



AtHomeNet[®] Gazette

AUGUST 2010 EDITION

Welcome to the August issue of the AtHomeNet Gazette!

As summer comes to a close and you are faced with another budget season, we're here to help! With so many features to make your life easier, your community website can pay for itself in the amount of time you can save by utilizing many of the features designed specifically for communities like yours!

This month, we'll tell you about a new, exciting service, introduce you to a new member of the AtHomeNet Sales team, show you a few strategies to use your AtHomeNet website for budget management, and lots more!

INTRODUCING



Are Your Residents Within Reach?

As we constantly evolve our services to provide you with the ultimate communication tool for your community, we are now bringing you MultiConnect!

The two facets of the MultiConnect service are AlertCast and BulletinBlast. AlertCast sends important messages from your AtHomeNet website to your entire Address Book by email, a text message to their mobile phone and an automated voice call. Whether it is an impending tornado, hurricane, or even an Amber Alert in the area, AlertCast is critical for community emergencies. BulletinBlast allows community website administrators to enhance your Email Bulletins with text messages and automated voice calls.

By implementing MultiConnect on your website, it will also become a feature of your mobile website, giving you the ability to send important messages to the whole community, directly from your mobile device.

For more information about adding the MultiConnect feature to your website, contact your sales representative today or visit www.AtHomeNet.com. Be sure to check out the [MultiConnect video](#) to see this new feature in action.

- Introducing MultiConnect: This month we are thrilled to announce a new feature for your website! MultiConnect is a suite of services including an emergency alert system called AlertCast and an enhancement to your Email Bulletins called BulletinBlast.

In This Issue

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[AtHomeNet.com Blog](#)

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[AtHomeNet on You Tube](#)

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

Useful Web Links

- AtHomeNet GoMobile & MultiConnect: By implementing this exciting new feature on your website, it will also be added to the functionality of the mobile version of your website! Sign up for MultiConnect services and you will be able to send important messages to your residents through your mobile phone.

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WHAT'S NEW

New Features & Enhancements August 2010

What's New in CLASSIC

- Introducing Track Link: The Track Link feature of your website will not only shorten your URLs, but track the number of times the link is clicked and the page is viewed! If you want to know how many people click the link to your online newsletter, simply set up the link to be tracked and check out the easy-to-use interface to find out how many times it was viewed! Use Track Link anywhere you post links, including your Email Bulletins, the community Twitter account, or wherever you need to post a link that can be tracked!
- Documents: The Documents feature of your website has been Upped!
[Check out What's New for UP below for all the details!](#)
 - Keyword search functionality has been added to make your documents easily accessible for residents searching for them. While uploading the document, simply enter Search Keywords (up to 255 characters)!
- Search Statistics: Find out what terms visitors are searching for on your website! Your website will show you how many times your site was searched for a particular keyword! Choose Statistics Menu from the Admin Only tab and choose Show Page Views for Past 30 Days. Choose the day you would like to see search statistics for and the Page Viewed column will list the result as "Site Searched on [keyword]", IE "Site Searched on Back to School".
- Email Bulletin Enhancement: Your email bulletin subscription list is now pre-screened for you to reduce the number delivery failures that you receive! Invalid email addresses will be shown in RED to show you which ones cannot be sent.
- Email Bulletins: Each month we add new and fun email bulletins for you to engage your residents in various activities or reminders. This month, we have added 23 new email bulletins! Enjoy!
 - 1 New 2010 Gulf Oil Spill Bulletin
 - 1 New CERT Bulletin
 - 2 New Concern Bulletins
 - 1 New December Events Bulletin
 - 1 New Election Dues Bulletin
 - 1 New Gate Closure Bulletin
 - 1 New Gate Reopen Bulletin
 - 1 New Holiday Lighting Contest Bulletin
 - 1 New January Events Bulletin
 - 3 New Labor Day Themed Bulletins
 - 1 New Luau Bulletin
 - 1 New National Weather Service (NWS) Plan Bulletin
 - 1 New National Preparedness Month Bulletin
 - 1 New New Board Members Elect Bulletin
 - 1 New Our Sympathy Bulletin
 - 1 New Outgoing Board Members Bulletin
 - 1 New Requesting Board Nominees Bulletin
 - 1 New Restaurant Bulletin
 - 1 New Thanks for the Concern - Illness Bulletin
 - 1 New Thanks for the Concern - Death in the Family Bulletin
- Look What Your Website Can Do Now! "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

AtHomeNet Administrators

Website- Please visit

www.AtHomeNetAdmins.com. If you don't have a Login click on Login Request.

