



Welcome {FIRST_NAME|Valued Customer} to AtHomeNet's April Gazette!

Welcome to the April issue of the AtHomeNet Gazette!

April has been a busy month for AtHomeNet! March was a record-breaking sales month and we're very excited about welcoming new clients to our family. We look forward to providing top notch web services to all of our new clients as well as those who continue to be with us. Thanks for giving us the opportunity to serve you!

We've been doing a lot of traveling in the last few weeks, and we're looking forward to taking our show on the road later this week at the CAI National Conference and Exposition in Las Vegas! If you're planning on attending the Expo, be sure to stop by our booth (#510) for the chance to win a 32" HD TV!

Included in this issue are some exciting new features for our Classic and Elite websites, information on State Legislation, as well as helpful Tips From Support, a marsh front Community in the Spotlight and so much more!

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WHAT'S NEW

[New Features & Enhancements April 2010](#)

What's New in CLASSIC

- Email Bulletin Enhancement: Login Reminders - Do you have some residents that haven't logged in to the website in awhile? You now have the option to send an Email Bulletin based on the resident's last login date. When sending an Email Bulletin, choose Last Login Date in the "To" dropdown menu, then enter the date for "users who have not logged in since this date". There are 4 new Email Bulletin templates for this option as well!
- User Session Enhancement: Time out Pop Up - This month we have added a pop-up warning dialogue box in the address book and user profile areas to alert you before the time out limit is reached!
- Announcement Enhancements - You can now add templates to enhance the look of your Announcements. Select from the many attractive templates available through the Announcement feature.
- Feature Description Templates - We have many more feature description templates this month to enhance the look and feel of your web pages!
 - 2 New Board/Committee Templates
 - 2 New eForms Templates
 - 3 New Email Bulletins Page Templates
 - 2 New Homes for Lease Templates
 - 2 New Homes for Sale Templates
 - 2 New Hot Links Templates

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Sign up today to attend a FREE New Administrator Training course offered every Wednesday @ 2pm
[Click here](#) to register.

Useful Web Links

[Instant Answer](#)

- 3 New Job Bids Templates
- o 2 New Login Screen Templates
- o 2 New Lots for Sale Templates
- o 2 New Message Board Page Templates
- o 4 New Public Home Page Templates
- o 3 New Requests Page Templates
- o 2 New Reviews Templates
- o 2 New Survey Templates
- o 2 New Volunteer Templates
- o 3 New What's Nearby Templates
- Did you know that you can also apply these beautiful headers to your Private Home Page Pop-Ups? Implementing a pop-up on the Private Home Page will definitely get your residents' attention, and a graphic enhancement will definitely increase the appeal! Check out these new templates that are perfect for Private Home Page Pop-Ups!
 - o Board Elections
 - o Casual Themed Invite
 - o Crime Watch
 - o Garage Sale
 - o Lost Pet
 - o Swim Meet
 - o Tennis Tournament
- Email Bulletins - Each month we add new and fun email templates for you to engage your residents in various activities or reminders. This month, we have added 11 new email templates, including 4 focused on enticing those who haven't logged into the website for awhile! Enjoy!
 - o 2 New Cinco de Mayo Templates
 - o 2 New Earth Day Templates
 - o 1 New Memorial Day Template
 - o 4 New "Missing You" Templates
 - o 2 New Mother's Day Templates
- [Check Out the What's New April 2010 Video which covers all the new Website Enhancements](#)

Upgrades for TOPS Integrated Websites

- TOPS Board Reports - Updates have been made to the TOPS Board Report feature to improve how board report file names are processed.
- All of the enhancements to Classic websites have been made to TOPS websites. Enjoy!

What's New in AtHomeNet GoMobile

- Everything is new with AtHomeNet GoMobile! We're getting tremendous feedback from clients who have used our newest technology and we want to hear even more! And since seeing is believing, we want to see you using AtHomeNet GoMobile in action...If you're using this mobile web application, it's time for Show and Tell! Send us a photo of you using AtHomeNet GoMobile and you could be featured on our website! Send your photos and feedback to Feedback@AtHomeNet.com!

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INSIDE AtHomeNet

The office has been buzzing with activity this month! We've been celebrating several anniversaries and getting ready to go to the CAI National Conference and Exposition in Las Vegas.

Becky Sanders celebrated her 10 year anniversary in the Sales department with AtHomeNet this month. Tamara Taylor-Boggis has been with the company since 2005, working her magic in the Graphics department for 5 years. Finally, John Mahdi celebrated his second anniversary in the AtHomeNet Accounting department! We're looking forward to many more happy anniversaries!

If you're in Las Vegas for the CAI National Conference and Exposition this week, be sure to stop by booth #510 and see Mike Curtis from our Sales department. Imari Adams, our Communications Specialist will be there as well, documenting our trip

Knowledge Base- Got questions about administering your website? Get the answer at www.AdministratorHelp.com

AtHomeNet Administrators Website- Please visit www.AtHomeNetAdmins.com. If you don't have a Login click on Login Request.

