Deltek

# Deltek Costpoint® GovCon Cloud Moderate

## November 2023 Release Notes

(Costpoint MR Version 8.1.25)

**November 2023**

This edition published November 2023.

# Contents

# Overview

This document is a compilation of Costpoint, Costpoint Planning, and Time & Expense enhancements and software defect resolutions from October 2023 (CP Maintenance Releases 8.1.25) and includes any regulatory enhancements.

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

Note that the version numbers above (for example, 8.1.25) 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

## 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.

## 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.

## Costpoint Business Intelligence 8.1.25

There are no changes to the software in this Costpoint Business Intelligence 8.1.25 release.

# Enhancements

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

## Regulatory

### Federal

#### Form I-9 Updated Edition

The U.S. Citizenship and Immigration Services (USCIS) released a new version of Form I-9, Employment Eligibility Verification. Employers must use Form I-9 to verify the identity and employment authorization of their employees.

The Form I-9 changes are:

- The citizenship or immigration status in Section 1 has been renamed to “noncitizen authorized to work." This was “alien authorized to work” in the 2019 edition.
- A checkbox has been added in Section 2 for E-Verify employers to indicate when they have remotely examined Form I-9 documents.

| Checkbox Label | Checkbox Information |
|---|---|
| **Check here if you used an alternative procedure authorized by DHS to examine documents** | Certain employers who participate in E-Verify are qualified to examine their employee’s documentation remotely by using the optional alternative procedure to physical document examination authorized by the Secretary of DHS. Employers who examine documentation remotely for some employees must offer this option to all employees. To examine your employee’s documentation remotely, you must be enrolled in good standing in E-Verify, and complete the following steps:<br>▪ Examine copies (front and back, if the document is two-sided) of Form I-9 documents or an acceptable receipt to ensure that the documentation presented reasonably appears to be genuine;<br>▪ Conduct a live video interaction with the individual presenting the document(s) to ensure that the documentation reasonably appears to be genuine and related to the individual. The employee must first transmit a copy of the document(s) to the employer (per Step 1 above) and then present the same document(s) during the live video interaction;<br>▪ Indicate on the Form I-9, by completing the corresponding box, that an alternative procedure was used to examine documentation to complete Section 2 or for reverification in Supplement B, as applicable; and<br>▪ Retain a clear and legible copy of the documentation (front and back if the documentation is two-sided). |

Employers may begin using the new edition by August 1, 2023, or may choose to continue to use the 2019 version of the form through October 31, 2023. After October 31, 2023, the prior version of Form I-9 will be obsolete and no longer valid for use.

Starting November 1, 2023, employers who fail to use the August 1, 2023 edition of Form I-9 may be subject to all applicable penalties under section 274A of the INA, 8 U.S.C. 1324a, as enforced by U.S. Immigration and Customs Enforcement (ICE).

**Attention:** For more information, refer to:

- 4.5 Remote Documentation Examination (Optional Alternative Procedure to Physical Document Examination)
- https://www.uscis.gov/sites/default/files/document/fact-sheets/FormI9SummaryofChangesFactSheet.pdf
- https://www.uscis.gov/sites/default/files/document/forms/i-9.pdf
- https://www.uscis.gov/sites/default/files/document/forms/i-9instr.pdf

### Manage Employee I-9 Data (HPMI9DAT)

The following options in the **Status** drop-down list were replaced:

- The **Alien Authorized to Work** option was replaced with the **Noncitizen Authorized to Work** option.
- The **Non-Citizen National** option was replaced with **U.S. Noncitizen National** option.

The following checkbox was added:

| Field | Description |
|---|---|
| **Used an alternative procedure authorized by DHS to examine documents** | Select this checkbox if you used an optional alternative procedure to physical document examination authorized by the Secretary of DHS.<br><br>Certain employers who participate in E-Verify are qualified to examine their employee's documentation remotely by using the optional alternative procedure to physical document examination authorized by the Secretary of DHS. Employers who examine documentation remotely for some employees must offer this option to all employees. To examine your employee's documentation remotely, you must be enrolled in good standing in E-Verify. |

## Printing of Form W-2c and W-3c with Data on Blank Stock

Prior to this release, you can print Form W-2c only on pre-printed forms from recommended vendors. To avoid alignment problems in using pre-printed forms, Costpoint adds the ability to print Form W-2c on plain paper on the Print W-2s screen.

