

**Deltek**

# Deltek Costpoint® Enterprise GovCon Cloud

May 2024 Release Notes

(Costpoint MR Version 8.1.30)

**May 2024**

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## Overview

This document is a compilation of Costpoint, Costpoint Planning, and Time & Expense enhancements and software defect resolutions from April 2024 (CP Maintenance Releases 8.1.30) and includes any regulatory enhancements.

These will be applied to the Cloud environment mid-May. See announcements on your portal page for details.

Note that the version numbers above (for example, 8.1.30) refer to the Costpoint Maintenance Release (MR) upon which this document is based are for reference only.

If you have feedback or questions, please send an email to [DeltekDocumentationFeedback@deltek.com](mailto:DeltekDocumentationFeedback@deltek.com)

## New Release Notes Format

Costpoint Release Notes are now delivered in HTML format and can be viewed at this link: <https://help.deltek.com/product/Costpoint/8.1/ReleaseNotes>. This web page contains links to the Release Notes for each release version as well as links to the Costpoint online help, Costpoint Information Center (CIC), and Costpoint Cloud Information Center (CCIC).

We will continue to provide PDFs for the next few releases as we transition to the new format.

If you have feedback or questions, please send an email to [DeltekDocumentationFeedback@deltek.com](mailto:DeltekDocumentationFeedback@deltek.com).

## Important Notes

### Costpoint Business Intelligence 8.1.18+ and Cognos Analytics with Watson

Costpoint BI 8.1.18+ is compatible with Cognos Analytics with Watson 11.2.4 only. If you are leveraging Cognos Analytics 11.1.7, the highest version of Costpoint BI MR that you can apply is Costpoint BI 8.1.17. Note that you can continue to apply the Costpoint MRs beyond 8.1.17, regardless of which Cognos version you are deploying. Costpoint and Costpoint BI MRs are independent of each other.

### Update W-4 Information of Iowa Employees for 2024 Filing

**Attention:** This action is required if you have Iowa Employees.

Iowa revised the IA W-4 (Employee Withholding Allowance Certificate), resulting in a change to the way an employee's Iowa withholding credit information is determined. Rather than requesting the number of allowances an employee would like to claim, the IA W-4 now requests a dollar amount.

To accommodate the employee setup, updates made in Costpoint MR 8.1.28 included the following:

- A new **Credit Amount** field was added to the Manage Employee Taxes screen and the Taxes subtask on the Manage Employee Information screen, allowing payroll administrators to enter the Total Allowance amount from Line 6 of the IA W-4.
- A new **Credit Amount** field was added to the Costpoint Employee Self Service (ESS) State Withholding screen, allowing employees to enter the total allowance amount they would like to claim.

In Costpoint MR 8.1.29, the Iowa state withholding computation was updated so that an employee's credit amount will be based on the **Credit Amount** field on the Manage Employee Taxes screen, rather than the **Number of Credits** field. If your Iowa employees have not already reviewed their Iowa W-4 information, you should instruct them to do so before computing payroll. Costpoint Payroll customers with Iowa employees should do the following:

- Costpoint Employee Self Service (ESS) customers:
  - Update the **Web Address** or **Notes** field on the Configure State Tax Settings screen with a link to the latest IA W-4.
  - Instruct your Iowa employees to review their Iowa W-4 **Credit Amount** on the ESS State Withholding screen and update as needed using the following steps:
    1. Go to **People » Employee Self Service » Payroll and Benefits » State Withholding**.
    2. Populate the **Credit Amount** with the total allowance amount from line 6 of your 2024 IA W-4.
    3. Click **Save**.
- Costpoint customers not using Costpoint ESS:
  - Instruct your Iowa employees to file an updated W-4 using the 2024 IA W-4 form.
  - Use the completed IA W-4 form to update the employee's tax setup on the Costpoint Manage Employee Taxes screen or the Taxes subtask on the Manage Employee Information screen.

It is important for Iowa employees to update their IA W-4 information before payroll is computed in Costpoint MR 8.1.29 or a higher version since the Iowa tax withholding computation will be updated in those versions. If you upgrade to one of those versions and an Iowa employee has not yet updated their Iowa W-4 information, their credit amount will be **0.00** and may result in a higher withholding amount than expected.

## Critical W-2C Bug Fix

**Attention:** Please read this section before printing W-2Cs.

When printing W-2Cs (correcting W-2s), the employee's State is missing in **box i** (employee's address) of the W-2C.

