



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

So Much to Celebrate!

It's shaping up to be an exciting year at AtHomeNet! We kicked off the January issue with the announcement of AtHomeNet Everywhere and this month we celebrate the 10 year anniversary of our first TOPS data exchange! TOPS and AtHomeNet initiated their partnership in 2000 to provide the ultimate community management services. We look forward to celebrating many more years of this partnership.

We would also like to congratulate Jessica De Carlo of Steward Property Services, Inc. on winning the drawing for the Communications Technology Survey! Be sure to look for new surveys on our website for your chance to win!

A special "shout out" to some other special members of the AtHomeNet family, the Ardsley Curling Club, Inc. (www.ardsleycurling.org) of Ossining, New York and the Nutmeg-Connecticut Curlers, Inc. (www.nutmegcurlers.com) of New Caanan, Connecticut. We've been watching Olympic Curling and thinking of you!

This issue of the AtHomeNet Gazette features tons of information including What's New, welcoming 3 new team members, helpful tips from support, a community that is home to a family of peacocks, and so much more! We welcome your feedback about the Gazette! Got a suggestion? Send it to feedback@AtHomeNet.com! We look forward to hearing from you!

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AtHomeNet Everywhere

In the January issue of the Gazette, we gave you a glimpse of AtHomeNet Everywhere, a series of new technology for 2010. This suite of products will be rolled out building up to the CAI National Tradeshow in Las Vegas at the end of April.

This month, we introduce our Classic website customers to a mobile web application allowing you to access your community website on any mobile phone with a web browser. This product is FREE and will be evolving through the next several months into a remarkable resource for your community, allowing you to utilize your community's website EVERYWHERE you go.

AtHomeNet Everywhere is designed to give you the tools to make access, management, and administration of your community websites quick and easy. Please send any feedback you have on these exciting new products to feedback@AtHomeNet.com as this will help us further develop our services to address your needs. We look forward to hearing from you!

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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

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WHAT'S NEW

New Features & Enhancements February 2010

What's New in CLASSIC

- AtHomeNet Everywhere - With the release of this new feature, all communities with existing Classic websites now have a mobile version of their website available! Simply visit your website and when it loads in your browser, replace everything after the last "/" with an "M". For example, http://www.yourcommunitybulletins.com/outside_home.asp becomes <http://www.yourcommunitybulletins.com/M> This feature was created to work on newer mobile devices such as BlackBerrys, iPhones, and Android phones. Your mobile site will automatically have the color scheme of your full website, however, you have the option to customize various features to suit your needs! The first feature available in the mobile web site is the Address Book - complete with Search, List by Street Name, List by Lot#/Unit#, Person Categories, Profile pages, and basic Account Info details. More features will be added to your mobile website over the coming months...stay tuned for more details on this exciting new service!
- eForms Enhancements: E-Forms now have the ability to be "Free-Form", which removes the "table style" appearance of the form. You can find this setting in the Edit E-Form administration screen. In addition to the "Free-Form" option, the administrator will also be able to place the eForm on various areas of the website including Feature Descriptions and Modules, making eForms part of a particular page. Changes made to "Free-Form" E-Forms will be seen immediately on each page they are placed on.
- Design Templates for Modules & Feature Descriptions: AtHomeNet now offers Design Templates that can be utilized in Feature Descriptions and Modules to create a professional looking page layout. Users will see a new drop-down of Design Templates and once selected, the design is loaded into the AtHomeNet Page Editor for easy editing. For more details, [click here for Tips from Support](#)
- Enhancements to Code Snippets / Custom HTML: More code snippets have been added to the AtHomeNet Page Editor for Modules and Feature Descriptions, including the Private Home Page pop-up. This will allow administrators to select from a large variety of codes including Full Name, Community Name and Date/Time options.
- New eMail Bulletin Templates: There are 10 new email bulletin templates. Enjoy!
 - Mardi Gras (Released 2/1/2010)
 - Crime Watch (Released 2/23/2010)
 - Fitness (Released 2/23/2010)
 - Fitness 2 (Released 2/23/2010)
 - Fitness 3 (Released 2/23/2010)
 - Lost Pet (Released 2/23/2010)
 - Lost Pet 2 (Released 2/23/2010)
 - Mexican Theme Invite (Released 2/23/2010)
 - Formal Theme Invite (Released 2/23/2010)
 - Casual Theme Invite (Released 2/23/2010)
- [Check Out the What's New February 2010 Video which covers all the new Website Enhancements](#)

