

AtHomeNet Gazette

JANUARY 2010 EDITION

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

AtHomeNet Everywhere

We are kicking off the new year with the announcement of "AtHomeNet Everywhere" – sounds crazy right? No one else in the industry offers you the capability of putting the power of the web in the palm of your hand. If you're one of those people who want to stay in touch everywhere and anywhere, you're going to love this!!!

AtHomeNet is proud to announce that in the coming months we will be releasing both an iPhone App and a mobile web version of our service. The decision to do this and the features that will be available on both platforms have been completely driven by the fantastic response we received to the "Communications Technology Survey" we distributed last month. We received an enormous amount of responses and we heard loud and clear what you as community website administrators, board members and professional association managers want and need access to from your mobile devices and we are already hard at work to deliver that.



As always, we encourage any and all feedback you might have on these offerings and would love to hear more about what you want by email at feedback@AtHomeNet.com- AtHomeNet Everywhere with YOU!

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WHAT'S NEW

New Features & Enhancements January 2010

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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

What's New in CLASSIC

- New Private Home Page Popup! We have enhanced the Private Home Page Popup feature with new technology that allows your messages to be viewed by ALL – even those with "popup blockers". With this new popup feature, you can even set your own defaults for width and height of the window. Administrators will see links to activate or disable this feature directly on the private home page. Read more about how to implement this new feature on your site in our "Tips from Support"
- Concierge Package Pickup Enhancements – We have updated the Concierge Package Pickup to allow for sorting on various columns of the display screen. Specifically, users can now sort on name, unit number, address or date. This ability is available in both the feature and TV versions.
- Statistics Enhancements – The statistics feature will now provide reporting for the "What's Nearby" feature. This will allow administrators to track page hits from this feature.
- New eMail Bulletin Templates Enhancements – Our designers will now be able to provide you with new and exciting email templates throughout the entire month. The newest templates will always appear on the main eMail Bulletins Administrator page. Be sure to check there often! As always, feel free to send us your ideas for new templates.

There are 4 new email bulletin templates. Release dates are indicated next to each option. Enjoy!

- Superbowl Party 1 (Released January 11, 2010)
- Superbowl Party 2 (Released January 11, 2010)
- Dues Payment by eCheck (Released January 18, 2010)
- Dues Payment by January – March Promo (Released January 18, 2010)
- [Check Out the What's New January 2010 Video which covers all the new Website Enhancements](#)

What's New in TOPS/212 Software

- Service Request Enhancements – We have updated the Service Request feature to allow administrators the ability to maintain "notifiees" of the Service Request notification system. The link to modify is now available on the main Account Info Screen.
- Service Request Menu Enhancement – Now that administrators can opt to have the Submit Service Request link available on their menu, we have added some additional code checks to ensure only "authorized" owners will be allowed to submit a new service request. Specifically, only valid owners uploaded from your TOPS software will be able to submit a new request. Other users of the system will be directed to a generic message indicating they do not have access to this feature.
- [Check Out the What's New January 2010 Video which covers all the new Website Enhancements](#)

What's New in ELITE

- What's New Feature Revamped – We have enhanced the user interface and some backend functionality of the What's New feature. The user interface has been redone to be more user friendly, while the items that are in the list are filtered based on the current users' security roles.
- Email Sender Name – We have now updated eMail bulletins to use the name of the email sender collected from the eMail Bulletins administrator screen. As each email bulletin is sent, it will now properly display the Sender's name to show on the email address "From" area along with their email address.
- Content Area for Vertical Menus fixed – We have updated the content area of sites with vertical menus to alleviate the spacing issues appearing on the screen.

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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- 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 Our Customers Are Saying

"Seasonal Support Kudos for the sales site! You and everyone at AHN are the greatest and I'm so happy that River Hills is part of your family. Thank you, thank you, and Merry Christmas to everyone that helps us during the year! "

Linda Williams, River Hills Community Association

INSIDE AtHomeNet

In the first Inside AtHomeNet of 2010, we celebrate the fact that as of this month, with all of the new wonderful communities and additions to the AtHomeNet family of clients, our service is now being used by more than 1.5 million homes worldwide. We are very proud of all of our clients for honoring us with your trust and your business, and will continue to do everything in our power to make your website experience the best it can possibly be.