- **Costpoint 8.1 (On-premises):** This fix will be available on DSM for on-premises customers.
- **Costpoint 8.1 (Cloud):** This fix will be applied with the 8.1.29 deployment in March 2024.

Please contact Deltek Customer Care with any questions you may have.

## Update Iowa Setup in ESS Configure State Tax Settings

Iowa updated their marital status options with the release of their 2024 IA W-4 employee withholding allowance certificate. To accommodate the new statuses, Costpoint MR 8.1.29 applied the following:

- Added new HEAD OF HOUSEHOLD filing status
- Changed the description for the SINGLE filing status from "Single" to "Other"
- Changed the description for the MARRIED filing status from "Married" to "Married Filing Jointly"

If your employees use Costpoint Employee Self Service (ESS) to update their state tax information, Deltek recommends you assign the new HEAD OF HOUSEHOLD status to Iowa on the Configure State

Overview

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Tax Settings screen and update the filing status descriptions for the MARRIED (Married Filing Jointly) and SINGLE (Other) filing statuses to be consistent with the 2024 IA W-4.

# Regulatory Enhancements

This section includes summaries of the regulatory enhancements made to existing features in this release.

## State

### California Pay Data Reporting Updates

California Pay Data Reporting requirements were updated for the 2023 reporting year due May 8, 2024. Employers must now report whether employees worked remotely during the snapshot period. The new data to be reported includes:

- Number of employees that do not work remotely
- Number of remote employees located within California
- Number of remote employees located outside of California

For Labor Contractor Employee Reports, reporting “unknown” race/ethnicity or sex of a labor contractor employee is no longer permitted.

**Attention:** For more information, see: <https://calcivilrights.ca.gov/wp-content/uploads/sites/32/2021/01/CA-Pay-Data-Reporting-User-Guide.pdf>.

#### Print EEO-1 Report (HAREEO1)

The Payroll Employee Report and the Labor Contractor Employee Report for California Pay Data now display the following:

- Number of employees that do not work remotely
- Number of remote employees located within California
- Number of remote employees located outside of California

A warning message will display in the California Pay Data Warning Report if employees in the Labor Contractor Employee Report belong to one of the following Race/Ethnicity/Sex code.

- U10 - Unknown Race/Ethnicity, Known Male
- U20 - Unknown Race/Ethnicity, Known Female
- U30 - Unknown Race/Ethnicity, Known Non-binary
- UU - Unknown Race/Ethnicity, Unknown Sex

#### Manage Employee Salary Information (LDMEHIS)

The following field was added on the HR Information tab of the Manage Employee Salary Information screen:

Field	Description
<b>California Pay Data Reporting Remote Worker Status</b>	From the drop-down list, select the employee’s remote worker status for California Pay Data Reporting purposes. Ensure that the

Field	Description
	<p>information is true for the snapshot period you normally use for the California Pay Data Report.</p> <ul style="list-style-type: none"> <li>▪ <b>Does not work remotely:</b> This is a non-remote employee assigned to a California establishment during the snapshot period. This is the default value.</li> <li>▪ <b>Remote employee located within California:</b> This is a remote employee assigned to a California or non-California establishment whose state of residence is California during the snapshot period.</li> <li>▪ <b>Remote employee located outside California:</b> This is a remote employee assigned to a California establishment whose state of residence is not in California during the snapshot period.</li> </ul> <p>This field will be used in the California Pay Data Report on the Print EEO-1 Report (HAREEO1) application.</p>

**Note:** The **California Pay Data Reporting Remote Worker Status** field has been also added to the following screens:

- Salary Details subtask of the Manage Employee Information screen
- View Salary Information and History screen

### Print Data Dictionary Report (SYRDD)

The Print Data Dictionary Report now provides information for the new CA\_REMOTE\_WORKER columns that have been added to the following database tables for this enhancement:

- EMPL\_LAB\_INFO
- EMPL\_LAB\_INFO\_ADT

## Vermont Child Care Contribution Payroll Tax

Vermont created a new payroll tax called the Child Care Contribution to fund its Child Care Financial Assistance Program under a bill that will partially go into effect on July 1, 2024.

- The payroll tax is 0.44% of an employee’s covered wages, or 0.11% of a self-employed individual’s self-employment income.
- Employers are responsible for at least three-quarters of the tax but can choose to pay more.
- Employers may deduct one quarter of the tax, or 0.11%, from employees’ wages.
- Employers are responsible for withholding the employees' share.
- Under the bill, the tax applies to employers that are required to withhold Vermont income tax from employee wages and to employees who have Vermont income tax withheld from their wages.
- Employers must remit the tax to the state tax department using the same requirements as Vermont’s income tax, including the time and manner of payment.
- Wages subject to federal income tax withholding are subject to the tax.