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

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 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

"Our Association is delighted with the awesome website you have provided for us. We could not have found a more value driven partner to provide for our internet communications needs. The website package you have provided anticipates virtually every need of a property owner's association. The ease of customer maintenance is

MultiConnect.

- New Module Page Template: We have a new Event Listing Feature Description template to enhance the look of your website this month!
- For Our "Mates"- AtHomeNet websites aren't just used in North America! Some faraway clients requested the option to control the format that the date was displayed on their website. Many areas within various features (including Announcements, the Message Board, the Task Manager, and Surveys) that displayed dates are now adaptable to an Australia/UK format. Contact Support to have this changed. Good on Ya!
- [Check Out the What's New August 2010 Video which covers all the new Website Enhancements](#)
- If you have any questions about the new features and enhancements on your AtHomeNet website, please contact our Support team! Remember that we're available 24/7 via email (Support@AtHomeNet.com) and from 7:30am - 7pm EST Monday through Friday (800.556.7852)!

What's UP? - DOCUMENTS

AtHomeNet is giving your website a fresh, modern look with UP. Last month, we Upped your Announcements section, taking your website "out of the box"! This month, we have Upped your Documents feature!

Not only has the Documents feature been given a sleek, new look, we've made some great enhancements!

- Document views are now logged and tracked! and the most popular documents will appear at the top of the list!
- You now have the option to add a thumbnail image to the Documents listing so that a small image appears in the list next to the description!

If you prefer the original look of your website, you may you may adjust the Use New UP Feature Version web setting to reflect your choice. This can be accessed directly from the Settings area of your Admin Menu. If you need assistance with the Settings of your website, please contact Support@AtHomeNet.com or call 800.556.7852!

What's New in TOPS

Last month we gave you the option to add attachments to invoices that you uploaded to the website. This month, you will now have the option to add attachments to invoices that flow into your website from your TOPS Software!

All of the enhancements made to AtHomeNet Classic websites have also been made to TOPS websites! Enjoy!

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September is National Preparedness Month

Did you know that September is National Preparedness Month? As a National Preparedness Month Coalition Member, AtHomeNet wants to share with you the importance of preparing your community for potential disasters.

If you use your community website to inform your residents about preparing for possible emergencies in your community, you're already participating! Whether you live in an area prone to hurricanes, tornadoes, earthquakes, wildfires, or all of the above, it's important to give your residents the resources they need to prepare in case of a disaster. Your community website is the ultimate communication tool-post emergency preparedness plans, evacuation routes, emergency numbers and more!

Our newest feature, MultiConnect, is an extension of your website, sending important messages to your residents within minutes!

For more information about preparing your community, visit www.ready.gov. To become a member of the National Preparedness Coalition, visit ready.adcouncil.org to register today!

intuitive and well organized. The structure you provide is limited solely by the customers' imagination. Your support staff really understands the old fashioned concept of customer service. They are extremely knowledgeable of their product, show a desire to help in a timely manner, and are very creative in proposing solutions. We look forward to a long partnership."

Ted Weidinger, Villages of Flowers Crossing, Lawrenceville, GA

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 client 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.**

INSIDE AtHomeNet



This month, we welcome Michael Kohan to the AtHomeNet Sales team! Our newest addition is a local boy! He graduated from Shiloh High School and has a degree from Georgia Perimeter College. Michael joins the Sales team as a Senior Sales Representative handling the Northeastern United States territory. In his spare time, he hangs out with his wife, Breana, and 2 young daughters. He also enjoys playing golf, concerts, and going to Braves games!

If you want the up to the minute inside scoop about what's going on at the AtHomeNet headquarters, follow us on [Twitter](#) or check out our blog, AtHomeNet 360° at <http://Blogs.AtHomeNet.com>!

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ATTENTION FLORIDA CLIENTS!

Your AtHomeNet website now has a portal for continuing education for Community Managers and Board Members!

Our partnership with Edison State College in Florida will now make it easier for you to earn credits and learn more about community leadership and association management through the Community Association Managers Program (CAMP) and the Community Association Officers Forum (CAOF). Check out the [CAOF course descriptions here](#) and the [CAMP course descriptions here](#). To sign up for a course, simply login to your website and click the Education link in your Board Only or Admin menu and follow the link to the online course registration!

Be sure to choose AtHomeNet as your referral to take advantage of our volume discount!

