

CJA eVoucher

Release 6.10

Login.gov Frequently Asked Questions (FAQs)

Version 1.1



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Overview

This document is a resource to support the implementation of Login.gov as the secure sign-in and authentication method for external users accessing eVoucher, beginning in version 6.10. It includes Login.gov Help Center links and a list of frequently asked questions (FAQs) encompassing various aspects of Login.gov, including account creation and management, multi-factor authentication (MFA), identity verification, and linking the Login.gov account to eVoucher.

Attorneys and experts with questions about their Login.gov user account management, multi-factor authentication (MFA), account creation, or identity verification should be directed to the [Login.gov Help Center](#) for assistance.

Questions regarding linking the Login.gov account to or unlinking it from an eVoucher account may be directed to the National Service Desk (NSD).

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

FAQs

Access and Resources

I can't log in to eVoucher. Did the links change?

Your court links did not change. Verify that you are using the correct link by reviewing the  [CJA eVoucher Application Links.pdf](#). Also, update any bookmarked links on your intranet to ensure that external users are authenticating access to eVoucher using Login.gov and internal users are using their court URL and JENIE credentials.

I'm an attorney. Why am I now required to sign in to eVoucher using Login.gov?

Login.gov is a secure and trusted sign-on service used by the public to access different government agencies. Implementing this change safeguards your personally identifiable information (PII) through multi-factor authentication (MFA) and identity verification. This added security is necessary as eVoucher continues its efforts toward modernization and the implementation of Vendor Manager in the 6.11 release.

Do all users have to create a Login.gov account?

No. This change affects only our external users (attorneys and experts); court staff and judge users will continue to use JENIE and must use their courts' internal web address to access eVoucher. Court staff and judge users should NOT sign in through Login.gov and may need to update their bookmarked site.

Where can I go if I need assistance with my Login.gov account?

Because Login.gov is a separate application from eVoucher, you must contact Login.gov support via their Help center page at <https://www.login.gov/contact> for assistance.

When creating a help ticket, you must identify the agency requesting assistance. Our agency name is **Administrative Office of the U.S. Courts**.

Creating a Login.gov Account: Getting Started

Do I have to use my eVoucher SLP email address to create the Login.gov account?

No. The email address used for the Login.gov account **does not** have to match the email address used for eVoucher. Login.gov recommends using an email address you always have access to, such as a personal email address, to create the Login.gov account; however, you can use any email address, including your eVoucher SLP email address, if you prefer.

I'm a court reporter. Can I use my uscourts.gov email address with Login.gov?

Yes. However, be sure to set up multiple authentication methods to ensure you will be able to access your Login.gov account if you ever lose access to your uscourts.gov email address.

How do companies register for Login.gov?

A company must designate a person to be responsible for managing the business. If multiple people need to access eVoucher to submit vouchers on behalf of the business, then create separate eVoucher accounts for each person with individual SLPs to link to their individual Login.gov account. Of course, their billing information would be using the same EIN.

Can one person in a firm sign up for Login.gov and then link their providers to that one account?

A Login.gov account can only be linked to one SLP. It is recommended that each provider have their own Login.gov account set up with multiple phone numbers and authentication methods, so they always have a way to access their account.

If I already have a Login.gov account, do I have to create a new account specifically for eVoucher or can I use my own personal Login.gov account to sign in?

If you have an existing Login.gov account, you can now use it to access eVoucher. When signing in to eVoucher version 6.10 for the first time:

- Enter your Login.gov credentials (email address and password) on the Login.gov sign-in screen and complete the multi-factor authentication you've previously set up.
- Verify your identity for your Login.gov account. (Note: If you haven't previously been required to do this, you will be directed to do so before you can access eVoucher.)
- Link your existing Login.gov account to eVoucher and use this account to sign in from now on.

If you have concerns about linking your personal Login.gov account to eVoucher, you can create a second Login.gov account to use specifically for eVoucher access using a different email address. To do this, on the Login.gov sign-in screen, click **Create an account** and then follow the prompts.

My Login.gov account uses my personal email address. How is that going to work with eVoucher?

The email address used for Login.gov does not need to be the same email address used to sign in to eVoucher. You can sign in with your existing Login.gov account using your personal email address and then link it to your eVoucher account by entering the eVoucher email address and password the first time you sign in after the upgrade. From then on, use the Login.gov account with your personal email address to sign in.

