

# Reset Forgotten or Expired Password

To comply with security standards you may be prompted to reset your password or receive a message that your password has expired. Passwords expire every 180 days. When changing passwords, users must specify a password that satisfies complexity rules and has not been used in the past 365 days.

## Reset password from Sign in page

### Step Action

1	<p>Type your email address in the <b>Email Address</b> field and click <b>Next</b>.</p> <p><b>Sign in to CJA eVoucher</b> Enter your email address. If you have not created a single login profile you will be prompted to create one.</p> <p><b>Email Address</b></p> <input data-bbox="280 856 691 905" type="text" value="sample.atty@gmail.com"/> <p><b>Next</b></p> <p><b>Notice:</b> 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.</p>
2	<p>On the Password screen, click the <b>Forgot your password?</b> link.</p> <p><b>Sign in to CJA eVoucher</b> Please enter your password to continue.</p> <p><b>Password</b></p> <input data-bbox="269 1402 699 1457" type="password"/> <p><a href="#">Forgot your password?</a></p> <p><b>Sign In</b></p> <p><b>Notice:</b> 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.</p>
3	<p>To reset your password, you are required to answer a security question. Answer the question correctly and click <b>Reset your password</b>.</p>

## Reset your password?

Please answer the following challenge question to have a password reset link sent to your email.

**Email**

**sample.atty@gmail.com**

**Question: What is the name of the city where your mother was born?**

**Answer**



[Back to sign in](#)

**4** An email will be sent with a link to reset your password. The link is valid for 15 minutes. Check your email.

## Reset your password?

Please answer the following challenge question to have a password reset link sent to your email.

**i Check your email**

If the information entered matches our records, we will send an email with instructions on how to reset your password. If you do not receive this email, please check the information provided for accuracy, or contact an eVoucher Administrator for further assistance.

**IMPORTANT:** The link provided in the password reset email is only valid for 15 minutes and can only be accessed one time.

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**5** Click the link in the email.

CJA - Logon Recover by Sample Atty Inbox x

1:13 PM (3 minutes ago) ☆ ↶ ⋮

Dear Sample Atty,

On 9/17/2020 1:13:06 PM we received a request to reset your Online CJA password from the CJA\_TFSBuildTSDNV1District 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.

**6** You will be returned to eVoucher and prompted to reset your password. Type and confirm your new password, type your email address, and click **Reset**.

Your password must be different than the previous password and be:

- at least 8 characters,
- at least one upper case character,
- at least one lower case character,
- at least one numerical character, and
- at least one special character (!,@,#,\$,\*,%,^,&,-,+).



**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 password? link" to repeat the process.

### Reset your password

New Password



Confirm Password



Email



Password Requirements



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A success message will be displayed. You can now sign in using the new password.

### Sign in to CJA eVoucher

Enter your email address. If you have not created a single login profile you will be prompted to create one.



Your password was successfully updated

Email Address

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