TIPS FROM SUPPORT

Cleaning Up Your Address Book

With the exciting new features in MultiConnect, it's a great time to clean up your Address Book so that you can use these features more effectively. Both AlertCast and BulletinBlast use the information in the Address Book to deliver your message, so it is important you have correct phone numbers and email addresses for all of your residents. In the phone number fields of your resident's profile you should have a properly formatted 10-digit phone number. Check your data to ensure valid information is being provided in the phone number fields available. You'll want to look for additional characters such as "Ext 105" for extensions or words like "cell" or "work". To assist with your resident data review, we have a great tool for administrators! The Address Book Report feature will allow you to export certain info from resident profiles.

First, you will need to login as an Administrator and click the Address Book Report option under the Admin Only area of your menu. From here, you will be able to select the fields you'd like to include in your report. For example, resident 1's name, work phone, cell phone and email address + resident 2's name, work phone, cell phone and email address (see screenshot).

Select Desired Information

Login Information	Resident 2	Misc. Information	
<input type="checkbox"/> Login Name	<input checked="" type="checkbox"/> Name	<input type="checkbox"/> Web Site Address	
<input type="checkbox"/> Password	<input type="checkbox"/> Birth date	<input type="checkbox"/> Computer Type	
<input type="checkbox"/> Alt Person ID	<input type="checkbox"/> Occupation	<input type="checkbox"/> Connect Speed	
<input type="checkbox"/> Login Count	<input type="checkbox"/> Employer	<input type="checkbox"/> Hobbies	
<input type="checkbox"/> Security Level	<input checked="" type="checkbox"/> Work Phone	<input type="checkbox"/> Interests	
<input type="checkbox"/> Hide Record Flag	<input checked="" type="checkbox"/> Cell Phone	<input type="checkbox"/> Organizations	
<input type="checkbox"/> Last Login Date/Time	<input checked="" type="checkbox"/> Email Address	<input type="checkbox"/> Miscellaneous Info	
<input type="checkbox"/> Terms Agreed Date/Time	Address Details		
<input type="checkbox"/> Last Edit Date/Time	<input type="checkbox"/> Address Book Category	<input type="checkbox"/> Administrative Info	
<input type="checkbox"/> Last Edited By	<input type="checkbox"/> Primary Address	Children	
Resident 1			<input type="checkbox"/> Children's Info
<input checked="" type="checkbox"/> Name	<input type="checkbox"/> Hide Address Flag	Selection Criteria	
<input type="checkbox"/> Combined Name	<input type="checkbox"/> Subdivision	<input type="checkbox"/> Only if No Primary Email Address	
<input type="checkbox"/> Birth Date	<input type="checkbox"/> Lat #/Unit #		
<input type="checkbox"/> Occupation	<input type="checkbox"/> Alternate Address		
<input type="checkbox"/> Employer	<input type="checkbox"/> Home Phone		
<input checked="" type="checkbox"/> Work Phone	<input type="checkbox"/> Hide Phone Flag		
<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Call Me From		
<input checked="" type="checkbox"/> Pager Number	<input type="checkbox"/> Move-In Date		
<input checked="" type="checkbox"/> Email Address			
<input type="checkbox"/> Hide Email Flag			

Click the "Create Report" button to generate a report to your screen.

Use "Create Text File" File" to export your data for further manipulation in MS Excel. Upon clicking this option, you will see the option to download the file. Follow the instructions and save the file to your computer.

Your Text File has been created.

Download Instructions:

For PC:

[Right-Click here](#) and select "Save Target As" or "Save As" to download the file to your computer.

For Mac:

[Click and Hold here](#) and select "Save Target As" or "Save As" to download the file to your computer.

Once you have saved this file on your computer you can open it up with MS Excel with the appropriate field labels and begin your data review.

As always, feel free to contact us at support@athomenet.com if you have additional questions regarding cleaning up your Address Book!

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CONGRATULATIONS!

This month, we're sending out a special thank you and congratulations to Heather Roberts of the Power Ranch Community Association! Heather completed the survey regarding Social Media and won a \$50 gift card just for sharing some of her thoughts about social media in the community association industry.

"Its free advertising for community events and activities! It's a great tool for opening up additional pathways of communication with our residents," remarked Heather in her survey response.

Get in on the conversation by checking out AtHomeNet on [Twitter](#), [Facebook](#), [MySpace](#) and through our blog, [AtHomeNet 360°](#)!

[A new survey has been added to the AtHomeNet website!](#)

Give us your feedback for your chance to win a \$50 gift card! We look forward to hearing from you!

