



AtHomeNet Gazette

AUGUST 2009 EDITION

Welcome to AtHomeNet's August Gazette!

Training Camp, Old Friends, New Enhancements...August at AtHomeNet

With autumn approaching and summer winding down, the AtHomeNet® team is gearing up into overdrive for this year's Training Camp at the Gwinnett Center in Georgia. If you haven't reserved your space yet, there is still time - [click here to sign up](#).

This month's edition of the Gazette brings you a helping of new features and enhancements, some helpful tips from Support, the usual installment of gorgeous new email bulletin templates, and a new community in the spotlight.

We're glad you are a part of the AtHomeNet family of clients, so sit back and enjoy the August 2009 AtHomeNet Gazette!

Happy Reading! The AtHomeNet Team

» [back to top](#)

WHAT'S NEW

New Features & Enhancements August 2009

Fully Revamped Reviews Feature

Based on your feedback, AtHomeNet has enhanced our Reviews feature to be a comprehensive guide to sharing information, location, and a 1 to 5 star ratings system on vendors, services providers, and other professional resources.

The new reviews feature tags each resident's entry with a picture and user name (taken from the address book profile). It also has a map feature showing the location of the business, allowing you the opportunity to get driving directions.

In This Issue

- [August at AtHomeNet](#)
- [What's New?](#)
- [INSIDE AtHomeNet](#)
- [Tips From Support](#)
- [Manager's Corner](#)
- [Community Spotlight](#)
- [212 Software User Group](#)



Get The Full AtHomeNet Family Experience Online!

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[AtHomeNet.com Blog](#)

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[AtHomeNet on You Tube](#)

Useful Web Links

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

Reviews [go back to Top Categories](#)

Search Reviews:

High Park Painting ★★☆☆ (4 Reviews) [Print Business Details](#)

Last Review: 3/29/2007

Address: 4000 Peachtree Industrial Blvd
Suite 220
Duluth, GA 30097

Phone: 222-2222

Website: <http://www.highparkpainting.com>

Contact: John Park

Email: john@highpark.com

[Post a New Review](#)

Reviews [By Rating / By Date](#)

	Rating: ★★☆☆ Date: 1/17/2007
Brad Olson	Painting was done very professional, but it took a lot longer than we expected. So if you got the time, its worth the wait.
	Rating: ★★☆☆ Date: 1/26/2007
David Strong	I saw an ad in the newspaper about these guys and from there I was sold. My theory is, if you have the position and privilege in our society to find your way into one of our newspapers; then you undoubtedly have every right to find your way into my house. I love these guys.

When a resident or administrator adds a new business, they are now given the option to include a full address, phone, email details so that you can quickly contact each service providers that interest you!

A variety of categories can be created, with the added ability to allow the Administrator to choose the top number of categories that will automatically display.

Our Support Team is available to assist you with any questions regarding the new functionality, contact Support at Support@AtHomeNet.com.

- 7 New eMail Bulletin Templates
 1. Association Issues – Annual Meetings
 2. Association Issues – Elections
 3. Community Events – Volleyball
 4. Fall Festival 1
 5. Fall Festival 2
 6. Soccer 1
 7. Soccer 2
 8. Updated "Look What Your Website Can Do" email bulletin
- [Check Out the What's New August 2009 Video which covers all the new Website Enhancements](#)

» [back to top](#)

Reward A Great Manager Winner

Congratulations to Robert Keegan of R & E Associates in Kennebunk, ME; Robert is the winner of a \$50.00 Best Buy Gift Card for participating in our "Reward A Great Manager Survey". [CLICK HERE TO PARTICIPATE](#) -- We would love to hear from you!

