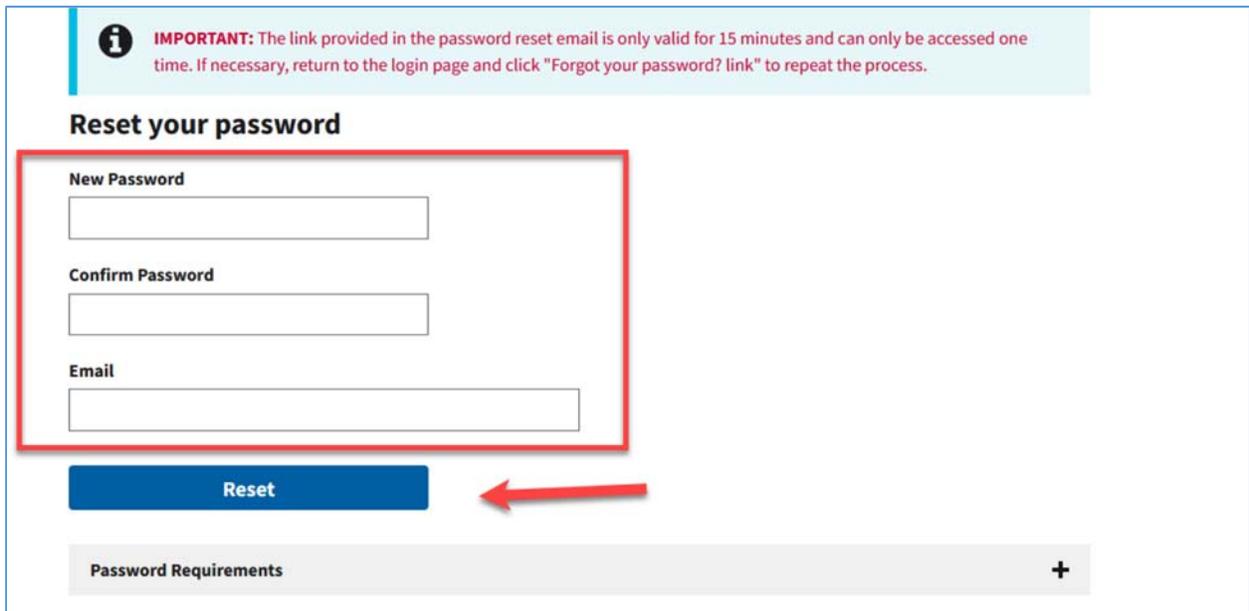
If the information entered matches our records, we will send an email with instructions on how to reset your password. If you do not receive this email, please check the information provided for accuracy, or contact an eVoucher Administrator for further assistance.

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

Step 4: In the email message, click the **here** link to create a new password. You are taken to the Reset your password page, where you must create a new password for your Single Login Profile.



Step 5: Enter the new password, and then confirm it by entering it again. Enter the email address associated with the Single Login Profile, and click Reset.



Step 6: A message appears, stating that your password was successfully updated. You can now enter your email address, click Next, and then enter your new password to log in.

Sign in to CJA eVoucher

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

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

Email Address

Next

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

Locked Accounts

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

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

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