The bill holds employers responsible for the full amount of any unpaid contributions.

To support the state requirements, Costpoint now provides the ability to set up, withhold, and report Vermont’s Child Care Contribution payroll tax.

**Attention:** For more information, see:  
<https://legislature.vermont.gov/Documents/2024/Docs/ACTS/ACT076/ACT076%20As%20Enacted.pdf>.

Manage Local Taxes (PRMLTI)

You can now select **Child Care Contribution Tax** option from the **Tax Type** drop-down list when you set up the new payroll tax for Vermont.

New validations were added for the W-2 reporting setup of Vermont Child Care Contribution payroll tax.

Set Up the Employee-Paid Vermont Child Care Contribution Payroll Tax

Use the following steps to create an employee-paid local tax record for Vermont's Child Care Contribution Payroll Tax.

1. On the Manage Local Taxes screen, enter a local tax code to represent the employee-paid Child Care Contribution Payroll Tax and set other local values as needed.

Field	Description
<b>Locality</b>	Enter a local tax code that represents the employee-paid Child Care Contribution Payroll Tax.
<b>State</b>	Enter <b>VT</b> .
<b>Tax Paid By</b>	Select <b>Employee</b> .
<b>Tax Type</b>	Select <b>Child Care Contribution Tax</b> .  <div style="border: 1px solid blue; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> If this option is not yet available, you may select <b>Other Income Tax</b> temporarily and then replace it with <b>Child Care Contribution Tax</b> (once available).</p> </div>
<b>W-2 Box 14 Usage</b>	Select which line number to print Child Care Contribution withheld.
<b>Box 14 Description</b>	Enter <b>CCC</b> .
<b>Local Tax Details</b>	<ul style="list-style-type: none"> <li>▪ <b>Effective Date:</b> 07/01/2024</li> <li>▪ <b>Tax Based On:</b> Gross Pay</li> </ul>

2. On the Manage Local Tax Tables screen, add a record for the employee-paid Child Care Contribution Payroll Tax local tax code and enter the corresponding field values for each filing status.

Field	Description
<b>Effective Date</b>	Enter <b>07/01/2024</b> .

Field	Description
<b>For Taxable Income Over</b>	Enter <b>0.00</b> .
<b>Base Tax Plus</b>	Enter <b>0.00</b> .
<b>Percent of Excess</b>	Enter <b>0.11%</b> .

**Note:** An employer may choose to withhold up to one-quarter of the Child Care Contribution from an employee's wages. The total CCC payroll tax on wages is 0.44% (or 0.0044), which means that the maximum an employer may elect to withhold from an employee is 0.11% (or 0.0011) of the employee's wages.

- On the Manage Local Standard Deductions screen, add a record for the employee-paid Child Care Contribution Payroll Tax local tax code for **07/01/2024** and set all values to **0.00**.
- On the Manage Employee Taxes screen, assign the employee-paid local tax code to applicable employees.

### Set Up Employer-Paid Vermont Child Care Contribution Payroll Tax

Use the following steps to create an employer-paid local tax record for Vermont's Child Care Contribution Payroll Tax.

- On the Manage Local Taxes screen, enter a local tax code to represent the employee-paid Child Care Contribution Payroll Tax and set other local values as needed.

Field	Description
<b>Locality</b>	Enter a local tax code that represents the employee-paid Child Care Contribution Payroll Tax.
<b>State</b>	Enter <b>VT</b> .
<b>Tax Paid By</b>	Select <b>Employer</b> .
<b>Tax Type</b>	Select <b>Child Care Contribution Tax</b> .  <b>Note:</b> If this option is not yet available, you may select <b>Other Income Tax</b> temporarily and then replace it with <b>Child Care Contribution Tax</b> (once available).
<b>W-2 Box 14 Usage</b>	Not Applicable. Only the employee-paid amount is reported on the W-2 form. The employer should report the portion of CCC withheld from the employee for the tax year on Box 14 of the employee's W-2.
<b>Box 14 Description</b>	Blank
<b>Local Tax Details</b>	<ul style="list-style-type: none"> <li><b>Effective Date:</b> 07/01/2024</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>▪ <b>Tax Based On:</b> Gross Pay</li> </ul>

2. On the Manage Local Tax Tables screen, add a record for the employer-paid Child Care Contribution Payroll Tax local tax code and enter the corresponding field values for each filing status.