What's New in ELITE

- Email Bulletin Templates w/ Previews - Elite customers now have access to a full library of exciting and informative Email Bulletin templates. There are templates designed for many assorted occasions. Over 20 Happy Holidays templates (including Thanksgiving, Christmas, Hanukkah, 4th of July, Halloween, St. Patrick's Day, etc.), Golf & Beach themes, Seasonal themes, and so many more. There have also been updates to help you manage your own custom templates, delete saved Email Bulletins, and tightened security on the Send To options.
- Get Link Tool - We have released a new tool called "Get Link". The Get Link button shows users with elevated privileges the URL of the item they are viewing. This URL can then be copied and pasted into a Feature

Instant Answer
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

"I want you to know how
smooth the process of
getting our website going
was, thanks to everyone at
AtHomeNet. Your whole
platform is so flexible, your
graphics people are great,
and your technical support
is the best."

Judith Greig, Hallmark Condominium

Refer a Friend
When a new community

Description, Module, or Email Bulletin for easy linking to other areas of the site.

- Custom Login Request Questions - From the Manage Login Requests area, an administrator can add a custom eForm that combines existing login request questions with their questions to build their own custom login form to suit their specific needs. Results will appear in the Pending Login Request system.
- Captcha - All eForms (including Surveys and Login Requests) now have the option of adding a graphical Captcha device to the bottom of the form. This device will ensure that only valid human responses get sent to the intended recipients by displaying a distorted image of letters/numbers. Website settings are now in place to control the color of the letters, color of the background, the amount of "noise" or "warping", and the number of letters.
- Role Management Upgrade - We have made significant changes to improve the page loading performance with the Role Manager feature. We have also reformatted the editor for easier access to all of the features. Lastly, roles are now sorted alphabetically after the three defaults of Public, Admin, and Board.
- Email Bulletins Enhancement - Board level users (or any users that had "Add" or "Edit" rights to an Email Bulletin category) can now review their own sent/saved Email Bulletins without being an administrator.
- Custom Login Request eForm - For ultimate customization of the Login Request page, the Custom Login Request eForm's Title and Description are now used to change the Title / Description of the Login Request page.
- Past Login Request Data - For easier viewing, administrators can now view the data on Approved, Denied, or Cancelled Login Requests in a larger pop-up window. This also enables administrators to view data from the Custom Login Request eForm.

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INSIDE AtHomeNet

This month we welcome 3 new employees to the AtHomeNet family! Alex Sams is a designer, Kevin Neely joins the Sales department, and Heather McGowen joins the Marketing team!



ALEX SAMS - A new designer at AtHomeNet, Alex brings years of experience building websites and a bachelor's degree in Fine Art from the Art Institute of Atlanta. His career has given him the opportunity to work in small design shops as well as for larger corporations. His current position has him building websites and a variety of other graphic design projects.

Alex describes himself as a bit of a gear head and he loves playing or building anything he can get his hands on, so in his spare time, he enjoys building cars and motorcycles as well as models. He's also a dog lover and always enjoys helping our four-legged friends.



KEVIN NEELY - Kevin joins the AtHomeNet sales team with what seems like an unlimited amount of energy and enthusiasm! He earned a degree in Political Science as well as Criminal Justice from LaGrange College, where he also earned another claim to fame-striking out Rusty Greer (now of the Texas Rangers).

