

# frequently asked

# QUESTIONS

---

## ***What if the recipient is deceased?***

A response is still required even if the intended recipient is deceased. Please log in to eJuror with the recipient's date of birth and participant number, which begins with 100 and is located above the recipient's name and address on the postcard. When prompted, indicate that you are responding for someone who is deceased and provide his/her date of death. A death certificate is not required. The court will notify the Iowa Secretary of State to update the voting and/or driving records.

## ***What if I changed my name or moved?***

If you changed your name, moved, or received correspondence for someone who has moved, a response is still required. During the online process, you will have an opportunity to update the necessary information. Be sure to log in using the name exactly as it appears on the postcard from the court.

## ***What if I cannot serve because of health issues?***

A response is still required even if a recipient cannot serve. While completing the information through eJuror, a physician's statement can be printed and completed. The physician should include detailed information about how the health issue affects the recipient's ability to serve as a juror. If the statement cannot be obtained within the 10 days, please mail the statement as soon as possible.

## ***What if I cannot serve because of a financial hardship or work-related matters?***

At this time, the court is only seeking information to determine your eligibility to serve on a federal jury. Completing the questionnaire does not mean that you will be called to serve as a juror. If your name is randomly selected, you will receive a summons for jury service that directs you when and where to appear. You will have an opportunity to provide more information about your ability to serve at that time.

## ***What if the intended recipient is away at college or in the military?***

A response is required even if the intended recipient is away at college or on active military duty. You can log into eJuror and complete the questionnaire on the recipient's behalf, or you can provide the web address

and participant number to the intended recipient for them to complete the questionnaire.

## ***What if I left a voice message or sent an email, and I have not received a response?***

Do not panic. Due to the high volume of phone calls and emails, it may take 5-7 days to hear back from us. Please do not leave more than one message as this can cause further delay. We appreciate your patience.

## ***What if I am experiencing technical difficulties?***

Confirm that you are accessing eJuror on the court's website: [www.iand.uscourts.gov](http://www.iand.uscourts.gov). If you are on the court's website, please confirm that you entered your date of birth and the 9-digit participant number, which begins with 100 and is located above the recipient's name and address on the postcard. If this does not resolve the problem, please completely close eJuror and all web browsers to reset the program. Reopen your web browser and attempt to log in again. If assistance is still required, contact the Jury Office at (319) 423-6033.

## ***What if I was previously called for jury service or served as a juror?***

A response is still required. Prior jury service or being previously excused does not automatically disqualify or excuse you as a potential juror. You will have an opportunity to make the court aware of prior federal jury service when completing the juror qualification questionnaire.

## ***Can someone else respond on behalf of a recipient?***

Yes. Any person may respond on behalf of a recipient who is unable to respond independently. When responding online, log in using the recipient's name, date of birth and participant number, which begins with 100 and is located above the recipient's name and address on the postcard. You will have the opportunity to explain that you are completing the questionnaire on behalf of someone else.

## ***How do I know that eJuror is secure?***

The federal court follows best practices for database and server security. The court's systems are maintained by highly-skilled court staff and are supported by a dedicated national network security group.