	U.S. District Court – Southern District of Ohio	
	Department Name	
	Procedure Name	SLP Sign In, Passwords, Locked Accounts
	Last Reviewed/Update Date	1/22/2021

Single Login Profile (SLP) Sign In, Passwords, Locked Accounts

Purpose

Once the external user has created a SLP, the following steps will be used to access CJA eVoucher v6.4, remedy a forgotten or expired password, or resolve an account that is locked.

Scope

This procedure applies to all existing attorneys and service providers that currently have access the Southern District of Ohio's eVoucher system.

Prerequisites




Users must have created their SLP.


Responsibilities

Contact Mary Rogers at 513-564-7529 with any issues regarding your SLP, a forgotten email address, or if your account is locked out.

Procedure

The following steps are required to access CJA eVoucher v6.4, resolve a forgotten or expired password, or a locked account.

Sign in to CJA eVoucher v6.4	
1	Click on the Court's login link for eVoucher.
2	Enter your email address and click Next .
3	Enter your password and click Sign In and you have successfully signed in to eVoucher.
Forgotten or Expired Passwords	
	If your password is expired, entered incorrectly, or you have forgotten it, an error message appears, stating the password is expired, invalid or locked.
1	To reset your password, click the Forgot your password? link.  Note: This is the same process to follow if you have not reset your password in the last 180 days.
2	On the Reset your password? page, your email address will be displayed. <ul style="list-style-type: none"> Follow the prompts to reset your password with the challenge questions and answers used with creating your SLP. Click Reset your password. An email will be sent notifying you that an unsuccessful attempt was made to log in to your account and you must reset your password.  Note: If you incorrectly answer the first security question, you must answer one of the two remaining security questions. If you incorrectly answer all security questions, your account locks, and <i>you must contact the court to unlock it</i> .
3	eVoucher will generate a message instructing you to check your email. This will be the same email that you provided when creating your SLP.  Note: The email is valid for only 15 minutes and can only be used once.
4	In the email, click the here link to create a new password and you will be taken to the Reset your password page. <ul style="list-style-type: none"> Enter your new password and enter it again in Confirm password. Enter the email address associated with your SLP and click Reset. A message appears stating your password was successfully updated. Enter your email address, click Next and then enter your new password to log in.

Locked Accounts
<p>You may attempt to create your SLP or sign in with an existing SLP a maximum of six times.</p> <p>Upon the <i>seventh</i> unsuccessful attempt your account locks and you can no longer enter a correct password. <i>You must contact the court to unlock your account.</i></p> <p> Note: If you make fewer than seven consecutive attempts, the allowed number of unsuccessful attempts resets to zero after 30 minutes.</p>