We also want to kick things off by welcoming a new member to the AtHomeNet team. Jeff Nettleton has joined our staff in the position of Customer Support Representative.

Born in California, but currently residing in Lawrenceville, GA with his wife of 17+ years and his children Catherine and David; Jeff brings a wealth of experience and education in IT and customer service to our team.

He describes himself as a problem solver, and professionally enjoys analyzing and improving the execution of processes. In his spare time he is a big fan of computer gaming, and finds himself exercising his green thumb in the garden whenever time permits.

Please join us in welcoming Jeff to the AtHomeNet family, and if you happen to get him on a Support call, feel free to help us break him in.

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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:

Notification Popups

From time to time there is pressing information that comes up in our community. Could be a notice about a special community wide meeting, or a new rule or law that is taking effect that involves you, or perhaps a special event or survey that requires immediate attention. Of course we have great areas like the events calendar, and email bulletins to help out, but your website now has a more immediate system.

The new "Notification Popups" are special messages that are visible immediately upon your login. There's nothing special needed to activate; as all you need is a valid login and password to see these important notifications. These pop-ups are only visible to official members of the community. Be sure to check the website often for the latest message!

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TIPS FROM SUPPORT

Using the Pop-Up Feature!

Ever worried about your residents missing important information you have posted on the website? Well worry no more, the latest feature enhancement for pop-up messages provides you with another great communication tool in announcing the latest community events and updates! With our new enhancement, residents will

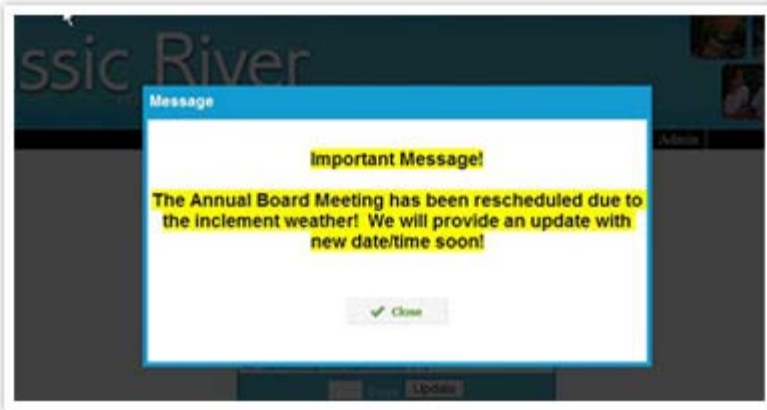
Refer a Friend

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.**

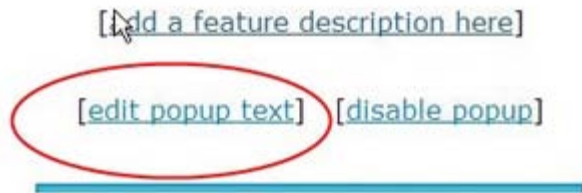
immediately see these important details! As you can see below, the background of the site will now be grayed out, allowing the resident to focus completely on the necessary information. Don't worry if you feel the window is too small, as it will expand as your message does.



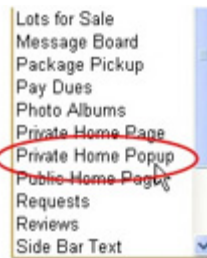
It also comes standard with our new Rich Text Editor which will allow you to completely customize the content of the screen. Whether you would like to add a hyperlink to the most recent board minutes, or you are looking to highlight an upcoming activity, this new enhancement is the quickest and easiest way to grab the attention of your residents.

You can access one of two ways.

Option 1: Click the new quick access link which can be found directly on the private home page



Option 2: Click the feature description link in the Admin Only area of your menu, then select "Private Home PopUp"



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

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Tis The Season For Dues Payment Online!

December & January are some of the busiest months for Dues & Assessments. If you are not using our FREE Online Payments feature you should consider activating it on your website to make collecting dues and assessments simple, secure and speedy.

