

Resetting a Forgotten or Expired Password

Follow these steps for a forgotten or expired password.

1. On the main login screen, click the **Forgot your login?** link.



The screenshot shows the 'USER LOGIN New York Southern District Court Production Release 5.0' page. At the top right is the 'CJA eVoucher Electronic Voucher Management System' logo. Below the header, there are input fields for 'Username:' and 'Password:' with a 'Log In' button. A red circle highlights the 'Forgot your login?' link located below the password field. At the bottom, there is a 'Notice' section with legal disclaimer text.

2. Once the link is selected, the **Forgot your Login?** box appears to the right of the **Existing user?** information.



This screenshot shows the same login page as the previous one, but the 'Forgot your Login?' form is highlighted in light blue. The form contains input fields for 'Username:' and 'Email:' and a 'Recover Logon' button. The 'Existing user?' section with its 'Log In' button is visible to the left.

3. Enter either the **Username** or **Email** associated with the account and click **Recover Logon**.



This screenshot shows the 'Forgot your Login?' form with the input fields for 'Username:' (containing 'salcoretto') and 'Email:' circled in red. The 'Recover Logon' button is also visible below the input fields.

4. If the **Username** or **Email** are in the eVoucher system, the following message will display “**Your Logon recovery process was sent to the email stored on our system.**”

Forgot your Login? Please tell us your username and/or email address. We will send you an email to reset your password.

Your Logon recovery process was sent to the email stored on our system.

Username: and/or

Email:

However, if the **Username** or **Email** does not match any information in system, the following message will display “**We could not find a matching record on our database.**” Verify that the data was correctly entered and/or you are using the Court’s eVoucher System.

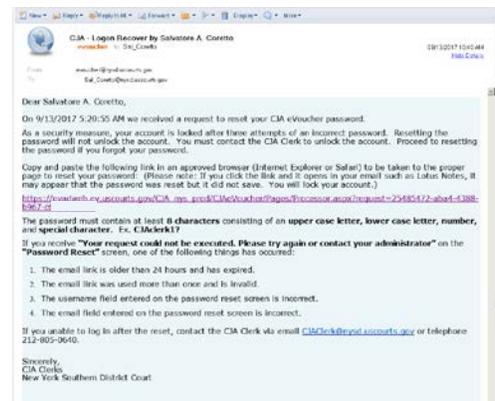
Forgot your Login? Please tell us your username and/or email address. We will send you an email to reset your password.

We could not find a matching record on our database.

Username: and/or

Email:

5. The next step is to retrieve the link that was sent to the email on file. Follow the prompts in the email.



6. On the Password Reset page, all information must be correctly filled in to reset the password including the **Username** and **Email**.



The screenshot shows the CJA eVoucher Password Reset page. At the top left is the US Seal. To its right is the text "CJA eVoucher". Below this is a blue header bar with "PASSWORD RESET" in white. Underneath is the heading "RESET your password". The form area has a light green background and contains four input fields: "Username:", "New Password:", "Confirm Password:", and "Email:". A "Reset" button is located at the bottom right of the form area.

7. If the information is incorrectly entered or the password does not meet the criteria, the following message will appear **“Your request could not be executed. Please try again or contact your administrator.”** Before contacting the CJA clerk verify that the information was correctly entered.



The screenshot shows the CJA eVoucher Password Reset page with an error message. The header and "RESET your password" heading are the same as in the previous screenshot. The form area has a light green background. At the top of the form area, there is a red error message: "Your request could not be executed. Please try again or contact your administrator". Below this message are the input fields for "Username:", "New Password:", "Confirm Password:", and "Email:". The "Email" field contains the text "sal_coretto@nysd.uscourts.gov". A "Reset" button is at the bottom right. At the bottom of the page, there is a Microsoft Internet Explorer logo and a message: "This site is best viewed with Internet Explorer 6 or newer. Please click here to download the software." Below that is the text "US COURTS."

8. Upon successful update the following message will appear **“Your password was successfully updated.”**



The screenshot shows the USER LOGIN New York Southern District Court Production Release 5.0 page. The header is a blue bar with "USER LOGIN New York Southern District Court Production Release 5.0" in white. Below the header is the text "Existing user? Please log in." followed by a red message: "Your password was successfully updated". There are two input fields: "Username:" and "Password:". A "Log In" button is located at the bottom right.

9. If you received the message that your password was successfully updated but still cannot log in, your account is probably locked and you will have to contact the CJA clerk to unlock the account.

**USER LOGIN New York
Southern District Court
Production Release 5.0**

Existing user? Please log in.

Login failed. Invalid user ID or password.

Username:

Password:

[Forgot your login?](#)