



Deltek

Deltek Costpoint® Essentials

October 2020 Release Notes

(Costpoint MR Version 8.0.2)

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Overview

This document is a compilation of Costpoint, Costpoint Planning, and Time & Expense enhancements and software defect resolutions for October 2020 (Maintenance Release 8.0.2). This is the first Maintenance Release for Costpoint version 8.0, which was also released in October 2020.

Defects and enhancements described in this document will be applied to the Cloud in mid- October. Refer to messaging on your Cloud Portal page for details.

Enhancements

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

Regulatory Enhancements

Federal

2021 Form W-4 Updates

This Costpoint release updates several screens to reflect the changes in the Deductions Worksheet of the 2021 Form W-4.

Manage Employee Taxes (PRMETAX)

Note: The updates in this section also apply to the Taxes subtask of the Manage Employee Information screen.

The following are the changes to the screen:

- The field label changed from **Form W-4 Version** to **Form W-4**.
- The **2020** option in the **Form W-4** drop-down list was updated to **2020 or greater**.

Federal Withholding (ESMFEDWH)

The following are the changes to the screen:

- The “2020” text was removed from the labels of the tabs.
- The wording on the Deductions Worksheet section of the Multiple Jobs/Deductions Worksheet tab was updated to reflect the information on the latest Form W-4.
- Starting 01/01/2021, the 2019 W-4 subtask will no longer be available.

Life Events/New Hires (ESMLIFEEVENT)

The following are the changes to the screen:

- The “2020” text was removed from labels on the tabs for Federal Withholding.
- The wording on the Deductions Worksheet tab for Federal Withholding was updated to reflect the information on the latest Form W-4.

Manage Payroll Records (PRMPTF)

The **2020** option in the **Form W-4 Version** field was updated to **2020 or greater**.

Manage Employee Earnings History (PRMERF)

The **2020** option in the **Form W-4 Version** drop-down list was updated to **2020 or greater**.

View Payroll Edit Table (PRQPTF)

The **2020** option in the **Form W-4 Version** field was updated to **2020 or greater**.

Enhancements

[View Employee Earnings \(PRQERF\)](#)

The **2020** option in the **Form W-4 Version** field was updated to **2020 or greater**.

[View Employee Taxes \(PRQETAX\)](#)

The **2020** option in the **Form W-4 Version** field was updated to **2020 or greater**.

Allow Truncation of Social Security Numbers on Printed W-2

The IRS finalized regulations to allow employers to voluntarily truncate employee social security numbers (SSNs) on copies of Forms W-2, Wage and Tax Statement, that are furnished to employees after December 31, 2020 [84 F.R. 31717, 7-3-19].

The regulations allow employers to voluntarily mask SSNs so that the numbers display in the form of IRS truncated taxpayer identification numbers (TTINs), which display only the last four digits of a taxpayer identification number (TIN) and use X's or asterisks for the first five digits (for example, XXX-XX-1234 or ***-**-1234).

The final regulations permit employers to truncate employees' SSNs to appear in the form of a TTIN on copies of Forms W-2 that are furnished to employees under IRC §6051 (copies B, C, and 2). The truncation of SSNs on employee copies of Form W-2 will not be required. The decision is entirely up to the employer.

The final regulations clarify that employers may not truncate an employee's SSN to appear in the form of a TTIN on copy A of a Form W-2 filed with the Social Security Administration (SSA). Both the IRS and SSA need the full SSN on Forms W-2 to identify individuals. The IRS receives the full SSN when SSA sends the employer's W-2 file to IRS once it has finished processing the file.

This Costpoint release provides you with the option to truncate the employees' SSNs on the employee copies of the printed W-2. Use the following new field on the Print W-2s screen for this functionality:

Field	Description
Print only the last 4 numbers of SSN	Select this check box to display only the last 4 numbers of the employee's social security number (SSN) on the W-2. When you select this check box, the copies of the W-2 that are furnished to employees (copies B, C, and 2) display only the last 4 numbers of the employee's SSN. An "X" will print instead of the other numbers. For example, XXX-XX-1234.