INSIDE AtHomeNet

In this month's edition of the Gazette we say goodbye to Casey Lowe. Many of our clients have had the pleasure of working with Casey Lowe, of our Graphics department. Casey has been a dedicated member of the AtHomeNet family for over 3 1/2 years, adding his creative touch to

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

AtHomeNet Gazette Archive- Now you can always 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 Are Customers Are Saying

"I really wanted to tell you was what a great job AtHomeNet does with support. As you know I have been involved in the software industry for close to 20 years and I can say without hesitation, you have some of the best support I have ever experienced. Thanks and we look



hundreds upon hundreds of websites. He has been given the opportunity to pursue his dream of working on the west coast in Professional Cinema Graphics. We will miss Casey, and we wish him the best of luck in all of his future endeavors. Good Luck Casey- From AtHomeNet®

» [back to top](#)

AtHomeNet Training Camp 2009

We invite you to attend AtHomeNet's Annual 2009 Training Camp. We will kick things off on Wednesday, September 16th 2009 at the Gwinnett Center in Duluth, GA. Join us as we celebrate all things **FRESH - FRESH Content, FRESH Styles and FRESH Features!** Each session will be filled with information offering a fresh perspective on features, functionality and new developments on all things AtHomeNet. Classes will cover everything from mastering classic features and new Administrator training, to an overview of using our latest product - ELITE!

Our old friend Super Admin Chip Yonkee will be on hand to talk about truly maximizing your website's potential in your community. We will also be featuring a station with Sterling Harris of Atlanta SEO Works, our Search Engine Optimization Partner firm who has already worked with quite a few AtHomeNet Association Management Clients to drive more traffic to their websites and increase their business.

Enrollment is limited to the first 90 registrants, so please register today. The cost of this year's Training Camp is \$60 per person. Payment is due upon registration. The attendance price includes a complimentary meal, DVD set of all classes and free entry in a drawing for an American Express gift-card as well as "expert" stations which allow individual questions and "mini-sessions" on a one on one basis.

Registration begins at 11:30AM followed by lunch at 12pm. Sessions will begin promptly at 1:00 PM and end at 5:00PM (EST) at the [Gwinnett Center](#) located at 6400 Sugarloaf Parkway in Duluth, GA 30097.

For the official registration form including hotel reservations information and directions, [click here](#) or copy and paste it into your browser:

http://www.surveymonkey.com/s.aspx?sm=nEUavVSweIJfv59XuG7Q7Q_3d_3d

If you are unable to attend AtHomeNet's Training Camp here in Atlanta or just wish to bring the informative sessions right to your doorstep, you can still get into the action! We will produce a 3 DVD Disc set of Training Camp 2009 including 11 different Training Sessions with topics for beginners to advanced users. Do not miss out - only \$20 for the set. The DVD will be shipped after the 17th of September.

[Buy Now](#)



forward to growing with AtHomeNet!"

Chip Benson, Kiawah River Estates, SC

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 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.**

We look forward to seeing you there.

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 functionality that your community will find exciting and useful.

This Month's Email Bulletin is:

The Enhanced Reviews Feature

Getting a job done in your home, on your property, or searching for services in general can sometimes be challenging with so many different choices out there. The re-vamped "Reviews" feature in your website is the perfect tool where your residents can not only find out who the best vendors for a job are, but also to share their experiences as well.

Share information on painters, landscaping companies, auto repair shops, and a myriad of other categories that can be created, rating their experiences on a one to five star basis. You can easily add your two cents to a business or service already reviewed, or start a new category for a different vendor. Each entry is also tagged with your name and picture (if you have uploaded one to the address book), so everyone will recognize the recommendations of friends and trusted neighbors.

This month we have enhanced the Reviews feature so that it is even more user friendly so you can get started adding your experiences immediately!

Enjoy!

» [back to top](#)

TIPS FROM SUPPORT

A Complete Review of our Training Resources!

As we communicate with our administrators, we realize that some of you are not aware of the complete suite of education and training resources available. The AtHomeNet service is packed with information to help accomplish your goals for your website. With one of our training events quickly approaching, we wanted to take this opportunity to review that along with the many other options including our [Online Knowledge Base](#), FREE monthly webinars and educational videos. This certainly allows you to choose the appropriate resource for you depending on your needs!