### Print W-2s (PRRW2)

A new **W-2c (Form with Data)** group box provides the following options for printing W-2c copies to plain paper.

| Field | Description |
|---|---|
| **Substitute Copy A (SSA-Approved)** | Select this option if you want to print a black and white Copy A. A separate PDF file for the W-3c will be created and saved in the same location as the Form W-2c Copy A.<br>▪ The Copy A PDF file should be printed on 8.5 x 11-inch single-sheet paper only, not on continuous pin-fed paper.<br>▪ The option to print only the last 4 numbers of SSN will be cleared and disabled for Copy A. |
| **Copy 1** | Select this option if you want to print W-2c Copy 1 - For State, City, or Local tax Department. |
| **Copy D** | Select this option if you want to print W-2c Copy D - For Employer. |
| **Employee's W-2c Set (B, C, 2, Instructions)** | Select this option if you want to print a set of W-2cs per employee with only one W-2c form per page. This set includes Copy B, Copy C, Copy 2, and a copy of filing instructions per employee. If you want a separate PDF file for each set of W-2cs per employee, then you must select the **One PDF File per Employee** checkbox. |

**Note:** The printing of Form W-2c on plain paper is only applicable beginning Tax Year 2023. As of this release, Deltek is still awaiting Form W-2c/Form W-3c for 2023 to be approved by the SSA. An error will display if you select the **Substitute Copy A (SSA-Approved)** option.

### Manage W-2Cs (PRMW2C)

The existing **(b) Employer's Federal EIN** field is now the **(b) Employer identification number (EIN)** field.

## W-2 2023 Copy A Substitute Form Fillable PDF Update and Approval

The Internal Revenue Service (IRS) requires that the Substitute Black-and-White Forms W-3 and W-2 (Copy A) for Tax Year 2023 must comply with the IRS Publication 1141. Forms W-3 and W-2 (Copy A) must be approved by Social Security Administration (SSA).

The Print W-2s application was updated to reflect the updated forms. The changes to the forms are as follows:

- **2023 Form W-3**
    - Changed Form W-3 tax year from 2022 to 2023
    - Updated the "Reminder" section instructions to show tax year 2023
    - Updated the "E-Filing" section to show filing deadline of January 31, 2024
    - Updated the "When to File Paper Forms" section to show filing deadline of January 31, 2024
    - Updated the "Revised" date to 08/23
- **2023 Form W-2**
    - Changed the Form W-2 tax year from 2022 to 2023
    - Updated the "Revised" date to 08/23

The IRS provides the following reminders to employers:

- Do not mail your company's payroll to the Copy A mailing address. You must mail your forms to the address listed on Form W-3.
- Do not truncate the employees' SSN on Copy A of Forms W-2.
- Verify that the template prints on each W-2 submission before you mail them to the SSA.
- Approvals are valid for only one tax year (January through December). In general, each new filing season requires new approval, even if the official form does not change.
- All forms and data must be printed in non-reflective black ink only.
- Both the top Form W-2 and the bottom Form W-2 must have the **Void** checkbox printed on the form.
- Please ensure printed versions of the approved forms meet the required margin guideline. The top, left, and right margins for Form W-2 (Copy A) and Form W-3 are 0.50 inches (½ inch).

**Attention:** For more information, refer to:

- Employer Form W-2 Filing Instructions & Information: https://www.ssa.gov/employer/
- New IRS instructions for electronic filing requirements for Forms W-2: https://www.irs.gov/forms-pubs/new-electronic-filing-requirements-for-forms-w-2
- 2023 General Instructions for Forms W-2 and W-3: https://www.irs.gov/pub/irs-pdf/iw2w3.pdf

## State

### California Pay Data Report Updated as of 2022 Reporting Year

Costpoint adds the ability to generate a Payroll Employee Report and Labor Contractor Employee Report according to the latest requirements of the California Pay Data Report.