Kevin has been in the field of technology sales for most his professional career. Kevin is very excited about his new position with AtHomeNet and sees the position as a great opportunity to help continue the growth of this industry leading company.

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.**

Kevin's biggest supporters are his family, his wife, Holly, and two daughters, Ava and Ansley. He enjoys spending time outside during the summer playing anything with his kids and making his mouth watering ribs. When the kids are away, you can find him on the tee box of any course that will let him on.



HEATHER MCGOWEN - AtHomeNet's newest hire, Heather, comes to AtHomeNet with a degree in Public Relations from Georgia Southern University and many years of Marketing, Advertising and Sales experience. Having worked in a variety of industries including motorsports and architecture, she's learned to take on new projects with no fear. As the Senior Marketing Specialist for AtHomeNet, she will handle a variety of marketing tasks-including editing the AtHomeNet Gazette!

Past achievements include singing on stage at Carnegie Hall, driving a Ford GT40 prototype, and wrecking a perfectly good race car trying to make a pass. In her spare time, Heather hangs out with her grouchy pug, Milton, attends classic car shows and vintage racing events, and is working on a screenplay.

Please join us in welcoming Alex, Kevin and Heather to the AtHomeNet team!

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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:

COMMUNITY SURVEYS

Did you know that our website has surveys? To make the best decisions for our community, we can quickly and accurately take the "pulse" of the community by polling you on various topics! Let your opinion be heard about a variety of issues in our community by taking a moment to complete the survey.

Making decisions about anything from extending the hours at the swimming pool to having a spring picnic will now be easier because we can quickly gauge your interest. To ensure fairness, each household is permitted a single vote.

Be sure to log in to the website often and look for new surveys to let your voice be heard in your community!

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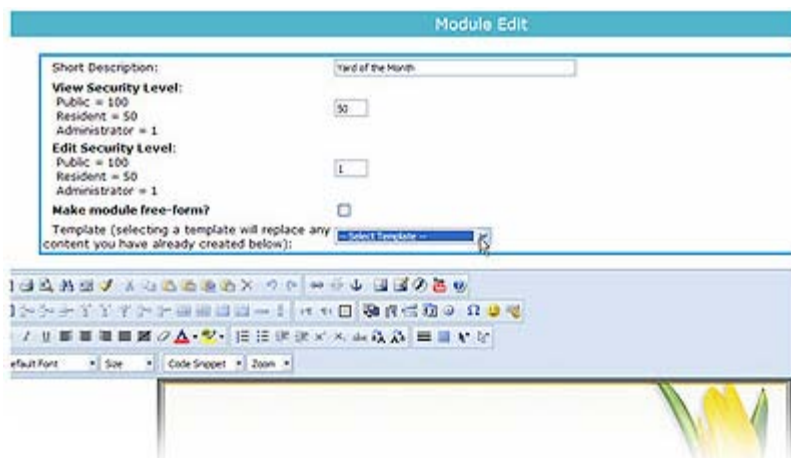
TIPS FROM SUPPORT

Module Templates

Have you ever wished for an easy way to dress up the look of your modules? AtHomeNet has made it easy by creating templates you can use when you want to make a custom page for your web site. The new templates will offer you options for layout designs on your new custom page. As is the case with your eMail Bulletin templates, module templates make it easy to create content and helps to add visual appeal that will surely help draw users to your site. Our graphics team will be adding new templates periodically, so be sure to check back to see what's new.

Modules are a great way to customize your web site! Use the templates to build a new Lost & Found page or Yard of the Month - add as many as you like because you are only limited by your imagination! Getting started is easy:

1. Login with your administrator login and password
2. Select the "Edit Modules" link from the Admin Only area of your menu
3. Click Here to Edit Categories
4. Click Add to add a category
5. Enter a short description (name)
6. Enter a Full Description of the Module
7. Define view and edit security levels
8. Select your template option from the dropdown
9. Edit your content in the full description using the AtHomeNet Page Editor
10. Click Save New.