Training Camp: This is a live training event which offers a variety of educational courses on mastering administration of your AtHomeNet website. The event provides a classroom like environment taught by the staff of AtHomeNet. We have taken training camp on location in offering a condensed version in Phoenix. As you have probably read, we will be hosting our Annual Training Camp event on September 16, 2009 here in Atlanta. [Click here to register!](#)

FREE Monthly Webinars: The AtHomeNet Training team provides free monthly webinars designed to address your needs as a new administrator. The AtHomeNet New Administrator Online Training is a live, instructor led Internet training course which offers AtHomeNet clients an introduction to understanding their role as the Web Site Administrator. Attendees will explore some of the basic processes and procedures needed to be a successful website administrator as well as understand how to properly update their web site with content necessary to promote resident use. Courses are offered every 2nd and 3rd Wednesday of the month at 2:00 PM (EST). Users connect to the class via telephone and an Internet conference software (WebEx). This allows each user to see exactly what our instructor is doing on his or her computer using an AtHomeNet demo community website. Each course lasts about an hour and includes a question and answer period at the completion of the course.

Online Videos: The online videos provide a quick and easy way to visually learn how to effectively use various features of your website. You can view videos and short descriptions that help illustrate how specific features operate on the AtHomeNet website link for [Training Videos](http://www.athomenet.com/feature-focus-center.asp) (<http://www.athomenet.com/feature-focus-center.asp>). Be sure to also visit our video library at www.athomenet.com/video-library.asp to review videos of past "What's New" tutorials which illustrate the new feature enhancements being added each month, Classic & ELITE training videos as well as bonus videos on SEO (Search Engine Optimization).

Online Knowledge Base: This is our online help guide which provides you with the instant answers you need. The Knowledge Base is filled with information in written format that operates as a FAQ function and is available at www.administratorhelp.com. You can enter in keyword in the search bar, search by feature or category in the drop down options, or you can start with the most popular asked questions at the bottom of the page. The knowledge base thoroughly answers commonly asked questions and is a great administrator resource!

» [back to top](#)

MANAGER'S CORNER

One of the busiest times of the year is upon us; kids are headed back to school and Labor Day is just around the corner. Boards are gearing up for budget preparation and all the other important tasks and association responsibilities for the fall season. Don't forget if you need budget numbers for the web site service, there are NO increases in fees for 2010!

Now is the time for planning social events, school sports schedules and filling up that calendar! Associations are setting up planning committees for all the upcoming projects so how can your web site help board and committee members get ready and at the same time, cut down on the massive amounts of paperwork, mailings, and meeting time that takes up so many volunteer hours? Your web site is the best tool to make planning and communicating as easy as possible!

Don't forget these helpful features:

- eMail Bulletins: get the word out about a board position opening, upcoming social event, or school project in the blink of a (mouse's) eye: by sending a community email bulletin. Don't waste precious time and money trying to get ALL the information out in one newsletter all at the same time. With email bulletins you can send out short bits of information to the homeowners right when they are needed! Use one of our "Back to School" or other email bulletin templates already pre-set with beautiful graphics.
- Task Manager: this feature is a real time-saver for boards and committees that are planning new events and taking on the burdens of ARC approval and end of summer activity planning. Setup Tasks for any project, update all the committee members online, and easily print and bring complete notes to the meeting when you're ready!
- Do you have an important project coming up that would benefit from resident input? You can setup a Survey on your web site that allows owners to vote their opinion on crucial issues and have a say on community policies.

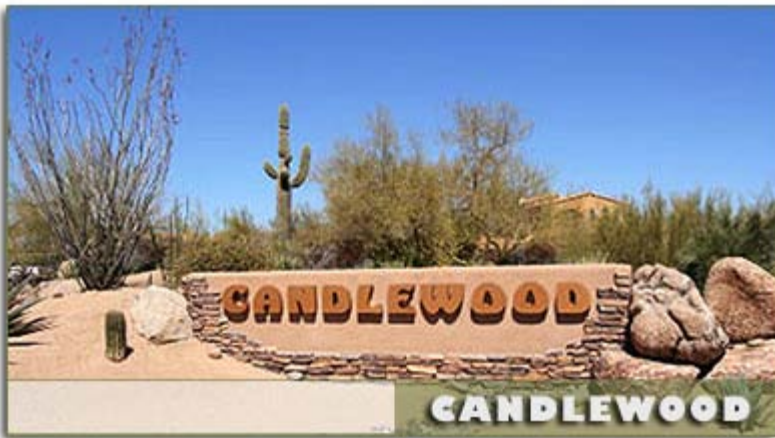
A neighborhood that fosters better communication between the residents, board, and management staff is a happier, healthier community!