AtHomeNet Gazette Archive- Access past issues of the AtHomeNet Gazette! Just go to www.AtHomeNet.com under the AtHomeNet Gazette section.

Email List

To inquire about the Community or Association Management Company website service, Sales@AtHomeNet.com

To inquire about Technical questions or issues with your website, support@AtHomeNet.com

For Billing questions, billing@AtHomeNet.com

To be removed from this email list send an email to us at, remove_list@AtHomeNet.com

What Our Customers Are Saying

"Thank you for all you do for your customers! I adore the templates and just put several of them on my website!"

Laurie, Lake of the Pines, Auburn, CA

Refer a Friend

When a new community contacts AtHomeNet we always ask them how they heard about us - if they were referred by an existing AtHomeNet community resident we will

with video and on Twitter. Follow us on Twitter (@AtHomeNet, #CAIVegas) to be part of the action! Jeff and Susan Sanders will also be on hand to talk with booth visitors about AtHomeNet's newest services including GoMobile and iGoMobile, as well as some that are coming soon...We're spilling the beans on our newest feature - [follow us on Twitter](#) on Thursday for a big announcement!

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Look What Your Website Can Do Now!

Your Community Website is filled with a lot of great features and functionality to make connecting with your neighbors and staying current with happenings and important events right here in your neighborhood. "Look at what your website can do now!" is an email bulletin template you can send out each month to inform your residents about some of the great features and ideas that your community will find exciting and useful...This Month's Email Bulletin is:

EVENTS CALENDAR

If you're having a "staycation" this summer and you're planning on staying home rather than going away for vacation, don't forget about all of the activities happening right here in our community. The Events Calendar on our website is a central place to find information about different activities going on throughout the year!

From board and committee meetings to pool parties and tennis tournaments, the Events Calendar is where you'll find all the information! Clicking on a specific event will display more details about the event including the event organizer and the location. You can even print the calendar to post on your refrigerator or carry with you as a reminder of upcoming events in our community!

For more information about this exciting feature on our community website, contact us now!

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TIPS FROM SUPPORT

Optimizing Documents For Your Website!

We have recently received a number of emails regarding document optimization and wanted to offer some tips for our administrators. Our websites have a 2MB file size limit for any documents loaded into the following features:

- Announcements
- Events Calendar
- eForm Attachments
- Classifieds
- Task Manager

The limit of 2MB ensures that the document will be uploaded to the website easily and that when a person wants to view that document, it will open quickly.

The most widely used feature for placing documents on the website is the Documents Feature. It is organized into categories for easy navigation and the documents are loaded into their corresponding category. Document files can also be loaded into the website through the Modules (Custom Pages) area. Modules are custom pages with 3 levels of organization; documents can be loaded into the 3rd level (Item Level) of a Module.

The website uses a different process for getting documents into these 2 areas. Rather than being limited to a 2MB file size, the module feature of the site has an upload time limit of 3 minutes. In other words, if the file can be uploaded within the 3 minute limit, then it will be successfully placed on the site. This size may be different from network to network as there are many variables in the path between a user's desktop machine and our web servers. For example, someone using a dial-up

credit the community with one month of FREE service and send the referring friend a \$25 gift card - just our way of saying thanks!

No limits on how many gift cards & free months of service can be acquired!

**WE WANT TO
HEAR FROM YOU.
CLICK HERE
TO SEND YOUR
COMMENTS
TO US.**

connection will not be able to upload nearly as quick as someone with a cable/dsl connection and thus may not be able to upload larger document files.

If the document is too large to be loaded within 3 minutes, the user will most likely receive an error stating

"Script timed out, the maximum amount of time for a script to execute was exceeded"

There are some ways that one can reduce the file size of a document, optimizing it for the website.

1. If the document contains images, those images may be at a very high resolution. Reducing the resolution of images within a document, and then re-saving the document often reduces the total file size.
2. Using compression tools can also help reduce file size. Adobe Acrobat is the standard program for creating/managing PDFs and has functionality within it to compress the size of an existing PDF document. There are other programs available through various providers that will work to compress documents to a smaller size.
3. Converting to a more web-friendly format such as PDF or HTML. These types of files typically require less storage space and are able to be accessed by the majority of web users. Less standard file formats may not take storage space into account and also may require special software or add-ons to be able to view them.
4. Service Referral - We work with a company that specializes in document optimization and if initial attempts seem unsuccessful we will be glad to work with you and possibly refer you to them for assistance.

As always, please contact support@AtHomeNet.com if you have any additional questions regarding optimizing documents on your website.

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MANAGER'S CORNER

News Flash: Websites Used in Legislative Compliance!