When you're finished, you can then submit a "Menu Change" request to our Support team and we will be happy to add a menu item to your newly created module.

Please note: Design templates are only available when adding new modules and will not appear as an option when editing an existing module.

If you have additional questions about this feature, please feel free to contact [Support](#).

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MANAGER'S CORNER

The Community Web Site and Projects in 2010

After most of the country experiences the usual winter rain, sleet, snow and cold temperatures, spring will finally arrive! Many communities will have repairs and projects that will need to be addressed soon after the harsh winter. Concrete maintenance such as sidewalk repairs in the common area, tennis court resurfacing, and pool and deck area resurfacing are common repairs. You may also need to replace the damaged roof of the clubhouse or solicit bids from a landscape company to replace plants and trees that did not survive the harsh weather. The process of getting multiple vendor bids for each project can be frustrating and time consuming.

Whatever your community's projects are in preparation for spring, you can use your community web site's Job Bids and Vendor Tracking features to solicit bids from approved vendors. The Job Bids feature allows the board and the administrator to post any maintenance or repair jobs they have for bid on the web site. This helpful feature sends a notification about the open job to a database of approved vendors based on the job category. Bids can then be submitted online via a Job Bid Request Form (eForm) from interested vendors.

Whether you are a community association manager or a board member, utilizing your community web site can help you save time and simplify the process of soliciting bids for your projects. Be sure to take advantage of this great feature for all of your job bids!

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AtHomeNet and TOPS Software have a special relationship with DuesPayment to assist you with the online payment process. We coordinate each facet of this feature on your website so please do not contact DuesPayment directly! This can cause unnecessary confusion and delays! If you ever have any questions, comments, or concerns about the online payments portion of your website, please contact us at onlinepayments@AtHomeNet.com. TOPS users can get online payment support by contacting onlinepayments@topsoft.com.

Benefits of Accepting Electronic Payments for Association Dues

AtHomeNet and DuesPayment provide community associations with a simple solution for accepting dues payments electronically. DuesPayment has worked with thousands of AtHomeNet communities in the past 12 years, offering residents the ability to pay their dues with a credit card or e-check (an electronic version of a check used by entering in routing and bank account numbers). Members can pay association dues online or over the phone and will instantly get an email confirmation receipt. Electronic payments greatly reduce administrative time and streamline the dues collection process. Furthermore, you will no longer need to copy, record, endorse, reconcile, or go to the bank to deposit checks.

One of the challenges facing Home Owner Associations is collecting monthly or annual dues from your members. Rather than sending paper invoice reminders, DuesPayment recommends using email as the main form of communication. AtHomeNet and DuesPayment have created email templates you can send to your members reminding them to pay their dues. These email templates are located on the Admin side of your AtHomeNet community website. Templates are updated regularly and direct members to pay their dues with a press of a button.

DuesPayment also offers contests throughout the year to promote e-payments. The most recent promotion was for AtHomeNet clients making an electronic payment in February or March. One of those members will win \$200 cash courtesy of DuesPayment! Be sure to keep an eye out for upcoming promotions over the coming months!

We value your feedback. [Help us serve you better by taking this quick survey!](#) If you have questions about e-payments, contests, marketing materials, or email templates please contact us at 800-556-7852 or by email onlinepayments@AtHomeNet.com.

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COMMUNITY IN THE SPOTLIGHT GARDEN VILLAS COMMUNITY ASSOCIATION



February's Community in the Spotlight recognizes [Garden Villas](#), nestled in the southern suburbs of Houston, Texas. AtHomeNet welcomed the Garden Villas Community Association to our family last summer!