The California Pay Data Report generated by Costpoint's Print EEO-1 Report application was updated with the following:

- The two sections, Payroll Employee Report and Labor Contractor Employee Report, have the following changes:
  - Mean Hourly Rate and Median Hourly Rate are now included.
  - The pay band thresholds were updated.
  - The Row-Level Clarifying Remark that displays if W-2 Box 1 total earnings will be used for at least one employee in the report was updated to "W-2 Box 1 earnings data have been used for at least one employee." (from "At least one employee uses W-2 Box 1 earnings.")
- The following Race/Ethnicity/Sex combinations were applied to the Labor Contractor Employee Report only:
  - 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

- To identify the particular pay band to count the payroll employee, the earnings shown in W-2c will be used if there is a record; otherwise, the earnings shown in W-2 will be used.
- An information message regarding the snapshot period was added.
- A California Pay Data Warning Report was added. This report lists all employees with no W-2 or W-2c record for the payroll year and taxable entity who are selected in the snapshot period.

### Florida Reemployment Tax Electronic Filing - XML Based on 2023 Version 1.2 Schema

Costpoint now supports Florida's updated Reemployment Tax XML package, which includes the following changes:

- A new amended reason "56 - Employee Eligibility Certification" for Filing Action Reason has been added.
- E-Verify Name and E-Verify Date are now required if E-Verify is included.

The Create Quarterly SUTA Tax File screen was updated to comply with Florida's XML requirements.

**Note:** For more information, refer to:

- Software Developer Information and Specifications
- Reemployment Tax XML Package (ZIP archive) - Includes XML schema, XPath, guide, and test files for Forms RT-6 and RT-8A: https://floridarevenue.com/taxes/Documents/flRtXmlPkg.zip

# People

## Contribution Direct Charging Update

The Post Payroll Journal application was updated for employers who direct-charge contributions. If any portion of the contribution is not set to be posted to a project, the non-project required posting account assigned on the Manage Deductions screen should be used. This update addresses scenarios where:

- There are no projects being charged on the timesheet.
- The combination of a negative amount and a positive amount on the same timesheet results in a 0.00 net.

## Direct Deposit Options on the ESS Payroll Checks Screen

Employees with access to the ESS Payroll Checks screen have had the ability to opt into, or out of, having their direct deposit advices mailed to them. Prior to this release, there was no way to hide this option from employees. Payroll administrators can now hide the setting from employees by clearing the new **Allow employees to opt into or out of receiving advices by mail** checkbox on the Manage Taxable Entity Settings screen and then running the Rebuild Global Settings process.

### Manage Taxable Entity Settings (AOMESSCS)

The application provides the following field.

| Field | Description |
|---|---|
| **Allow employees to opt into or out of receiving advices by mail** | Select this checkbox to allow employees to specify whether or not they would like to receive direct deposit advices by mail. Selecting this checkbox enables and displays the **Please mail my direct deposit advices** checkbox on the ESS Payroll Checks screen. Employees can use this checkbox to override the **Mail Direct Deposit** checkbox on the Manage Employee Bank Information screen.<br><br>Do not select this checkbox if you do not want to allow employees to override the **Mail Direct Deposit** setting or give them the choice of having their direct deposit advices mailed. |

The layout of screen has been updated and existing fields were rearranged on the following new tabs.

- Payroll Settings
- Benefit Settings
- Deferred Compensation Settings
- Address/Expense Check Settings

### Payroll Checks (ESMPAYCHECKS)

The Change Options subtask is now the Direct Deposit Mailing Options subtask. This subtask is enabled if the **Allow employees to opt into or out of receiving advices by mail** checkbox is selected on the Manage Taxable Entity Settings screen for the employee's Taxable Entity.

