



# AtHomeNet Gazette

JULY 2009 EDITION

Welcome to AtHomeNet's July Gazette!

## Summer in Full Swing!

After a series of exciting 4th of July parties, fireworks displays, and other celebrations across the AtHomeNet family of communities, everyone has gotten their summer into full swing. Now is a good time to fill up those Photo Albums with shots of poolside parties, clubhouse socials, and sizzling summer cookouts. Don't forget that your community is unique, and you can always share your neighborhood with us by submitting for the community in the spotlight, which this month features another great AtHomeNet community.

Here at the office, the AtHomeNet team is gearing up for this year's training camp, and ramping up a little more juice for your website which you can read about in "What's New". We are happy to have you with us, so sit back and enjoy the July 09 edition of the Gazette.

Happy Reading! The AtHomeNet Team

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## WHAT'S NEW

### New Features & Enhancements July 2009

- User Session Enhancement – Users will now see a "Time-out Popup" warning message that will allow them to continue working before the time-out limit is reached while editing in various areas of the website.
- Address Book Enhancement - Administrators have the option to add an "expire date" to an address book record which will disable that user's login to the website should be and "hide" that user's profile from the address book
- User Profile Enhancement - Residents will be able to access their own eForm submissions under a new tab on the user profile called "My eForms"
- Login Request Enhancement – Administrators can now see details of any login requests under the Pending, Approved, Denied and Cancelled tabs – including responses to any custom questions added to your login request form.
- Module Enhancement – The website now allows users to transfer any module item from one subcategory to another while editing the item. Administrators can use this as archive tool to move old newsletters or other documents from an existing module to a new module for archiving historical data.
- Photo Album Enhancement – Users can now enjoy a new and improved slideshow tool when viewing photos in the photo album!

## In This Issue

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Get The Full AtHomeNet Family Experience Online!  
[AtHomeNet's MySpace](#)  
[AtHomeNet.com Blog](#)  
[AtHomeNet on Facebook](#)  
[AtHomeNet on You Tube](#)

## Useful Web Links

Instant Answer Knowledge Base- Got questions about administering your website? Get the answer at [www.AdministratorHelp.com](http://www.AdministratorHelp.com)

- New eMail Bulletin Templates - There are 4 new email bulletin templates. Enjoy!
  - Back To School
  - Note from Management version 2
  - Association Issues – Board Meeting
  - Association Issues – Pool Closure
  - Updated "Look What Your Website Can Do" email bulletin template – Timeout Popup
- [Check Out the What's New July 2009 Video which covers all the new Website Enhancements](#)

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## AtHomeNet Economics: 11 years & counting of website savings

At AtHomeNet®, we have always been proud of our ability to serve all of the many diverse communities and Association Managers that make up the AtHomeNet family of clients. Our homes, our residents, our families are the pieces that make up these communities, so there is a very personal side to the industry we are all connected through.

AtHomeNet takes pride in the fact that for the eleventh year in a row, we are able to continue to provide our services without a single price increase. Through the support of our customers and the dedication of our staff, we have been able to withstand the ups and downs of the market and economic challenges of the last eleven years. As a company, keeping our pricing affordable while maintaining our commitment to improving technology and adding value to our websites services with free monthly new features & enhancements and phenomenal support is our commitment to you. Our valued customers are our foundation, and we are very grateful to each and every member of the AtHomeNet family of clients for allowing us the privilege to serve your communities and Associations.

While other companies are known to occasionally pass the savings but always share the costs with their customers...Eleven years, Zero price increases, Continuously improving service....to us, that is one of the best ways we can say thank you to the communities we serve.

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### Attention All AtHomeNet Westerners!

Clear your calendars for the Must Attend event of 2009! AtHomeNet is hosting a condensed, west coast version of our Annual Training Camp just for you! Plan to attend this exciting event scheduled for August 13th at the Phoenix Airport Hilton, in Phoenix, AZ! Join us as we explore training topics and information designed to maximize your expertise as Community Website Administrator. Training Sessions will begin promptly at 1:00PM so attendees should arrive by 12:45PM for registration!

