

## 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 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 message below states one "or" the other is the reason you cannot log in

The screenshot shows a login interface with a red-bordered error message at the top: "Login failed. Invalid user ID or password or your account is locked." Below the message is a login form with a "Username" field containing "jtylongoria", an empty "Password" field, a "Forgot your password?" link, and a blue "Sign in" button. At the bottom of the form area is a "Notice" stating: "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 password?** link.

### Sign in to CJA eVoucher

Please enter your username and password to continue.

The screenshot shows the "Sign in to CJA eVoucher" form. It includes a "Username" field, a "Password" field, a "Forgot your password?" link (highlighted with a red box), and a blue "Sign in" button.

## STEP 2

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

**Forgot your Login?**

Please tell us your username AND email address. We will send you an email to reset your password if there is a match in our records.

**Username****Email**[Back to sign in](#)**Recover Logon**

## STEP 3

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

Reply Reply All Forward IM



cja\_atty@aotx.uscourts.gov

✓ Lisa Ornelas; ✕ deadmail@support.aotx.uscourts.gov; ✕ deadmail@support.aotx.uscourts.gov

12:27 PM

CJA - Logon Recover by Allison Alamay

"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

The link takes you to a page where you can reset your password. In the **Reset your password** dialog box, enter the required information in the **New Password**, **Confirm Password**, **Username**, and **Email** fields, and then click **Reset**. Your password is now reset and you can log in to eVoucher.

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

 CJA eVoucher

**i** **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

**New Password**

**Confirm Password**

**Username**

**Email**

**Reset**


**Password Requirements**

- Password must be at least 8 characters.
- Password must be alpha-numeric.
- Password must contain at least one lower case and one upper case character.
- Password must contain at least one special character.
- Password cannot be a password used within the past 365 days.

## Incorrect and Locked Passwords

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 unlock your account.

If you enter incorrect information in the **Username** and **Password** fields, you will receive the “Login failed” message shown below. Simply reenter the information in the fields and click **Sign in**.

 Login failed. Invalid user ID or password or your account is locked.

**Username**

**Password**

[Forgot your password?](#)

**Sign in**

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