Updated Federal Tax Report for Social Security Deferral Based on CARES Act Memorandum

A presidential memorandum was signed last 8/8/2020 which mandates a deferral of the employee portion of Social Security tax for compensation paid to employees whose biweekly pretax compensation generally is less than \$4,000. In addition to other Costpoint features released to comply with the memorandum, the Quarterly Federal Payroll Tax Report now provides information on employees who had deferred social security withholding between 9/1/2020 and 12/31/2020.

The Print Quarterly Federal Payroll Tax Report screen features the following changes:

- When Costpoint determines the Employee Social Security Taxable Wages in order to compute the Calculated Employee Social Security Withholding, Costpoint only includes gross wages from Employee Earnings (EMPL_EARNINGS) records that were subject to social security.

Due to the latest CARES Act Memorandum, which defers Social Security withholding for employees generally making less than \$4,000 biweekly, Costpoint Payroll users had to clear the **Subject to - Social Security** check box on the Manage Employee Taxes screen for the affected

employees so that social security would not be withheld for them. The Compute Payroll process then set the Employee Social Security Taxable Wages to 0.00.

For this scenario, Costpoint now performs the following actions:

- Track the social security taxable wages for employees and employers.
- Calculate and include social security taxable wages from Employee Earnings records that were flagged for social security deferral even though the **Subject to - Social Security** check box was not selected for each of those records.
- The FICA Summary section now includes the total deferred Social Security employee withholding in order to show how the deferral impacts the expected FICA liability.
- A new Deferred Employee Social Security Withholding report lists employees that had deferred Social Security withholding during the 9/1/2020 to 12/31/2020 period. The report provides the following fields/information:
 - Employee
 - Name
 - Deferred Social Security Taxable Wages
 - Deferred Social Security Withholding

State

2020 Maryland SUTA Electronic Filing

The Maryland Division of Unemployment Insurance announced that its new system, BEACON, goes live late September 2020. The filing of the quarterly wage reports will still be done using the current method and format until late September 2020. The third quarter 2020 wage reports will be the first quarter that will be filed in the new BEACON system.

Attention: For more information, refer to the [FAQs for Tax Filing Employers and Third Party Agents - Unemployment Insurance Modernization](http://www.dllr.maryland.gov/uim/employer/uimempfaqs.shtml):
<http://www.dllr.maryland.gov/uim/employer/uimempfaqs.shtml>.

This Costpoint release updates the Manage SUTA Tax File Data screen and the Create Quarterly SUTA Tax File screen to support Maryland's new EFW2 format for the BEACON system.

Manage SUTA Tax File Data (PRMSMM)

If you enter **MD** (Maryland) in the **SUTA State** field, the application now enables the **Employee Count Method** field. The **Contact Name** field is now required for Maryland.

Create Quarterly SUTA Tax File (PRPSMM)

If you create a tax file for Maryland, the application uses the EFW2 format for the new BEACON system.

2021 SUTA Wage Base Updates

This Costpoint release adds tax table records effective 01/01/2021 for states where the unemployment-taxable wage base has been updated for tax year 2021.

Note: These updates require [PATCH10274](#), [PATCH10313](#), and [PATCH10345](#).

Enhancements

Iowa

The SUTA limit for 2021 is **\$32,400**.

Montana

The SUTA limit for 2021 is **\$35,300**.

Nevada

The SUTA limit for 2021 is **\$33,400**.

New Jersey

The SUTA limit for 2021 is **\$36,200**.

Washington

The SUTA limit for 2021 is **\$56,500**.

Framework

Framework

New Quick Launch Option for Costpoint Mobile

You can right-click the Costpoint desktop icon that is pinned on the task bar or long press on the Costpoint icon on an Android device to see direct links that let you quickly open the following applications:

- Timesheet (TMMTIMESHEET)
- Home Dashboard (DBDHM)
- Manage Leads and Contacts (CTMLEAD)
- Opportunities Quick View (CTMOPPM)

These capabilities are available on the following browsers:

- Google Chrome 85 or later
- Microsoft Edge 85 or later

Note: This feature is currently not available on IOS devices.

Projects

Application Optimization: Build Rate Application Table

Build Rate Application Table has been enhanced to support table partitioning and process more efficiently when using Oracle. Deltek recommends that you install the Costpoint 8.0.2 MR in a test environment and test the application before deploying the MR to production.