As all of us are well aware the Association Management industry continues to grow at a rapid pace. As a result, we are seeing more and more state legislation being passed in order to help facilitate positive growth and ensure best business practices. For example, the state of Nevada recently passed NRS 116, The Common Interest Ownership (Uniform Act), part of which states that there is a requirement for (2) signatures on every check drawn from an association's account and one must be a board member:

- Except as otherwise provided in subsection 3 money in the operating account of an association may not be withdrawn without the signatures of at least one member of the executive board or one officer of the association and a member of the executive board, an officer of the association or the community manager.

As a result, many associations and management companies in the state of Nevada have turned to AtHomeNet for help. Through the use of our Online A/P Approval feature that integrates directly with TOPS software, managers can now post invoices directly to the website for board approval. Once approved, they're using the TOPS Digital Signature module to expedite the signing and sending of checks. It's very easy and ultra efficient.

This is just one example of how websites can be used to make compliance with state and federal legislation simple. There are a lot of state laws out there and we'd love to hear your feedback on ideas as to how websites can help you comply.

We would love to hear from you! Please send any insight, knowledge, and/or feedback on your state's legislation to feedback@athomenet.com and let us find a way to help!

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Pay Your Dues Online!

The easiest way to pay your dues!

Encourage your residents to pay their dues online! With this helpful step-by-step flyer, you can help your residents make paying their dues convenient and easy. Using Online Payments on your website is mutually beneficial for you and your residents, and integrates with TOPS Software, reducing trips to the bank and saving you time and money! [Click Here to see how.](#)

COMMUNITY IN THE SPOTLIGHT

The Sanctuary of Jacksonville Beach



April's Community in the Spotlight takes us to Jacksonville Beach, Florida, to the marsh front community of The Sanctuary of Jacksonville Beach! Located about a mile from the beach, the community was established in 1989 and currently has about 220 homes. With a motto of "Live with Nature, by Design," and a marsh front location with tidal lagoons and lakes, the community is home to not only its human residents, but quite a bit of wildlife as well! Otters, herons, egrets, anhingas and the occasional alligator also inhabit the community.

New to the AtHomeNet family, the site was presented to the residents last fall and has been a great success. "The ability to communicate information with residents so quickly and being able to receive their feedback has been amazing," remarks website administrator and Vice President, Julie Schilbrack. Some of the most popular features on the website are the Address Book and electronic newsletters that are emailed every month. Another feature that Julie appreciates is the ability to show off the community to those who aren't residents-yet. "As a gated community, it is difficult for those shopping for homes to get in without a realtor. The website allows those interested in buying in our community to take a look at all of the great amenities our community has to offer."

The Sanctuary is the only gated community in Jacksonville Beach, nestled between the Atlantic Ocean and the Intracoastal Waterway, surrounded by shopping, dining and golfing. Their amenities include a community pool with a cabana, a fishing dock, tennis courts and a preserved nature trail boardwalk to a scenic overlook of the Intracoastal Waterway. Residents stay active in the community with annual seasonal events including the Halloween pre-trick or treat pizza party and a Holiday Sleigh Ride with a horse drawn carriage.

Congratulations to The Sanctuary of Jacksonville Beach on being named AtHomeNet's Community in the Spotlight!

If you would like to submit your community to be considered for the Community in the Spotlight feature, please contact us at spotlight@AtHomeNet.com!

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TOPS SOFTWARE USER GROUP

A NOTE ABOUT 12 MONTH HISTORY

A popular feature with the TOPS Community Web Site Service is the 12-month accounting history for residents. This feature displays each owner's AR owner balance history for the past 12 months (starting at the time of upload). Based on your needs, you may also upload owner history notes as well. The 12-month accounting history is a feature that is useful both for the manager and for the owners, allowing them to lookup anyone's account status online. Furthermore, the file automatically refreshes itself each time you upload, updating the 12 month record to the time of the upload.

To view this feature, owners can click "Account Info " on the left menu. At the bottom of the Balance/Payment Info, "Click here for Account History". This will display assessments, payments, late fees, credits, and the balance forward for the owner's account. Administrators with a security level of "1" may view an owner's 12-month history by going to the Address Book, opening an owner's record, clicking "View Account Info", and then clicking on "Click here for Account History".

Things to consider when uploading 12 Month History...

Are you using Live Updates?

Please note that none of the accounting information or other account records are included in the live updates. These items still require a standard nightly upload.

What if the 12 Month Balance does not match Current Balance?
If there is an entry in the account that has been backdated, then it will cause the running balance to go out of sync with the website record. To prevent this, you do not backdate entries in TOPS. If you require assistance because of a backdated entry, contact us at websupport@topsoft.com.

If you have additional questions regarding this feature in TOPS, please contact your TOPS Support team at support@topsoft.com

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THANK YOU!

Thank you for being a loyal AtHomeNet family member. We will continue to provide you valuable information and announcements about exciting new changes in the months to come!

Sincerely,
The AtHomeNet Team

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