Online Dues Collection will offer your residents the ability to log in and pay fees owed from the convenience of their



nearest internet connection. This valuable addition to your website is 100% free to you, with NO set up, or monthly fees and NO hidden charges. The association receives every penny of all payments collected, and residents have the freedom to choose between one-time payment options, or they can schedule recurring, automatic payments. Residents can pay using a major credit card, or via eCheck.

To learn more, please visit gives us a call at 800-556-7852 or email sales@athomenet.com to add this FREE new feature to your website in time for Dues Season!

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MANAGER'S CORNER

Are you offering ALL the online services your homeowners need? As associations continue to work their way out of these troubled economic times, it's helpful to know that the management services you provide are more indispensable than ever. Budgeting carefully this year and making the smart choices for your business and your clients will reap benefits in the years to come. How can you continuously improve the value of your services when the industry has bumped competition up to a whole new level? 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 improved 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 business lives. Having a community web site for your associations is a natural way to boost the bottom line by saving mailing, printing and office costs, but also improves the connectivity of the neighborhood in a time when we all need to reach out to our neighbors and bring our communities closer together.

The competition is fierce and the thriving companies are those offering all the online tools: access to community web sites, credit card and echeck options for dues payment, and easy ways for residents to buy everything from resale documents to parking passes and pool keys; right from your web site. When AtHomeNet's full-service options are both economical for your business and cover all the important online services you need to be offering, how can you afford to pass up this competitive edge? Ask us about solutions at Sales@AtHomeNet.com.

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COMMUNITY IN THE SPOTLIGHT

Van Wyck Homeowners Association



AtHomeNet is proud to showcase all of our communities with the monthly "Community In The Spotlight" series. We are starting off 2010 with an annual award from the communities spotlighted in the previous year. We want to celebrate all of our Communities In The Spotlight from last year:

- [Providence Master Homeowners Association](#)
- [Cross Creek Pointe At Englewood](#)

- [Van Wyck HOA](#)
- [Province Community Association](#)
- [Renaissance Homeowners Association](#)
- [Candlewood Estates](#)
- [Silver Lakes RV & Golf Resort](#)
- [Whitewater Creek Community Association](#)

Congratulations to Van Wyck Community & McGrath Management Services for being selected as AtHomeNet's Community of 2009.

When we first spotlighted Van Wyck HOA back in July of last year Web Administrator Joseph Caplan, who is also the editor of "The Van Wyck Gazette", shared with us the various ways the community used AtHomeNet features and web-technology to simplify everything from clubhouse reservations to announcements in the neighborhood. Since that time, Van Wyck has continued to grow as a community and expand their sense of overall communications and synergy. Their website serves the 528 home adjacent communities, Van Wyck Meadows and Van Wyck Glen in Fishkill, New York

The story of how Van Wyck has evolved as a community in the last year is a true testament to the fact that bringing a community online can truly reinvent the way neighbors communicate, share, and grow. Caplan reflected that it all started during a Landscape Committee meeting in the spring of 2008, which was the first time the question was raised as to whether the management company would support a community website.

He recalled that without hesitation their current property manager agreed there was a need for a website and took the idea to McGrath Management Services, Inc. An extensive degree of online research yielded the results that Caplan felt AtHomeNet was the premiere community and association hosting company on the market. He promptly contacted sales representative Jeanette Payne for more information and within a few days poured over the extensive list of website features available.

Caplan worked with AtHomeNet Support, bringing the website online efficiently, and after a few days of getting the resident database up to speed and working with graphics, the site was ready to be introduced to the community.

The website was soon announced to the Van Wyck communities in The Van Wyck Gazette community magazine with a sense of mixed anticipation and exasperation. The statistics clearly showed little to no activity, at first. Caplan faced the challenge of bringing a website which is intended to serve a community of 528 homes to a point where they could use the website as a lifeline for information and communications. So, with a good deal of patience and perseverance, within a year he reached his goals. Caplan breaks down the value of the AtHomeNet features in his community as follows:

The Public Home Page is the brain of our website. Information is clearly presented in the most straight forward manner. The page is arranged in a topic hierarchy with "breaking news" prominently displayed, followed by related categories such as "local news" and other significant information.