Reports & Analytics

[MS Excel Data and Costpoint BI in the Cloud](#)

You can now import data from Microsoft Excel into Costpoint BI in the cloud.

Software Issues Resolved

Descriptions of Software Issues

You will notice that the descriptions of some software defects contain extra information, including ways to work around the defects. For the most part, these issues were addressed before this release through hot fixes, and the additional information was developed to help you decide whether or not you needed to install the hot fixes.

When you install this release, you must install all fixes in the release; you cannot choose to install some and not others. Nevertheless, this additional information has been included in case you instituted some of the workarounds and can now stop using them, or you simply want more background information about the defect repairs.

Accounting

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

Defect 1324121: When you entered a purchase order (PO) voucher for a Subcontractor Agreement type PO, Costpoint automatically created a receipt even though the settings were configured to not allow creation of receipts.

[Accounts Receivable » Edit/Manage A/R Underpayment Amounts](#)

Defect 1344401: Costpoint allowed you to post cash receipt/accounts receivable adjustment entries to an account that is not assigned to a CR account entry group. This happened when you selected the **Post Adjustment to Billed Project** check box, encountered an error, cleared the **Post Adjustment to Billed Project** check box, and posted the A/R adjustment.

[Multicurrency » Update Open Accounts Payable Exchange Rates](#)

Defect 1351498: The Update Open Accounts Payable Exchange Rates screen was updated to disable parallel execution so the update process will run in a serial queue even if you run it using a parallel queue.

[Multicurrency » Update Open Accounts Receivable Exchange Rates](#)

Defect 1351490: The Update Open Accounts Receivable Exchange Rates screen was updated to disable parallel execution so the update process will run in a serial queue even if you run it using a parallel queue.

Admin

[Security » Manage Users](#)

Defect 1350809: When you cleared the **Allow Saving of Personal Screen Configuration** check box on the User Interface tab in Manage Users (SYMUSR), you received the following message: "All User Personal Screen Configurations will be deleted. Do you want to continue?"

Security » Print User Group Rights Report

Defect 1346670: In the Print User Group Rights Report application, extension applications did not display in the result sets for Security reports.

System Administration » Manage Word Templates

Defect 1346667: A newly saved Manage Word Templates (SYMWRPTM) record could not be queried when its result set used XT or extensibility. As a workaround, you can save the record using other result sets in order to use the template in the applications with extensibility.

System Administration » Migrate GovWin Capture Management Data

Defect 1300997: The GovWin Capture Management migration process did not properly translate the HTML tag for a hyphen/dash character (-).

Contracts

Opportunities » Manage Opportunities

Defect 1325338: Costpoint did not retain the value in the **Lead Contact** field on a cloned record upon saving. This happened whether the contact was created on the Business Affiliations subtask of the Manage Leads and Contacts screen or on the Contacts subtask of the Manage Customers screen. As a workaround, use lookup to select a value in **Lead Contact** and save the record again.

Defect 1338025: Web Integration Console (WIC): The merge/update functionality was not working when updating OPP_CT_ROLE_CD. The following error occurred: No matching record could be found in the database for the following combination of fields: |OPP_CT_ROLE_CD|, |CT_ROLE_DESC|.

This defect affects you if you use WIC. As a workaround, you can include CT_ROLE_DESC in the XML script even without a value.

Defect 1347289: An error occurred while Costpoint was retrieving some opportunity data, including the opportunity's **Primary Customer** and **Primary Agency** values.

Defect 1352499: The GovWin IQ integration process did not correctly translate the HTML tag for the special character hyphen (-) when importing opportunity records into Costpoint.

Framework

External Tools » SecurityProvider

Defect 1355425: Active Directory groups were not retrieved correctly when Manage Groups in Active Directory was turned on for the account.

External Tools » XTDESIGNER

Defect 1356018: You received the error "Can't read the list of LDAP providers" and could not log in to Extensibility and Web Designer tools. This issue occurred when the Authentication Method in Manage Users was set to the Active Directory (non-global level) option. As a workaround, you can set the Authentication Method to Database or Global LDAP providers.

Materials

[Inventory » Post Inventory Journal](#)

Defect 1345925: The application was modified to remove the validation displayed when you posted to a Fiscal year (FY)/Period (Pd)/SubPeriod (SubPd) where the status is Not Available for Inventory Journal.

