Deltek

Deltek Touch

Connection Help

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Connecting to the Mobile Applications

When trying to connect to the mobile applications, it is important to understand the following information:

- Touch Server must be installed by your administrator in order to use the mobile applications.

- During setup, the administrator creates a Touch Server URL, which is different than your normal application URL that you access through a PC.

- The Touch Server URL uses any of the following format, depending on your installation:

    - For the mobile applications installed locally, the Touch Server URL uses the `https://<yourdomain>/vantagepoint/touch/<mobile application>` format, where `<yourdomain>` refers to your company's domain information and `<mobile application>` refers to your Touch application (either `time` or `crm`).

    - For mobile applications hosted in the Cloud, the Touch Server URL follows the `https://<instance>.deltekfirst.com/<instance>/touch/<mobile application>` format, where `<instance>` refers to the customer instance and `<mobile application>` is either `time` or `crm`.

    For more information, see Deltek Knowledge Base [#78375](#).

- Make sure that the URL is correct by tapping the link from an email, or copying and pasting the URL from an email. For example, the **s** in **https** is often missed when typing the URL directly in the field.

- If you are using an unsupported version of the Touch application (compatibility mode), you may be able to use the device native browser to enter your organization's Touch Server URL.

- Contact Deltek support if you continue to have connection issues.

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