You can also create a separate Login.gov account with your work email address and link that Login.gov account to your eVoucher account.

Can I change the email address that's on my Login.gov account if I move to a new firm?

Yes. Sign in to Login.gov at <https://secure.login.gov>, enter your authentication method, go to the Accounts page, and click **Add email address**.

IMPORTANT: Do **not** remove the old email address until you have confirmed your new email address.

See full instructions for making this change at <https://login.gov/help/manage-your-account/change-your-email-address/>.

Creating a Login.gov Account: Multi-factor Authentication

How many multi-factor authentication methods should I set up for my Login.gov account?

It is recommended to set up at least two authentication methods, but you can set up as many as you prefer. Having multiple authentication methods lessens your chances of being locked out of your Login.gov in case one of your methods becomes unavailable. If you get locked out, you'll have to delete your account and create a new one.

Where can I find an authentication application to use as one of my multi-factor authentication methods?

A list of supported authentication applications can be found at [Authentication methods | Login.gov](#).

Can I use my firm's phone number to receive a verification code?

Yes. You should set up multiple phone numbers and authentication methods for receiving the one-time sign-in code. If you lose access to your primary authentication method (e.g., you lose your cell phone), you have a second option for accessing your account (e.g., your work phone). Login.gov is unable to grant you access to your account if you get locked out and/or lose your authentication method. If you get locked out, you'll have to delete your account and create a new one.

Can the same phone number be used for multi-factor authentication on different Login.gov accounts?

Yes. Phone numbers don't need to be unique across accounts. However, it is highly recommended that multiple authentication methods accessible from different devices be established to ensure the Login.gov account will be accessible if access to one device is lost.

If I select phone call instead of text, is there anything that identifies the call as coming from Login.gov?

No. The call is not labeled as coming from Login.gov. It can display as just a phone number or it can have other random labels depending on whether you're using a landline or a cell phone. If you miss the call, click **Send another code** to try again.

Creating a Login.gov Account: Identity Verification

I did not have to upload photos of my driver's license when I first created my Login.gov account. Why is this a requirement now?

Login.gov requires all users to create an account using an email address and a password. They also require that one multi-factor authentication method be set up to the account. However, some applications, including eVoucher, require Login.gov to include identity verification, as well. This added security helps Login.gov and eVoucher verify that you are you and not someone pretending to be you.

I don't drive anymore. To prove my identity, can I use my U.S. passport or my expired driver's license?

No. Login.gov does not accept U.S. passports, military IDs, or an expired driver's license for identity verification. However, they will accept a state-issued non-driver's license ID card.

Why do I need to save the personal key that is generated during the identity verification process?

You need this personal key if you forget your password. Without it, you will be required to verify your identity again.

Linking Login.gov and eVoucher Accounts

Can I link a Login.gov account to more than one SLP?

No. A Login.gov account can only be linked to one SLP. If you find that you have more than one SLP in eVoucher, contact your CJA administrator to unlink any additional court accounts and merge them to your preferred SLP.

After Login.gov goes live, will I still have access to my current court accounts?

Yes. You will continue to have access to these accounts. If you have multiple accounts linked to your SLP, they will be accessible from the **Accounts** menu.

What if I link my Login.gov account to eVoucher and then want to have a different Login.gov account linked?

Contact your CJA eVoucher Administrator and ask them to submit a ServiceNow ticket to the NSD requesting that they clear the currently linked Login.gov account ID from the SLP. Once this is done, the CJA eVoucher Administrator can update the email address on your eVoucher SLP, if needed, and send you an email to link the new Login.gov account.

If I change my Login.gov email address after it's linked to eVoucher, do I need to change the email address on my eVoucher SLP?

No, but you can if you choose to. The email address on the SLP in eVoucher is no longer used for signing in, but you can update it to match your Login.gov email address if you want. The SLP email address is used to link new or existing eVoucher court profiles to the SLP. However, you should update the email address(es) on each of your eVoucher court profiles to ensure you continue to receive important eVoucher notifications regarding your vouchers.

What if I forgot my eVoucher SLP password?

Click **Forgot your password?**, answer the security questions correctly, and then your eVoucher account will automatically connect to your Login.gov account. If your password is entered incorrectly six times or you fail to correctly answer your security questions three times, your account is locked and you must contact your eVoucher administrator who will send you an email with a link to connect your accounts.