Seating is limited so please make your reservations as soon as possible! The cost for AtHomeNet clients to attend the afternoon website training is \$60, [click here to register!](#)

*If you are an existing 212 Website customer planning to attend the 212 User Conference, [click here for more details](#) regarding that registration. The AtHomeNet website training sessions are included as part of your 212 User Conference package.*

INSIDE AtHomeNet

## AtHomeNet Administrators

### Website- Please visit

[www.AtHomeNetAdmins.com](http://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](http://www.AtHomeNet.com) under the AtHomeNet Gazette section.

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## Email List

To inquire about the Community or Association Management Company website service,

[sales@AtHomeNet.com](mailto:sales@AtHomeNet.com)

To inquire about Technical questions or issues with your website,

[support@AtHomeNet.com](mailto:support@AtHomeNet.com)

For Billing questions,

[billing@AtHomeNet.com](mailto:billing@AtHomeNet.com)

To be removed from this email list send an email to us at, [remove\\_list@AtHomeNet.com](mailto:remove_list@AtHomeNet.com)

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## What Are Customers Are Saying

"I want to thank you for the wonderful support that you have provided for our community. I don't think I have ever encountered such a responsive group who is able to understand what we want even when we don't always put it in the proper technical terms."

*Donald Webster, Windermere Downs Community Association*

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## 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

In this month's installment of Inside AtHomeNet we have a couple of new additions to the team to announce as well as an exciting announcement for one of our communities being recognized.

Recently, Imagination Farms community, [www.imaginationfarms.org](http://www.imaginationfarms.org), a previous "Community In The Spotlight" honoree, was featured in an article in Davie and the Ranchies E magazine with over 40,000 South Florida readers. You can check out the article at this link, or copy and paste into your browser - <http://www.davieandtheranches-emagazine.com/drMay2009/pdf/p%2012.pdf>  
Congratulations to Sharon Baron and all of our friends down at Imagination Farms.

Here at AtHomeNet HQ, we have recently been joined by two new members of our staff. Kelsey Sanborn will be here for the summer as a Sales & Administrative Assistant Intern, and George Edwards joins our Technology Division as a Senior Programmer.



Kelsey comes to us from Connecticut, but can truly be referred to as a world traveler before landing here amongst us AtHomeNetees. She has lived in Amsterdam, and The Netherlands for four years before moving to Atlanta. Having recently graduated from Atlanta International School in May, she plans to travel doing volunteerism in India and Ecuador next year before continuing her education at Tufts University in Boston.

Next year, Kelsey plans to pursue her major, Environmental Studies, and add to the list of the 29 countries she has traveled to or lived in so far; but for now we get to take advantage of her skills here at AtHomeNet central. In her spare time she enjoys scuba diving, soccer, and a host of other sports.



Joining our Programming Team, George Edwards comes to us from Annandale Virginia in the DC Metro area, although he was born in Honolulu Hawaii. He is married with two kids, Ellie and Caleb who are 3 and 1. He has been a web developer for over 10 years, working in the commercial and government sectors.

Like Kelsey, George loves to travel and explore new places, and has only recently moved to the Atlanta area. His spare time is filled with the likes of tending to his six "Koi" fish which are named after characters on the television show "The Office." Hopefully he won't be feeding the little swimmers Memphis Barbecue or Super Spicy Chicken wings, which he points out are a couple of his favorites.

Please join us in wishing Kelsey and George the best in our office, as their contributions continue our tradition of providing the best to the AtHomeNet family of clients.

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## 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

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.**

an overview of using our latest product - ELITE!

Enrollment is limited to the first 90 registrants, so please register today. The cost of this year's Training Camp is \$60 per person but for those registering by **August 15th**, we are offering an **early bird rate of \$50!** 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](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 have produced a 3 DVD Disc set of all 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 on 17th of September.

**Buy Now**



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:

"Whether you're adding a new recipe, writing a review about a business or service, adding a classified ad, or even writing a lengthy message board reply; no one likes to lose what they've been working on under those pesky "time outs". In many of the features, particularly those that use a rich text editor, you have a clock that counts you down to the timeout. Sometimes you can be deep in thought or work and maybe miss it though. Now your website gives you a "Time Out Pop UP" warning message that will allow you to continue working in various areas before the time out limit is reached.

Whether you're a committee member or simply a resident adding a new tidbit of information, you'll always know where you stand time wise with this new feature enhancement."