If you have any other questions, please email support at Support@AtHomeNet.com or call our toll free number, 1.800.556.7852.

» [back to top](#)

COMMUNITY IN THE SPOTLIGHT

Candlewood Estates



In the warm beautiful scenery of Scottsdale Arizona sits the community of [Candlewood estates](#). The guard-gated community holds 322 homes of diverse residents that range from families with school children to retirees and seniors; and for almost 17 years and counting the community has continued to grow.

Boasting a location near many of Arizona, California, & Nevada's great tourist attractions such as Sedona's gorgeous scenery, the Grand Canyon, Las Vegas, and the beautiful Arizona Mountain ranges; Candlewood sits at the center of many great touring excursion opportunities.

Candlewood has been with AtHomeNet for 3 years, and Community Administrator Ardie Downing shared with us her stories of how difficult communications were before launching their community website. She pointed out how much more accurately and swiftly information gets to every resident since they were able to abandon paper sign postings and the constant reliance on "snail mail."

Downing is quick to point out some of her favorite features, such as using email bulletins and eforms to notify residents of happenings and issues. She was surprised at the enthusiastic resident reactions to how easy the website features were to use...from filling out surveys to looking up neighbors in the address book. The ease of use of the site as a whole has been the strongest motivator for spiking the community's overall involvement in using the site.

The active residents of Candlewood enjoy spending time on the "Troon North Monument Golf Course" which runs through the community thus providing many homeowners with fantastic golf course and Sonoran Desert mountain views. Book Clubs, Tennis, Hiking, Golf Groups, Wine Groups, Dinner Clubs, Bridge and other card games are just some of the activities and amenities that keep the neighborhood always bustling with things to do and places to go.

Candlewood is described as a place where you can hear the laughter of children, see the beauty of nature, and experience a place to live where everyone contributes to a true diverse and pleasant community environment.

AtHomeNet is proud to honor Candlewood Estates as our August 2009 Community In The Spotlight.

» [back to top](#)

212 SOFTWARE (TOPS) USER GROUP

Work Orders

Work Orders are a common facet of community management and with the newest integration options provided by 212 Interactive Websites, we have made this aspect of management even better! The 212 Interactive Websites have always provided the ability to allow each property owner to view work orders logged in TOPS Software against their account.

This month, we have enhanced this feature to allow board members the ability to view all work orders for their community. Each site can be configurable to define

what board members or "group" you wish to have access to this information. The report will detail property address, description of the work order, who the work order has been authorized by, the vendor assigned and closing date. A great solution to keeping your board members updated on open or closed items. Contact our Web Support team to have this new feature added to your website with your unique customizations for viewing!

Work Orders for Ocean View Neighborhood Association				
WO#	Description	Authorized by	Vendor/Emp	Closed Date
100 Easy Street 100 - Sampson, Roy				
5	repair roof leak	BOB - Bill Brady	SAMPLE - SAMPLE UTILIT	
3	clean gutters at clubhouse			
1	Roof needs repair from storm	WAD - Will Alan Davis		
200 Easy Street 200 - Dennen, WAD				
2	Leak in Bedroom	SS - Sue Sanderson	ABC - ABC MAINTENANCE	8/31/2009
700 Easy Street 700 - Shoe, Paul				
6	repair water leak	SS - Sue Sanderson	ABC - ABC MAINTENANCE	
830 Diamond Avenue 830 - Blue, Susie				
4	clean out gutters	SS - Sue Sanderson	LAN - LANDSHAPES	8/31/2009

Feel free to contact our [Web Support team](#) should you have any questions about customizing your community's upload options!

» [back to top](#)

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

» [back to top](#)

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