Field	Description
<b>Effective Date</b>	Enter <b>07/01/2024</b> .
<b>For Taxable Income Over</b>	Enter <b>0.00</b> .
<b>Base Tax Plus</b>	Enter <b>0.00</b> .
<b>Percent of Excess</b>	Enter <b>0.33%</b> .

**Note:** Employers are responsible for at least three-quarters of the tax but can choose to pay more.

3. On the Manage Local Standard Deductions screen, add a record for the employer-paid Child Care Contribution Payroll Tax local tax code for **07/01/2024** and set all values to **0.00**.
4. On the Manage Employee Taxes screen, assign the employer-paid local tax code to applicable employees.

## Enhancements

This section includes summaries of the enhancements made to existing features in this release.

## Software Issues Resolved

### Accounting

#### [Accounts Payable » Manage Purchase Order Vouchers](#)

**Defect 2106970:** You encountered an error when you entered a PO voucher with two or more vendor labor lines through the Web Interface Console.

#### [Accounts Receivable » Manage Cash Receipts](#)

**Defect 2068980:** You were able to enter a cash receipt against an unknown invoice even if the pay currency was different from the invoice bill currency.

### CRM & Contracts

#### [Contracts » View Subcontract Inquiry](#)

**Defect 2022646:** Calculations for the **Total Subcontract Contract Value** and **Total Subcontract Funding** fields were inconsistent with the calculations used in Manage Subcontracts.

### Framework

#### [External Tools » CONFIG](#)

**Defect 2093163:** When you launched the Product Configuration Utility, you received an unwarranted "Incorrect Weblogic JMS Deployment is detected" warning message.

#### [Framework](#)

**Defect 2095704:** Once a single-user process failed and was then restarted, the progress meter would hang, and you could not see that the process had actually finished.

**Defect 2099341:** The approval workflow did not consider modified Role Filtering values after the start of the workflow case.

**Defect 2102216:** You received inconsistent results from Approval Workflow email links using your OKTA framework.

**Defect 2104309:** A query assigned to a UI profile that should have run during startup did not autorun for the users assigned to the UI profile.

**Defect 2109450:** You could not use Extensibility to save data when logic was invoked from an action web service.

#### [Runtime » Client](#)

**Defect 2116756:** The internet browser spammed the server with resubmit requests after a report/process ran longer than 55 minutes.

## Materials

### [Inventory » Enter Inventory Transfers](#)

**Defect 2098410:** When you created an inventory transfer and changed the **To Abbrev** value, you encountered an error that reverted the Inventory Abbreviation but not the **To Project** value, making these two values misaligned.

### [Inventory » Manage Serial/Lot Information](#)

**Defect 2092419:** In the Web Integration Console (WIC), you were unable to update the serial/lot via json import and there was no error displayed.

### [Material Requirements Planning » Firm Material Requirements Planning Planned Orders](#)

**Defect 2100304:** When you processed Firm Material Requirements Planning Planned Orders (MRPFPO) interactively to generate requisitions, you encountered an error. The issue occurred when two or more users processed MRPFPO using the same requisition at the same time.

### [Material Requirements Planning » Manage Detailed Part Schedule](#)

**Defect 2100998:** When you viewed the Detailed Part Schedule with **Option** set to **All Projects**, there were requirements that did not display. When you changed **Option** to **Single Project**, the missing requirements were displayed. This was an MSS-specific issue.

### [Material Requirements Planning » Update Material Requirements Plan](#)

**Defect 2106581:** When you ran MRP, the process completed with the following error: "8114 Error converting data type int to smallint at MRPMRP\_ALLOC\_SERLOT, line 0." This was an MSS-specific issue.

### [Production Control » Manage Manufacturing Orders](#)

**Defect 2092327:** When you tried to update the organization abbreviation in a project, you encountered an error.

### [Purchasing » Print Purchase Order Change Orders](#)

**Defect 2089172:** The "Tax Exempt Cert No:" label was printed on a purchase order change order when you modified the changes to the extended cost where sale/use tax was not exempt.

### [Sales Order Entry » Approve Sales Orders](#)

**Defect 2092584:** You were able to approve a sales order even though other approval titles in the lower sequence have not approved it.

### [Sales Order Entry » Print Sales Order Approval Status Report](#)

**Defect 2100401:** When you specified the approver user in the report parameter and you ran the report, Costpoint did not display the sales orders within the selection range for printing.