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

Defect 1342448: When you ran MRP with the following conditions on the Configure Materials Requirements Planning Settings screen, the on-hand quantity was allocated to its own demand which had a later date:

- The **Create Transfer Reservation Action Message** check box was selected.
- The **Plan Substitute Part** check box was not selected.

[Production Control » Manage Manufacturing Orders](#)

Defect 1345300: When you flagged a requirement as optional in Manufacturing Execution System (MES), Costpoint did not create a reservation for Customer Repair Orders. The reservation came over as a quantity of zero (0) into manufacturing order (MO) requirements. Subsequent alterations in MES (that is, adding an operation sequence) failed to come to Costpoint on the router.

[Purchasing » Archive Purchase Orders](#)

Defect 1342921: The application has been updated to enable it to copy the value of the new **Print Label** options **Acknowledgment Required** or **Acceptance Required** from the PO_HDR to PO_HDR_HS when the purchase order (PO) is archived.

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

Defect 1342920: The application has been updated to enable it to copy the value of the new **Print Label** options **Acknowledgment Required** or **Acceptance Required** from PO_HDR to PO_HDR_CHNG when a new change order is created.

[Purchasing » Manage Buyer Actions](#)

Defect 1336581: When you selected lines to set to **Pending Supplier Acknowledgment**, all the lines were set to **Pending Supplier Acknowledgment** upon save.

[Purchasing » Manage Purchase Orders](#)

Defect 1342392: You now have the option to print either **Acknowledgment Required** or **Acceptance Required** on the Print Purchase Order (PO) and Print PO Change Order reports. You can do this by using the new **Print Label** drop-down list with the options **Acknowledgment Required**, **Acceptance Required**, or **None**.

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

Defect 1342415: The application has been updated to enable it to print the option you selected for the **Print Label** on the Manage Purchase Orders screen.

Purchasing » Print Purchase Orders

Defect 1342403: The application has been updated to enable it to print the option you selected for the **Print Label** on the Manage Purchase Orders screen.

Receiving » Manage Purchase Order Receipts

Defect 1347436: For subcontractor agreement and subcontractor agreement release PO type with **Misc Type Lines** and charge type of **Labor** or **Expense**, the **Accepted Qty** and **Accepted Amt** in Manage Receipts should be disabled, and values default to the **Received Qty** and **Received Amt**.

Supplier Portal » Manage Invoices

Defect 1332926: When a supplier created an invoice and added a new Misc Type invoice, the record was not saved because the Account Distribution subtask and information was non-existent. This prevented the supplier from adding lines for freight or insurance on the Invoice that they are submitting.

Defect 1334411: When you approved an invoice for a Subcontractor Agreement type of purchase order (PO) and the invoice became a voucher, Costpoint automatically created a receipt even though the settings were configured to not allow creation of receipts.

Defect 1339596: The application has been changed to now hide the following fields: **Qty to Pay Not Vchrd**, **Amt to Pay Not Vchrd**, and **Voucher Received**.

People

Employee » Import Employee Data

Defect 1296446: When you used the user-defined file format to import employee data, the application displayed an error when it attempted to change fields that were not selected in the format. As a workaround, you can select a different file format in the preprocessor.

Employee » Manage Employee Dependent Care FSA Elections

Defect 1348329: When you changed the dependent care FSA amount to be equal to posted dependent care FSA deductions, the application displayed an error which indicated that the deductions amount could not be calculated.

When you changed the dependent care FSA amount to a value that was more than the posted dependent care FSA deductions, Costpoint updated the value correctly on the Manage Employee Deductions screen.

As a workaround, enter **0** on the employee deduction so that it will not be included in the payroll.

Employee » Manage Employee HSA Elections

Defect 1348340: When you changed the HSA amount to be equal to posted HSA deductions, the application displayed an error which indicated that the deductions amount could not be calculated.

When you changed the HSA amount to a value that was more than the posted HSA deductions, Costpoint updated the value correctly on the Manage Employee Deductions screen.

As a workaround, enter **0** on the employee deduction so that it will not be included in the payroll.

Employee » Manage Employee Medical Care FSA Elections

Defect 1348334: When you changed the medical care FSA amount to be equal to posted medical care FSA deductions, the application displayed an error which indicated that the deductions amount could not be calculated.