Enjoy!

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## TIPS FROM SUPPORT

Reservations

The AtHomeNet Reservation feature was designed to allow communities to easily facilitate and control resident reservations of community resources. Administrators can set up resources (such as tennis courts, meeting rooms, guest parking spaces, tee times, etc.) and create business rules for each one (such as when and for how long they can be reserved, how far in advance and how often by the same person) and allow residents to make their reservations online. Reservations can be immediately accepted or put into a queue for a reservation manager to approve before confirming. Once the reservation is confirmed, the resident receives (via email) a confirmation they can print out and save as their proof of reservation.

| Online Reservations    |                   |                    |                    |                    |
|------------------------|-------------------|--------------------|--------------------|--------------------|
| PREV                   | 24 July 2009      | TODAY              | NEXT               | Tennis Courts      |
|                        |                   |                    |                    | ALL                |
|                        |                   |                    |                    | ALL                |
|                        |                   |                    |                    | Tennis Court North |
|                        |                   |                    |                    | Tennis Court East  |
|                        |                   |                    |                    | Tennis Court West  |
|                        |                   |                    |                    | Tennis Court South |
| Friday - July 24, 2009 | Tennis Court East | Tennis Court North | Tennis Court South | Tennis Court West  |
| 8:00 AM                | Available         | Available          | Available          | Available          |
| 9:00 AM                | Available         | Available          | Available          | Available          |
| 10:00 AM               | Available         | Available          | Available          | Available          |
| 11:00 AM               | Available         | Available          | Available          | Available          |
| 12:00 PM               | Available         | Available          | Available          | Available          |
| 1:00 PM                | Available         | Available          | Available          | Available          |
| 2:00 PM                | Available         | Available          | Available          | Available          |
| 3:00 PM                | Available         | Available          | Available          | Available          |
| 4:00 PM                | Available         | Available          | Available          | Available          |
| 5:00 PM                | Available         | Available          | Available          | Available          |
| 6:00 PM                | Available         | Available          | Available          | Available          |
| 7:00 PM                | Available         | Available          | Available          | Available          |

Here are some helpful tips to remember when setting up your reservation system

1. Ensure that you are using the Facility feature to list your available facilities. If you do not already have Facilities setup you should do this first. Then, establish your "Resources". A resource is what gets reserved. Examples would be Court 1 or Meeting Room 3. Multiple related resources are grouped together under a Facility.
2. Establish the Availability for each of your Resources. Highlight and click on "Edit" for a particular resource and finally, click on "Add, Edit, Delete Availability for this Resource". Input the days and times that resources are open to be reserved. For example, one tennis court may be open from 8:00 AM to 6:00 PM but because of lighting another court may be open until 9:00 PM.
3. Add any needed Attributes for each particular Resource. This is done with the Add, Edit, Delete Attributes link on the Resource Edit screen. Attributes are features of resources that make them unique from one another. For example, some tennis courts may have a clay surface and others may have grass.
4. Use the clone feature for facilities with multiple resources. Once you set a resource properly, you have the ability to "clone" this for multiple resources. For example, if you have 6 different tennis courts that you want your residents to have an option to reserve, you can clone one and rename the others as needed without having to input everything again.
5. Create custom questions on your reservation request form. If you want to add your own custom questions for residents as they complete their reservation requests, select the desired resource and click edit. Then select Add, Edit, Delete Reservation Questions for this resource link. Use the Add a New Question to the Reservation to add specific questions for the reservation request. You can choose the 'Order' in which the questions appear, make the questions required fields and even define proper question types including look-up fields!

[Contact our Support team](#) today if you need assistance setting up your Reservation system!

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## MANAGER'S CORNER

### Easy Payments with PayForms

Want to streamline your associations management process even more? How about making miscellaneous items like Pool Passes, Gate Keys, and even Classified Ad space available for purchase on your website? Now, through the use of PayForms you can!

PayForms are very similar to the already popular Eforms feature only we've added a payment element to accommodate for online payment transactions. PayForms provides the ability to accept a fixed or per unit payment via credit card without making a trip to the management office. The cost associated with the PayForms is 7% of the transaction amount- that's it! If you would like to set this capability up on your community website eforms, the first step is to create the eform. Add information fields such as resident name, address, item, quantity, etc. The next step would be to email our AtHomeNet support team [support@athomenet.com](mailto:support@athomenet.com) for the appropriate paperwork and we'll get you set up in no time. While we are setting this service up for you be sure to inquire about other online payment opportunities, whether it be for dues and assessments or community and resale documents, these features give your associations website added value that all of your residents, and you, can benefit from.