The existing settings on the Direct Deposit Mailing Options subtask have been updated and replaced with the following options.

| Field | Description |
|---|---|
| **Please mail my direct deposit advices** | Select this checkbox if you want your payroll direct deposit advices mailed to you. When you select this checkbox, your mailing address is displayed. |
| **Your direct deposit advices will be mailed to** | This is the mailing address that your employer has on file. If there are any issues, correct them on the Address/Phone screen on the **Employee Self Service » Personal** menu. If you do not have access to that screen, contact your Payroll Administrator. |

## Enable the Dependent and Beneficiaries Subtasks on the Benefits Enrollment and Life Events/New Hires Screens

When the Manage System Benefit Types screen was created, it defaulted and disabled the values for the **Dependents Allowed** and **Beneficiaries Required** checkboxes for each system benefit type. Costpoint now expands the functionality of the screen by allowing you to change if beneficiaries are required or not for Travel Insurance and Personal Accident Insurance system benefit types. The checkboxes will now be enabled for Travel Insurance and Personal Accident Insurance system benefit types similar to the **OTHER 1 - 9** system benefit types.

## Manage System Benefit Types (HBMSYSBEN)

- The **Beneficiaries Required** field is now enabled for **ACCDNT** (Personal Accident Insurance) and **TRAVEL** (Travel Insurance) system benefit types.
- You can now select both the **Beneficiaries Required** and **Dependents Allowed** checkboxes at the same time for the **ACCDNT** system benefit type.

## Manage Benefit Plans (HBMBPSET)

- The screen enables and selects the **Beneficiaries Required** checkbox on the Enrollment/Coverage Rules tab for a system benefit type based on the setting on the Manage System Benefit Types screen.
- The screen enables the **Dependents Eligible** checkbox on the Enrollment/Coverage Rules tab for a system benefit type based on the setting on the Manage System Benefit Types screen.

## Benefits Enrollment (ESMBENENROLL)

- The Beneficiaries subtask will be displayed for any System Benefit Type that has the **Beneficiaries Required** checkbox selected on the Manage System Benefit Types screen.
- The Dependents subtask will be displayed for any System Benefit Type the has the **Dependents Eligible** checkbox selected on the Manage System Benefit Types screen.

## Life Events/New Hires (ESMLIFEEVENT)

- The Beneficiaries subtask will be displayed for any System Benefit Type that has the **Beneficiaries Required** checkbox selected on the Manage System Benefit Types screen.
- The Dependents subtask will be displayed for any System Benefit Type the has the **Dependents Eligible** checkbox selected on the Manage System Benefit Types screen.

# Software Issues Resolved

## Accounting

### Accounts Payable » Manage Purchase Order Vouchers

**Defect 2000394**: The Exchange Rates subtask was not editable for vouchers of subcontractor invoices that have not yet been approved. As a workaround, delete the invoice and recreate it on the Manage Subcontractor Invoices screen.

### Accounts Payable » Manage Vendors

**Defect 1978655**: When you entered a new vendor record using the Web Integration Console (WIC), the vendor's non-US EFT information was not entered on the EFT Info (Non-US) subtask.

As a workaround, manually enter the details on the EFT Info (Non-US) subtask, or repeat the process in WIC to update the vendor record.

## Admin

### Security » Manage Users

**Defect 2005661**: The email that Costpoint sent when **Generate Random Password** was selected on the Manage Users screen had to be updated for clarity.

## CRM & Contracts

### Opportunities » Manage Opportunities

**Defect 1971149**: You received a 403 error or a critical system error when you tried to access the Projects Linked subtask.

## Framework

### Framework

**Defect 1972672**: You could not continue the workflow approval process via email when you used a specific workflow model.

### Runtime

**Defect 1926650**: The Revision Explanation form did not display when you were saving an expense.

# Materials

## Bills of Material » Print Indented Bills of Material Report

**Defect 1959164**: When you ran the Print Indented Bills of Material Report with the **Include Scarp/Yield Quantities** and **Multiply Out Subassembly Quantities** checkboxes selected, the quantity per assembly was calculated incorrectly compared to the MRP calculation.