When you changed the medical care FSA amount to a value that was more than the posted medical care FSA deductions, Costpoint updated the value correctly on the Manage Employee Deductions screen.

As a workaround, enter **0** on the employee deduction so that it will not be included in the payroll.

Employee » Manage Employee Taxes

Defect 1349935: When you changed the **Withholding State - Filing Status** field value on an existing record with **GU** (Guam) as the withholding state, the screen did not update the value of the **Federal - Filing Status** field to **Exempt**.

As a workaround, you can clear the value in the **State** field in the **Withholding State** group box, and then re-enter **GU** in the field.

Defect 1356078: The Manage Employee Taxes screen did not display or retrieve employee tax records when the record had no assigned withholding state.

Employee » Manage Race and Ethnicity Codes

Defect 1281451: The application requires a patch to populate the AA_RACES system table if the AA_RACE_CD column value does not already exist in the AA_RACES table. The patch must not overwrite a code if it already exists.

Employee » Update Employees for Manager Change

Defect 1348173: The setting of the **Variable Hours Employee** check box was incorrect on the View Salary Information and History screen when you updated employee records through the Update Employees for Manager Change process.

Employee Self Service » Update Benefit Option/Election Tables

Defect 1316866: The application should set the **EOI Status** field value to **Not Required** if the employee is already covered by the benefit plan and coverage option through the end date of the new election.

Labor » Create Retroactive Timesheet Adjustments

Defect 1350807: The application auto-adjusted **Correcting** type timesheets.

Labor » Manage Timesheets

Defect 1129284: When you saved your changes, the screen automatically recalculated the manually edited functional and transaction amounts on a timesheet line that was created by copying an existing timesheet line.

As a workaround, you can manually edit the amounts after you saved your changes. You can also opt not to use the Clone/Copy function, and then manually enter a new line for the timesheet.

Payroll » Print Paychecks

Defect 1345028: The application rolled up same pay types with the same entered hours into one hourly rate line even if the pay types had different hourly rates.

Payroll » Print Payment Advices

Defect 1345027: The application rolled up same pay types with the same entered hours into one hourly rate line even if the pay types had different hourly rates.

Payroll » Update Employee Package Deductions

Defect 1348347: When you changed the FSA/HSA amount to be equal to posted FSA/HSA deductions, the application displayed an error which indicated that the deductions amount could not be calculated.

When you changed the FSA/HSA amount to a value that was more than the posted FSA/HSA deductions, Costpoint updated the value correctly on the Manage Employee Deductions screen.

As a workaround, enter **0** on the employee deduction so that it will not be included in the payroll.

Planning

Organization Budgeting » Organization Budgets / Outlooks

Defect 1331297: The Rates Post tag in the **Modified By** column was overwritten when you used the Post Forward Rates to Budget application. To correct this, the Rates Post tag now displays in the new **Created By** column.

Defect 1347454: Duplicate splits occurred when Pool Org ID was changed during a row update.

Organization Budgeting » Purchase Commitment Detail

Defect 1335081: Users with suppressed labor were able to see individual estimated labor cost by employee in addition to hours by employee.

Organization Budgeting » Transaction Analysis

Defect 1356413: The Labor Amount did not display, even though Labor was not suppressed.

Project Budgeting » Project Budgets / EACs

Defect 1331313: T&M Revenue did not calculate on EAC for ETB formula types.

Defect 1341513: The application did not calculate Total dollars in the last closed period when the **Unlock EAC Last Closed Period** setting was enabled.

Defect 1344798: Revenue adjustments were not recognized for actuals.

Defect 1344806: Revenue Setup default settings were incorrect for CPFH and LLRCINLB.

Defect 1352563: The Project Labor Categories subtask erroneously included the Current Bill Rate column. It was removed.

Project Budgeting » T&M Labor Analysis

Defect 1352022: When you budgeted by period and a subperiod rate changed during that period, Costpoint Planning used the average rate when calculating revenue.

This was corrected as follows: When a project labor code (PLC) rate changes during a period and hours are budgeted by period, the latest PLC rate is now used when calculating revenue for the period.

Projects

Billing » Calculate Standard Bills

Defect 1340735: This application has been enhanced to process more efficiently and decrease its runtime.