If you have any other questions, please email support at [Support@AtHomeNet.com](mailto:Support@AtHomeNet.com) or call our toll free number, 1.800.556.7852.

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## COMMUNITY IN THE SPOTLIGHT

### Vanwyck Homeowners Association



[The VanWyck community](#) is located in the lower Hudson Valley about an hour and a half north of Manhattan. Surrounded by historic sites such as the United States Military Academy at West Point, Vassar College and The Culinary Institute of America, to name a few. The Van Wyck community is managed by Kevin McGrath of McGrath Management.

The bustling community is also served by a five member Board of Managers. The Sponsor, Toll Brothers, just hosted the election that seated two homeowners on the HOA Board.

Web Administrator Joseph Caplan is also the editor of "The Van Wyck Gazette" community newsletter which recently expanded to 12 full pages and is planned to migrate to a full color printed edition. Joseph adds the personal touch by hand distributing printed copies with door to door delivery. The community newsletter is written, edited, published and is also uploaded in full color to the website by Mr. Caplan on a monthly basis.

In the year since joining the AtHomeNet family of communities, an additional 150 homes have been constructed in Van Wyck Meadows and Glen. The enrollment of residents is considered one of the single most important functions of the Web Admin. Their website has a database of 400 authenticated resident users; the log-on rate is almost 50%, with 8,500 page views within the most recent 30 day period.

The major appeal of the site is the constantly updated Public Home Page. Mr. Caplan keeps about 20 fresh topics on the page at a time, and always deletes old outdated content. Features like the Message Boards and Surveys are very popular with residents as well. Keeping the website fresh with News Updates, Resident News, Links, and Town News, is an important part of the communities' increased login and page-view statistics. He regularly uses the Survey feature to issue a monthly "hot topic" question with several options, and also utilizes it during promotions and other community feedback based endeavors.

The community's amenities include a Clubhouse with exercise room, lounge with galley kitchen, outdoor heated pool, and multi-purpose recreational courts. Residents enjoy a lush array of natural amenities such as an environment within their neighborhood. The community is sited on meadows and glens and bordered by several ponds and creeks.

Mr. Caplan sees the future allowing the VanWyckHOA website to promote homeowner based businesses on the website, and to focus on marketing the website to outside vendors using their massive page views and login rate as incentive for advertisers. Since Mr. Caplan uses the Gazette to promote the website, and the website to promote the Gazette, he sees a lot of opportunity in multiple advertising options between the two.

AtHomeNet is proud to recognize VanWyck HOA as our July 2009 Community in the Spotlight.

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## 212 SOFTWARE (TOPS) USER GROUP

### Customizing Your Community Uploads

212 Interactive Web Site Service offers the ability to customize the upload settings for each community on a "per community" basis. This feature allows our customers to be able to choose what data will upload from TOPS for each individual community web site. It is important that you review your settings to ensure the appropriate data is being made available to your residents from their community website.

To review your current defaults and make changes to a community's web site upload, go to your TOPS menu and click:

1. Internet > community web sites > configure community uploads
2. Now double click on the community of interest.
3. Review the custom settings in this community's upload and check or uncheck options that you wish to include in the data upload.
  - o Owner Account Info – This option allows you to upload owner's current balance, last payment date, amount, and check number.
  - o One Year History - This option allows you to include the A/R history for each owner for the previous 12-month period.
  - o Include Owner History Notes - If the One Year History option is selected, you may opt to include any notes in the owner history file.
  - o Service Requests - This allows you to upload any open request for service for the owner
  - o Work Orders – Once a service request has been investigated and converted to a work order, this option will include the full work order history for this owner
  - o CC&R Violations/ACC Requests - This includes a full history of violations and architectural requests.
  - o Pool Pass - This includes all pool passes assigned to each property.
  - o Gate Security - This includes all gate passes assigned to each

property.

4. Once you have customized the above settings, click Done to save your changes.

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

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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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