## Engineering Change Notices » Apply Engineering Change Notices

**Defect 2001028**: When you tried to apply Engineering Change Notices, you encountered an error.

## Inventory » Create Physical Count Adjustments

**Defect 1991860**: When you moved quantity from one location to another using physical count adjustment, Costpoint used the absolute value to get the total adjustment amount instead of a zero value.

## Inventory » Enter Issues to Project/Account/Org or PO

**Defect 2006425**: When you created issue to project transactions, costs were posted to the general ledger (GL) when the From and To inventory abbreviations were used. Labor and subcontract costs were posted to the Materials account, forcing journal entries to correct the issue.

## Material Requirements Planning » Firm Material Requirements Planning Planned Orders

**Defect 1995169**: The application did not include the Transfer MRP message in the process when the transfer message was for a low-level requirement.

## Procurement Planning » Create Purchase Orders

**Defect 1991727**: When you tried to add funds to a blanket purchase order (PO), the additional funds were not added to the balance, and the blanket total amount did not reflect the amount from the additional requisition PO line.

## Production Control » Enter Manufacturing Order Issues

**Defect 2001187**: When you relieved a manufacturing order (MO) and issued additional parts to the MO on the same day, the MO total was not decreased by the relief process.

**Defect 2009072**: When you copied/pasted Excel information to a manufacturing order (MO) issue line and pressed TAB, Costpoint changed the issue quantity.

## Purchasing » Manage Purchase Orders

**Defect 2004820**: When you performed an update to the PO_HDR, multiple rows were created for the UPD ACTION insted of a single UPD row for the header and a single row for each line.

## Receiving » Manage Quality Control Inspections

**Defect 1997642**: When you reversed the order for the lot entry and saved it, the first lot was duplicated on the Serial/Lot Info subtask upon quality control inspection.

# People

## Employee Self Service » Address/Phone

**Defect 1992560**: The Address/Phone screen required field label, layout, and application logic updates.

## Labor » Create Retroactive Timesheet Adjustments

**Defect 2003824**: You encountered a fatal error if you retroactively adjusted timesheets that had different exchange rates for the same employee.

## Labor » Export Project Manufacturing Data

**Defect 2009796**: MO issue quantities were doubled when exported to Manufacturing Execution (MES) if you used the following setup:

- The **Separate Items by Company** checkbox was selected on the Configure Product Definition Settings screen.
- The same part and commodity code exists in multiple companies.

## Labor » Import Timesheets from Deltek Time and Expense

**Defect 1495855**: Negative recast lines caused the following hard error: "The Negative Timesheet line would cause the unrelieved amount balance for the total MO to go negative."

## Labor » Recast Overtime Premium to Timesheet Lines

**Defect 1495859**: Negative recast lines caused the following hard error: "The Negative Timesheet line would cause the unrelieved amount balance for the total MO to go negative."

## Leave » View Leave History

**Defect 2010892**: Even when the **Suppress Labor** function was enabled for a user, the user was still able to view the amounts for employee leave on the View Leave History screen.

## Payroll » Manage Local Taxes

**Defect 1998418**: If you selected **YTD Tax** on the **Tax Based On** field, the application should disable and set the **Supplemental Tax Rate** field to **0.00**.

# Planning

## Administration » Configuration Settings

**Defect 1997929**: The names of tables that are updated by specific refresh tasks have been added under the **Table Updated** column on the Refresh Process tab.

## Administration » User Maintenance

**Defect 2013511**: The **Security Org ID** lookup has been updated to display the **Organization ID** and **Organization Name** in separate columns.

### New Business Budgeting » New Business Budgets

**Defect 1991403**: The Revenue Analysis report did not display the correct profit amounts regardless of the revenue formula used.

**Defect 2005750**: Future years did not exist in the EFY database table. As a result, new business budgets ignored future years.

**Defect 2009834**: The Funding and Revenue Analysis screens did not display the correct amounts for **Funded** and **Estimated Value**, respectively.