Defect 1344403: When you have no records in the POOL_ALLOC table and you printed an invoice, an **Other** line was printed with 0.00 figures. As a workaround, you can add records on the Manage Cost Pools screen and then recalculate the bills; this will not print the **Other** line on the invoice.

Budgeting and ETC » Apply Indirect Costs to Budgets

Defect 1340155: This application has been enhanced to process more efficiently and decrease its runtime.

Cost and Revenue Processing » Compute Burden Costs

Defect 1340158: This application has been enhanced to process more efficiently and decrease its runtime.

Subcontractor Management » Approve Subcontractor Invoices

Defect 1332922: When a supplier created an invoice and added a new **Misc Type** invoice, the supplier was not able to save the record because the Account Distribution subtask was disabled and information on this subtask did not exist.

To address this issue, the following changes have been made:

- The account validation has been removed from Manage Invoices (SPMINVC), and the application now allows the supplier to save a new invoice line without account details.
- The Account Distribution subtask is now enabled in Approve Subcontractor Invoices (SMMAINVC) and Approve PO Invoices (POMAINVC). This applies to all purchase order (PO) types and PO line types.
- Validation has been added to Approve Subcontractor Invoices when the user tries to approve or edit an invoice record without information on the Account Distribution subtask. The payer must enter the account information that was missing when the invoice was entered in Manage Invoices before the invoice can be approved.

Defect 1334406: When you approved an invoice for a Subcontractor Agreement type of purchase order (PO) and the invoice became a voucher, Costpoint automatically created a receipt even though the settings were configured to not allow creation of receipts.

The logic of Approve Subcontractor Invoices has been modified to address this issue. Now, auto-creation of receipt via this application occurs only if one of the following conditions is met:

- The non-inventory PO line is associated with a work assignment.
- The non-inventory PO line is not associated with a work assignment but the Configure Purchase Order Voucher Settings screen allows receiving of the PO line item (services, goods, and non-inventory parts) or miscellaneous charge.

Reports & Analytics

[Business Intelligence » Business Intelligence](#)

Defect 1285956: The Resource Management Data Set module displayed duplicate Relative Time.

Defect 1300889: The PO line header columns on the Purchase Order report should have been displayed closer to the values of the PO line.

Defect 1338938: When you tried to generate a Balance Sheet, some organizations could not be searched.

Defect 1339007: You could not see results for a particular project on the Burdened Labor Costs report. This happened when you searched and selected a project, and then generated the report.

Defect 1346006: You could not load visualization on the Org Mgr Planning Performance Analytics dashboard, which might have been caused by large data. As a workaround, use a data set as source for the dashboard.

Time and Expense

[Configuration » Import Master Data](#)

Defect 1345735: Errors that occurred when importing employee history from the table source did not display in the import log report file.

[Expense » Change Expense Report/Advance Status](#)

Defect 1342767: When users unmarked processed SubK expense reports, they could not be exported again.

[Expense » Expense Report](#)

Defect 1342775: Though allocation totals equaled 100% as required, an error message displayed that indicated otherwise.

[Time » Timesheet](#)

Defect 1350916: When rounding time in/time out hours, individual line amounts were rounded instead of the total of all entered lines.

Known Issues

The following are known issues in this release.

Duplicate Hour Values in Resource Management Dashboard in Costpoint BI

There are duplicate values in the GEN_LAB_CAT_CD which result to hours being doubled on the Resource Management Dashboard. This issue only affects you if you use multiple companies.

Deltek is actively working to resolve the issue.

Legacy AR Aging Report in Costpoint BI

The subtotal values for a single invoice with multiple receipts may be incorrect. This error occurred after the upgrade to Cognos Analytics 11. As a workaround, Deltek recommends that you use the new version of the AR Aging Report found in Team content » Accounts Receivable.

UI Issue When Editing a Drill-Through Within a Report in Costpoint BI

When you edit a drill-through within a report, layout issues may occur. This happens when the drill-through is part of the main report and is not a separate report. As a workaround, click the **Edit** icon on the main report instead of the drill-through page.

This case has been submitted to IBM pending resolution.

Appendix: For Additional Information

Deltek Support Center

The Deltek Support Center is a support Web site 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 Web site.

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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