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MANAGER'S CORNER

Summer vacations are over...back to budgeting!

As associations continue to work their way through these tough economic times, it's good to know that the management services you provide are more indispensable than ever. Budgeting carefully this year and making the smart choices for your associations will reap benefits in the years to come. You can continuously improve the value of your services by offering all of AtHomeNet's online options that will help increase the association's bottom line while providing the convenient services that homeowners have come to expect.

The drive to "go green" and protect the environment while at the same time offering 24 hour access to information has never been more important. We know that web sites, Twitter, Facebook, Amazon, and countless other internet tools for "online living" now drive homeowner's personal and professional lives. A community web site is not only a social outlet for information and communication but it is also a way to boost the bottom line by saving mailing, printing and administrative costs, while at the same time improving the connectivity of the neighborhood in a time when we all need to reach out to our neighbors and bring our communities closer together. It's easy to justify the cost of the websites when you consider that the low monthly cost can help you cut down on the cost of printing your monthly newsletter by using the Email Bulletins feature. With hundreds of templates to choose from, you can customize the newsletter with a different theme each month. There's also the option to set up an Ad Program by using the Classifieds feature to generate revenue. It's virtually impossible to place a dollar amount on the time you save by using the websites as your tool to disseminate information and as a mainline source of communication.

We're constantly consulting with clients like you as to how to use websites to best fit the needs of your associations. For website strategies to help manage your day, or if you have an association that is ready to start with a website (we make it easy with a one week turnaround) contact us at Sales@AtHomeNet.com.

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COMMUNITY IN THE SPOTLIGHT

Hamilton Mill Homeowners Association



Just a short drive away from the AtHomeNet headquarters is this month's Community in the Spotlight, the Hamilton Mill Homeowners Association in Dacula, Georgia! The large community is home to nearly 2200 residences and was established in February of 1995.

With the rolling hills of the north Georgia mountains and the city of Atlanta so close, Hamilton Mill has the best of both worlds! Within the quiet community, there are multiple amenities for residents to enjoy including a golf course, tennis pavilion, multiple swimming pools, a baseball field, 26 acre lake, amphitheatre and so much more! Boasting a close proximity to one of the largest shopping malls in the state, Lake Lanier Islands waterpark, Chateau Elan Winery and Spa, as well as the Gwinnett Braves stadium, Hamilton Mill has plenty to keep residents busy outside of the community as well. The community is known for the functioning water wheel at the primary entrance of the neighborhood, also represented on the Hamilton Mill website.

Hamilton Mill has been an AtHomeNet client since 2003, and has built quite a following! The website is one of the top 10 most visited websites that AtHomeNet supports and their community message board feature has an average of 70,000

page views per month, according to community website administrator, Steve Pavlichek. "Residents love the ability to get quick responses from their neighbors regarding everything from how to fix a broken garbage disposal, where to take out of town guests, doctor recommendations and restaurant reviews." Pavlichek also notes that the message board has been a vital communication tool for the community's neighborhood watch program.

As an administrator, Pavlichek notes that the Reservations feature of their AtHomeNet website has been the most useful to the busy, amenity-rich community. "With a variety of community amenities available for residents use or rental, scheduling was always an issue. We now use the reservation system to manage the scheduling for 16 tennis courts, soccer field, baseball field, basketball and volleyball courts, clubhouse and conference center," he remarked. The community has also installed touch screen kiosks at each tennis facility to check court availability and make walk-up reservations.

We congratulate Hamilton Mill on being named the Community in the Spotlight for August and we look forward to many more years of supporting this dynamic website!

We are always searching for communities to feature in the AtHomeNet Gazette! 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 WEBSITE USER GROUP

Free TOPS Website Integration Training!

Did you know that we offer a free webinar for TOPS website clients? This is a great way to ensure that your website is up and running with the proper data from your TOPS software. Even if you've been performing community uploads regularly, take this opportunity to see what other integration options are available and how to set them up. It's FREE! The one hour orientation will review:

- Initial steps necessary to perform a successful community upload
- Creating scheduled tasks for automated, nightly data exchanges
- Configuring your website for online A/P approvals
- Uploading your financial reports for board review

The training is designed for the person in your office that is responsible for configuring the TOPS Website Uploads for your communities. We ask that you check to ensure that the person attending has access to TOPS as an administrator.

The training session is held on the last Friday of the month at 2:30 PM (EST) for one hour via WebEx.

[Click here to register for the next available course!](#)

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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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