### Project Budgeting » Project Budgets / EACs

**Defect 1998461**: The end date of a top-level project did not extend when you made the budget/EAC end date extension at a lower-level project.

**Defect 2000552**: You encountered an error when you tried to create an EAC.

### Project Budgeting » Project Status

**Defect 1995212**: When you tried to view the project information for a future fiscal year, the Project Status report did not display the indirect costs for prior years.

**Defect 1996710**: The extra space that precedes the fiscal year of an Indirect Cost line item has been removed.

## Projects

### Billing » Calculate Retroactive Bills

**Defect 1935436**: When vendor hours existed in a record without a vendor employee ID, the vendor hours were included twice on stand-alone retroactive bills.

As a workaround, you can edit billing amounts on the Manage Standard Bills screen.

**Defect 2002240**: The MU_PREV_BILLED_AMT value in the BILL_EDIT_DETL table was incorrect for multicurrency retroactive LLR-type bills. This resulted in an incorrect **Cumulative Amount** on printed bills and supporting schedules.

As a workaround, manually edit the bill offline.

### Billing » Print Standard Bills

**Defect 1996678**: A critical system error occurred when you tried to print bills with the **Detail Invoices** checkbox selected on the screen.

### Cost and Revenue Processing » Compute Revenue

**Defect 1990229**: You encountered a performance issue when running the Compute Revenue screen.

**Defect 2005801**: When you ran this application, Costpoint backed out previous over ceiling amounts, which caused an incorrect **Other Fee** value.

## Project Inquiry and Reporting » Print Revenue Summary Report

**Defect 1980547**: In the Project Revenue Summary Report, the **Contract to Date Value (w/o Future Mods)** column for the prior year was incorrect.

## Project Setup » Manage Revenue Information

**Defect 1980700**: **Fiscal Year** was disabled when you changed the **ITDCPFC - Other Fee on Revenue Level** checkbox selection in Table View using the **Replace** function for a single record.

As a workaround, select or clear the checkbox in Form View.

## Subcontractor Management » Manage Subcontractor Invoices

**Defect 2000387**: The Exchange Rates subtask was not editable for invoices that had not yet been approved.

As a workaround, delete the invoice and then recreate it.

# Time & Expense

## Configuration » UDT01 Types

**Defect 1916280**: When you needed to change the Account Type for a charge, you were required to update the **Valid For** flag for charges that used accounts of that Account Type. With extended charge trees, this was a time-intensive process.

## Expense » Expense Report

**Defect 2006988**: Location was not validating all fields before allowing you to save the line to expense reports and user favorites.

**Defect 2012403**: Processing speeds lagged when you had to approve multiple expense reports in succession.

## Expense » Manage/Approve Expense Authorizations

**Defect 2000163**: Two users were able to upload attachments with identical filenames. The filename has been updated to now include a portion of the employee ID when this occurs.

## Expense » Per Diem Schedules

**Defect 2013654**: When you manually entered a per diem schedule row, you should have received an error message indicating that the **Description** field was blank.

## Time » Manage/Approve Timesheets

**Defect 1945617**: Signed and Approved were added to the Manage/Approve Timesheets filter criteria.

**Note**: If your company has extensibility links associated with this application, Deltek recommends that you test this feature in conjunction with those links prior to deploying it for general use.

**Defect 2000980**: Timesheet Print report performance has been improved.

## Time » Time Settings

**Defect 1957645**: You received an error message stating that **Allow Unauthorized Charges** is not allowed if you are using Group Cache Charge Lookup.

## Time » Timesheet

**Defect 2001289**: When Description was read-only and you clicked the magnifying glass lookup icon, you received a system error stating that a table or view does not exist.

**Defect 2003895**: Replacement Signature and Replacement Approve tasks did not display if the timesheet was processed.

## Time » Timesheet Status

**Defect 1894678**: When you ran the Timesheet Status report, timesheets that contained lines were categorized as missing.

## Time » Work Schedule/Leave

**Defect 1978360**: On months that start on Friday and Saturday, the calendar view was not displaying all rows, and there was no scrollbar.

# 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.

# 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