The Message Board is clearly the heart of our website. Residents voice their candid opinions in comments about the community, questions about maintenance, and even contractor recommendations. The occasional controversy stirs a jump in page views and more than once resulted in a daily statistical record.

The Events Calendar is vital to our website as the source of clubhouse availability, and pertinent information such as pool schedules, class registrations, and community committee meetings.

The Resolve! eForm is probably the single most effective problem resolution tool available to the homeowner. Developed with the eForms template and delivered to the Management Company and a Board Member, over 10% of community homeowners have submitted the eForm to request a warranty repair, report a serious issue, or suggest an improvement.

The Document Menu is likely the most valuable single source of community documentation available. Almost every homeowner that elects to hire a contractor to expand their patio requires the Architectural Modification Request document

available online.

Other documents include Pool Rules and Regulations, the Warranty Request Form, and the Advertising Request Form.

The Van Wyck Gazette is the community online magazine with a menu tab on the public home page. The Gazette supports the website and vice versa. In fact the magazine is read by more visitors to our website than homeowners.

The Advertising of community and home based business ventures is the current priority of the website. Revenue from sponsors and advertisers is expected to support our current AtHomeNet services, possibly expand into additional features, and publish the Gazette.

The continued support of several friends of the Van Wyck community and the Management Company has made the success of the website a reality. By any measure, Van Wyck's website has grown to become the "go to" source of information, opinions, entertainment, and advertising.

Van Wyck's current sponsor, Toll Brothers, advertised on the website which contributed both to the community's statistical peak of 9,000 page views last spring and astoundingly, the sale of over 103 homes in the community. Our support of homeowner entrepreneurs helped residents such as the Cohen Sisters grow their baked goods venture at the Fishkill Farmer's Market into a year long success story.

The description of a medical mission to Africa by a homeowner was featured in The Van Wyck Gazette as well. The write up about the follow up mission is scheduled for publication in the next issue with full color photographs.

Community groups such as "The Art of Living" advertised their cultural events on Van Wyck's homepage with a link to promotional material inside the website.

Caplan takes a great deal of pride in serving as the website administrator and he continues to encourage the growth and utility of the community's internet presence.

Upon being notified that Van Wyck had been chosen as the Community of the Year, he quickly issued a word of appreciation to Kevin McGrath and Cris of McGrath Management Services, Inc. of Fishkill and Bedford, New York. Caplan also sends gratitude to Toll Brothers, a current sponsor of Van Wyck, and a company who he is committed to continue to impress with Van Wyck's website.

AtHomeNet is proud to name Van Wyck Community of Fishkill, New York our Community of the Year for 2009. A special thank you to Joseph Caplan; Web Administrator, HOA Board Member, and Van Wyck Gazette publisher, who shared his community's story with us with great enthusiasm and commitment.

If you would like to nominate your community for our 2010 "Community in the Spotlight" series, or for Community of the year for 2010, please send an email to ImariA@AtHomeNet.com and we will set up an interview.

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212 SOFTWARE (TOPS) USER GROUP

Gearing Up for Online Payments!

It's that time of the year! Many homeowners will be seeking to make their association dues payments and in these economic times, having the option to pay those dues online has become very appealing. With that in mind, we wanted ensure that our association management company clients were aware of the process involved in setting up newly acquired communities for the service. If you have changes with your community management portfolio, please complete the online payment spreadsheet with the community's name, bank account and routing numbers and their TOPS ID. When completed, email the updated spreadsheet to onlinepayments@212software.com.

If you do not have the original online payment spreadsheet used during your initial setup, send an email to the Online Payment team at

onlinepayments@212software.com to request one.

We also encourage you to review the new email bulletin templates created just for TOPS Online Payment customers! As always, we will be happy to address any questions/concerns regarding this feature.

TOPS Online Payment Team
Ph: 800-556-7852
Fax: 770-904-7939
onlinepayments@212software.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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