## People

### [Employee Self Service » Manage Life Event Elections](#)

**Defect 2106215:** The employee's premium was zero (0.00) when you manually entered an election on the Manage Life Event Elections screen. This issue occurred when:

- The employee's coverage option was **DEP CVG**.
- The dependent's coverage option was not **DEP CVG/NO CVG**.

### [Employee Self Service » Manage Taxable Entity Settings](#)

**Defect 2094056:** When Auto Positioning was not enabled, the **Allow Employees to download and email W-2s in the official W-2 format** checkbox label expanded outside of the **W-2s** group box. The label of the **Print only the last 4 numbers of SSN** checkbox label should be **Display and print only the last 4 digits of SSN**.

### [Employee Self Service » Payroll Checks](#)

**Defect 2102864:** The rate type on the ESS paystub printout was Salaried even when the employee's rate type was Hourly.

### [Employee Self Service » Total Comp/Benefits Statement](#)

**Defect 2073146:** The screen had the following issues:

- Annual salary was listed twice.
- The **Annual Amount** compensation type should be **Annual Salary**.
- The **Percentage** column should be labeled as **Percent of Total Compensation**.

### [Employee Self Service » W-2s](#)

**Defect 2092700:** The application should not populate or print the Control Number on the screen, report, and PDF.

### [Labor » Export Project Manufacturing Data](#)

**Defect 2089238:** When you auto-loaded operation records again, the application created a deletion record and a subsequent insert record. However, only the delete record was exported to Shop Floor Time. The operations were displayed as **Cancelled** and **Inactive**.

### [Payroll » Compute Payroll](#)

**Defect 2102099:** A critical system error occurred when you clicked **Print** on the Compute Payroll screen. The error indicated the following: "The multi-part identifier "ZP.ST\_CREDIT\_AMT" could not be bound." This issue occurred if you selected **Do not allow** as the **Negative Gross Pay Method** on the Configure Payroll Settings screen and then a deduction caused a check to have a negative net amount.

**For Pick and Choose deployment:** If you choose not to apply this hotfix, you can use the following workarounds:

#### Option 1

If you know which employees have a negative net situation, you can adjust the deduction amounts before computing payroll for those employees.

### Option 2

If you do not know which employees have a negative net situation, you can perform the following:

1. Go to the Configure Payroll Settings screen and verify that the **Negative Gross Pay Method** is **Do Not Allow**. If it is not set to **Do Not Allow**, you may be experiencing a different issue.
2. Select **Create Zero Balance Check** as the **Negative Gross Pay Method** and then select a **Zero Check Deduction** that will be used to offset the negative balance.
3. Run the Rebuild Global Settings process.
4. Go to the Compute Payroll screen, enter the parameters, and process the payroll.
5. On Manage Payroll Records, query records that have a negative net amount.
6. On each retrieved record, open the Deductions subtask.
  - a) Locate the deduction that was identified as the **Zero Check Deduction** on the Configure Payroll Settings screen.
  - b) Use the **Zero Check Deduction** negative amount to reduce the other deduction amounts.
  - c) Delete the **Zero Check Deduction** from the Deductions subtask.
  - d) Click the **Recalculate** button.
  - e) Verify the values and save the record.
7. After processing all checks for the period, go back to the Configure Payroll Settings screen and change the **Negative Gross Pay Method** back to **Do Not Allow**.
8. Run the Rebuild Global Settings process.

**Defect 2105261:** The taxable amount for Employer Medicare was incorrect when the amount should be negative.

## Payroll » Manage W-2Cs

**Defect 2025360:** The employee's address and ZIP code on the Manage W-2Cs screen and on the Manage W-2s screen were not identical.

## Payroll » Print Local Withholding Report

**Defect 2099611:** The application did not validate values in the **Locality** fields if you selected **Range**, **From Beginning**, or **To End** as the range option.

## Payroll » Print W-2s

**Defect 2085004:** The Print W-2s application did not validate the format of the federal employer identification number (EIN) from Manage W-2s and Manage W-2Cs.

## Payroll » View Employee Taxes

**Defect 2093808:** (This applies to Microsoft SQL Server customers only.) The screen froze when you clicked Lookup in the **User** field.

## Payroll » Void/Replace Posted Paychecks

**Defect 2092557:** When you ran the Void/Replace Posted Paychecks process, the report displayed a warning message if the record was within the quarter. No warning message should be displayed in this scenario.