The community was established around 1926 on 876 acres, and is now home to

approximately 1100 residences. Most of the homes were built in the 1930s and 1940s and construction was complete by the end of the 1950s. The streets are lined with over 6,000 pecan trees that were planted early in the development of the neighborhood. During their growing season, the trees form a lovely canopy, shading the streets of the community and creating a cozy feeling that could make anyone feel at home.

Garden Villas accommodates active residents with 3 parks inside the neighborhood providing space to exercise, relax, or gather for events such as National Night Outs and the annual Christmas celebration. The community association has a garden club and sponsors a Boy Scout Troop, encouraging further involvement in the community. Convenient to Hobby Airport, Reliant Arena and NASA, the area also offers plenty of activities outside of the neighborhood.

Garden Villas is not only home to its human residents, but welcomes the furred and feathered sort as well. Two large families of peacocks roam the streets making the community their home and mingling with the cats, dogs, and raccoons. Another testament to the community's animal-friendly atmosphere was the bald eagle that moved in to feed on the fish of nearby Sims Bayou last year! According to Harold Mullins, the community's website administrator, "This community has a lot of character and a lot of 'characters!'"

Where "Community Matters!" the most popular features on the Garden Villas website are the message board and address book. Allowing residents to stay connected to each other is the major focus of many community websites. Harold appreciates the ease of making changes to the website, "especially to the home page. That helps keep the site 'fresh'."

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


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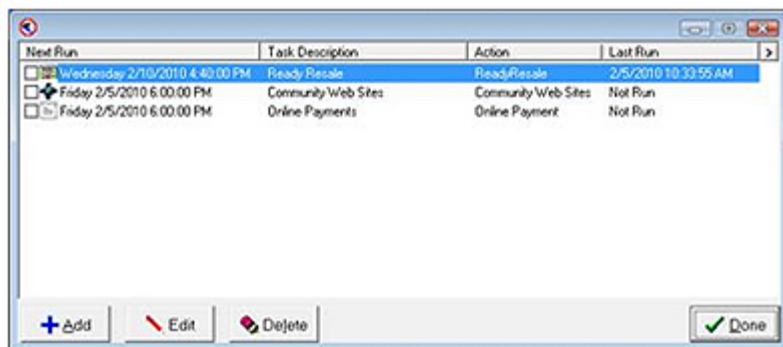
TOPS SOFTWARE USER GROUP


Using the TOPS Calendar/Scheduler

It is important for our web support team to know what type of scheduler you are using when troubleshooting or answering questions regarding your web site or online payment uploads. There are currently two versions of the scheduler in your software; the older/legacy version referred to as the TOPS Scheduler and the new version referred to as the TOPS Calendar/Scheduler. There are some important differences in how the scheduler is used to set up your community web site uploads and online payment uploads. This month, we wanted to take a minute to highlight how you determine which version is being used.

To determine whether or not you are currently using the "Calendar" version of the scheduler or the legacy "TOPS Scheduler". Go to the "Automate" menu in your TOPS software and choose "Scheduler" > "Schedule Tasks". One of two actions will occur:

1. Legacy (older) TOPS Scheduler: A window will appear. It will have a title bar in blue, and will contain 4 buttons: Add, Edit, Delete, and Done. It will also contain the columns as follows: Next Run, Task Description, Action, Last Run, Options, and Communities. This is the legacy, no longer utilized version of the TOPS Scheduler. Another indication that you are running the previous version of the TOPS Schedules is to look at your system's Task Tray (bottom right side of your computer). The icon will look like this: 



1. TOPS Calendar / Scheduler: When you look at your system Task Tray, the icon will look like this: 

- A. If your TOPS Calendar / Scheduler has already been activated, then you will get a message that the Scheduler is already running.
- B. Or, a window will appear with a title bar across the top that states, "TOPS Scheduler for [username]".

The preferred scheduler is the new TOPS Calendar/Scheduler. We have provided some additional documentation with instruction to change from the OLD Scheduler to the NEW Calendar version of the scheduler. [Please click here for those instructions.](#)

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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