

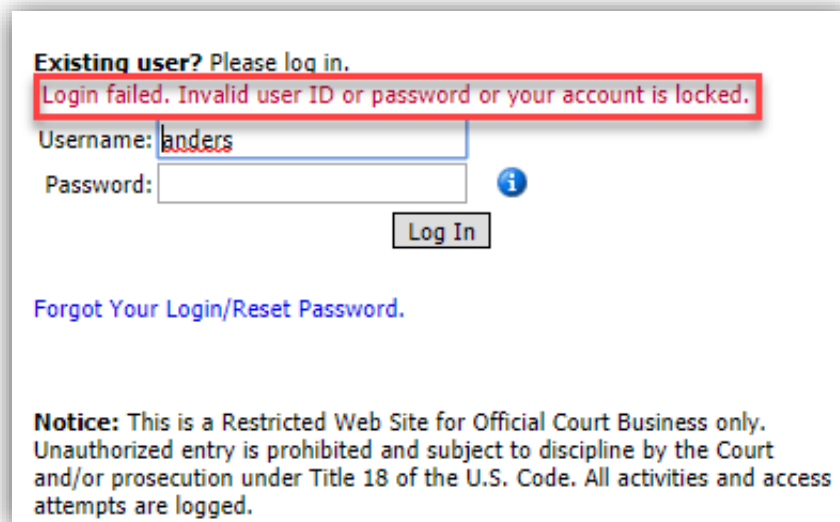
Forgotten Passwords

If you have forgotten your password, the security admin can reset it for you, or, more conveniently, you can reset it yourself by clicking the **Forgot Your Login/Reset Password** link.

Please note that you should follow this same process if you have not reset your password in the last 180 days.

Step 1

If you have forgotten your user name and password and enter it incorrectly, you will receive the error message shown below.



The screenshot shows a login form with the following elements:

- Text: "Existing user? Please log in."
- Error message: "Login failed. Invalid user ID or password or your account is locked." (highlighted with a red box)
- Username field: "Username: anders" (with a blue border)
- Password field: "Password:" (with a blue border)
- Information icon: A blue circle with a white 'i' next to the password field.
- Log In button: A button labeled "Log In".
- Link: "[Forgot Your Login/Reset Password.](#)" (in blue text)
- Notice: "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."

Click the **Forgot Your Login/Reset Password** link.



The screenshot shows the "USER LOGIN" page for the "Third Circuit Court of Appeals TSD Release 6.0".

- Text: "Existing user? Please log in."
- Username field: "Username:" (with a red asterisk error icon)
- Password field: "Password:" (with a red asterisk error icon and a blue information icon)
- Log In button: A button labeled "Log In".
- Link: "[Forgot Your Login/Reset Password.](#)" (in blue text, highlighted with a red box)
- Notice: "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."

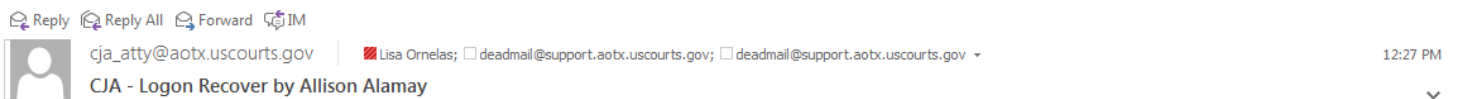
Step 2

In the **Username** and/or **Email** fields, enter your information, and then click **Recover Logon**.



Step 3

You will receive an email with a link to reset your password. Click the link provided in the email.



"0" topmargin="0" style="background-color: #ffffff, padding: 30 30 30 30">

Dear Allison Alamay,

On 4/25/2019 10:26:42 AM we received a request to reset your Online CJA 'password' from the CJA - district_trng site. In order to start the recovery process, please click [here](#) and you will be taken to the proper page.

Regards,
US Courts

The information in this e-mail and in any attachment may contain information which is privileged. It is intended only for the attention and use of the named recipient. If you are not the intended recipient, you are not authorized to retain, disclose, copy or distribute the message and/or any of its attachments. If you received this e-mail in error, please notify the sender and delete this message. Thank you.

The US Courts.

Step 4

In the **PASSWORD RESET** dialog box, enter the required information in the **Username**, **New Password**, **Confirm Password**, and **Email** fields, and click **Reset**. Your password is now reset and you can log in to eVoucher.

Note: The password link expires after 15 minutes. If you don't reset your password within that time, you must return to the login page and repeat the process.

CJA eVoucher

PASSWORD RESET

IMPORTANT: The link provided in the password reset email is only valid for 15 minutes and can only be accessed one time. If necessary, return to the login page and click "Forgot your login" to repeat the process.

RESET your password

The password link has expired. Please return to the login page and click "Forgot your login" to repeat the process.

Username:

New Password:

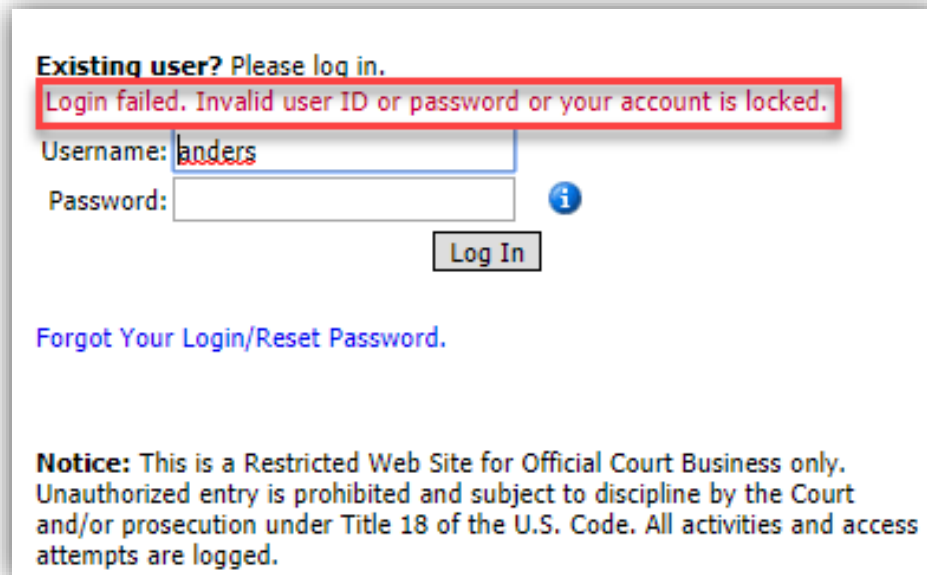
Confirm Password:

Email:

Incorrect and Locked Passwords

With the implementation of CJA eVoucher v6.0, you are allowed six unsuccessful login attempts before your account is locked. Once your account is locked you cannot use the password reset functionality and must instead contact the eVoucher administrator at your court to have your account unlocked.

If you enter incorrect information in the **Username** and **Password** fields, you will receive the “Login failed” message shown below. Simply re-enter the information in the fields and click **Log In**. If you have six failed login attempts and get locked out of your account, contact your court’s eVoucher administrator to reset it.



The screenshot shows a login interface with the following elements:

- Text: **Existing user? Please log in.**
- Error message (highlighted in red): **Login failed. Invalid user ID or password or your account is locked.**
- Username field: Contains the text "anders".
- Password field: An empty text box.
- Information icon: A blue circle with a white 'i' next to the password field.
- Log In button: A rectangular button with the text "Log In".
- Link: [Forgot Your Login/Reset Password.](#)
- Notice: **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.