## People

**Defect 2029101:** You received the following error message when the current date was equal to the end date in the employee's salary details: "You do not have access to this Employee."

## Planning

### New Business Budgeting » New Business Budgets

**Defect 2096977:** When a copied record on the Staff Hours subtask was updated with a different hourly rate, the budget contained duplicate pool records.

### Project Budgeting » Import Budget/EACs from Excel

**Defect 2095737:** When **Import Budget/EAC Projects** was set to **Projects with no error**, the upload failed, and no records were imported, not even those which were error free.

### Project Budgeting » Project Budgets / EACs

**Defect 2095572:** You encountered a timeout error after using Find & Replace to change the version code for a large number of budgets at the same time.

**For Pick and Choose deployment:** If you choose not to apply this hotfix, as a workaround, you can apply the change to a smaller number of budgets.

**Defect 2106159:** You encountered a system error when you used the **Name** lookup to select an employee for a new record on the Staff Hours subtask.

**For Pick and Choose deployment:** If you choose not to apply this hotfix, as a workaround, you can select the employee from the ID field lookup.

### Resource Planning » Budget By Resource

**Defect 2102966:** You encountered a performance issue when you processed a large project.

## Projects

### Billing » Calculate Standard Bills

**Defect 2095797:** Performance tuning has been conducted for this application to improve runtime.

**Defect 2104496:** When you ran this application, the process failed to complete.

### Billing » Post Standard Bills

**Defect 2091626:** Performance tuning has been conducted for this application.

## Cost and Revenue Processing » Compute Cobra Burden Costs

**Defect 2100308:** When you selected **Project Labor Category Cobra (UDEF)** under the **Map Labor Based on Costpoint** drop-down list on the Manage Cobra Resource Templates screen and then ran the Compute Cobra Burden Costs application, the process completed with error. This issue affects MSS database users.

**For Pick and Choose deployment:** If you choose not to apply this hotfix, as a workaround, select other options under the **Map Labor Based on Costpoint** drop-down list on the Manage Cobra Resource Templates screen.

## Cost and Revenue Processing » Compute Revenue

**Defect 2040519:** You encountered a performance issue when running this application.

**Defect 2091194:** Performance tuning has been conducted for this application.

**Defect 2091624:** Performance tuning has been conducted for this application.

**Defect 2099267:** When you ran this application, the recaptured over ceiling amounts were reset to zero. The previously calculated OVER\_FEE and OVER\_CST amounts were cleared out for lower-level projects since the ceiling was removed.

**Defect 2101904:** You encountered a performance issue when running this application.

**Defect 2110068:** You encountered a critical system error when you ran this application. This issue affects MSS database users.

## Time & Expense

### Configuration » UDT01

**Defect 2082068:** You encountered a system error when you saved a new UDT01 record.

## Security Enhancements

There are no security enhancements or security issues addressed in this release.

## Database Changes

Database Change documents detail data dictionary changes from one release to the next. To see the Database Change document for this MR, refer to [8.1.x Data Dictionary Updates](#).

## Appendix: For Additional Information

### Deltek Support Center

The Deltek Support Center is a support website for Deltek customers who purchase an Ongoing Support Plan (OSP).

The following are some of the many options that the Deltek Support Center provides:

- Search for product documentation, such as release notes, install guides, technical information, online help topics, and white papers
- Ask questions, exchange ideas, and share knowledge with other Deltek customers through the Deltek Support Center Community
- Access Cloud-specific documents and forums
- Download the latest versions of your Deltek products
- Search Deltek's knowledge base
- Submit a support case and check on its progress
- Transfer requested files to a Customer Care analyst
- Subscribe to Deltek communications about your products and services
- Receive alerts of new Deltek releases and hot fixes
- Initiate a Chat to submit a question to a Customer Care analyst online

**Attention:** For more information regarding Deltek Support Center, refer to the online help available from the website.

### Access Deltek Support Center

#### To access the Deltek Support Center:

1. Go to <https://deltek.custhelp.com>.
2. Enter your Deltek Support Center **Username** and **Password**.
3. Click **Login**.

**Note:** If you forget your username or password, you can click the **Need Help?** button on the login screen for help.

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## About Deltek

Better software means better projects. Deltek delivers software and information solutions that enable superior levels of project intelligence, management and collaboration. Our industry-focused expertise makes your projects successful and helps you achieve performance that maximizes productivity and revenue. [www.deltek.com](http://www.deltek.com)