

# AtHomeNet<sup>®</sup> Gazette

JUNE 2010 EDITION

Welcome {FIRST\_NAME|Valued Customer} to AtHomeNet's June Gazette!

## Welcome to the June issue of the AtHomeNet Gazette!

This month brings the sunshine of summer, but also marks the official beginning of hurricane season. Does your community have an action plan in case disaster strikes? AtHomeNet has created a detailed resource guide to show you how you can make your community website the ultimate communication tool in case of an emergency. [Download your copy of the guide on the Administrators' Only website today!](#)

In this issue of the Gazette, you'll learn all about What's New with AtHomeNet websites and you'll get the opportunity to meet 2 new employees! We'll also give you multiple ideas to generate revenue with your website that could even make the site pay for itself!

» [back to top](#)

## WHAT'S UP!?!

Check out our most exciting enhancement for the look of your website yet! As times change, so do your tastes-AtHomeNet is giving your website a fresh, modern look with UP. You won't have to do anything-your website will automatically be "upped" when a new feature is upgraded and eventually your entire Classic website will feature this sleek, modern new look!

The first feature of your website that has been "upped" is the Classifieds section. We're excited about helping you take your website "out of the box"!



The new look of the Classifieds feature will also give you the ability to flag Classified ads as Premium, allowing you to showcase special or paid ads. To

## In This Issue

- [Sunshine of Summer](#)
- [What's Up!?!](#)
- [What's New?](#)
- [INSIDE AtHomeNet](#)
- [Tips From Support](#)
- [Manager's Corner](#)
- [Community Spotlight](#)
- [TOPS Software User Group](#)



Get The Full AtHomeNet Family Experience Online!  
 Follow AtHomeNet on Twitter  
 AtHomeNet's MySpace  
 AtHomeNet.com Blog  
 AtHomeNet on Facebook  
 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

flag an ad as Premium, simply check the box while editing or creating the ad!



For more information about cool new enhancements and upgrades to the Classifieds feature on your website, check out [What's New in Classic!](#)

We're thrilled about providing you with this new option and we're anxious to hear what you think! Please send all of your questions, comments, and concerns to [Feedback@AtHomeNet.com](mailto:Feedback@AtHomeNet.com) today. You can also let us know which features you would like to see "upped" by [completing the eForm on the Administrators' website!](#) Look forward to more of your features going UP a notch in the coming months!

If you prefer the original look of your website, you may adjust the website Settings to reflect your choice. If you need assistance with the Settings of your website, please contact [Support@AtHomeNet.com!](mailto:Support@AtHomeNet.com)

» [back to top](#)

## WHAT'S NEW

New Features & Enhancements June 2010

### What's New in CLASSIC

- Classifieds - If your website includes ads from Residents as well as outside vendors, you have the option of separating your Classified ads by Commercial and Resident. Simply select a vendor from the Advertiser drop down menu or a resident from the Person drop down menu when creating or editing a Classified ad! And then contact Support to define the new menu selections.
- Premium Classified Ads - In addition to separating the Classified ads on your website by Resident or Commercial, you now have the option to flag certain ads as Premium. The criteria for a Premium ad is up to you! Simply check the Premium box when creating or editing a Classified ad.
- 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 17 new email bulletins! Enjoy!
  - 3 New Baseball Bulletins
  - 1 New Court Proceedings Bulletin
  - 1 New Crime Report Bulletin
  - 1 New Crime Watch Bulletin
  - 1 New Movie Days Bulletin
  - 1 New Noise Bulletin
  - 1 New 'Pick Up After Your Pets' Bulletin
  - 1 New Pool Opening Bulletin
  - 1 New Pool Party Bulletin
  - 1 New Scam Alert Bulletin
  - 1 New Softball Bulletin
  - 1 New Swim Team Bulletin
  - 1 New Tennis Lessons Bulletin
  - 1 New Water Aerobics Bulletin
  - 1 New World Cup Soccer Bulletin
- New Feature Descriptions Templates - We have 12 new Feature Descriptions templates to enhance the look of your website this month!
  - Board-Committee Template
  - Classifieds Template
  - Documents Template
  - FAQs Template
  - Homes for Lease Template
  - Homes for Sale Template
  - Hot Links Template

## AtHomeNet Administrators Website- Please visit

[www.AtHomeNetAdmins.com](http://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](http://www.AdministratorHelp.com)

AtHomeNet Gazette Archive- Access past issues of the AtHomeNet Gazette! Just go to [www.AtHomeNet.com](http://www.AtHomeNet.com) under the AtHomeNet Gazette section.

---

## Email List

To inquire about 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)

---

## 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 intuitive and well organized."

- Login Screen Template
- Lots for Sale Template
- Message Board Template
- Reviews Template
- Volunteer Needs Template
- [Check Out the What's New June 2010 Video which covers all the new Website Enhancements](#)

## What's New in ELITE

- Login to Private Items - Sending a link in an Email Bulletin to pages on the private side of your community website is now easier! Upon arriving at the link in the email, users will be prompted for their username and password, or will be auto-logged in when the "Remember Me" option is checked, then will be redirected to the private community feature or item.
- Module Feature Upgrades - The administrator's section of the Modules feature has been enhanced to provide quicker access and "friendlier" URLs for your website.
- Login Menu Feature - A new feature is available allowing communities to add a Login link to menu navigation instead of the traditional location at the top of the page.
- Form Interface - For Long Text fields, the Rich-Text editor has been simplified for simple text formatting.
- Manage Subdivisions - The Subdivisions feature has been upgraded to offer more consistent looks with the rest of AtHomeNet Elite.
- Photo Albums - This feature has received an aesthetic upgrade to be more consistent with the other features of AtHomeNet Elite.

» [back to top](#)

## ATTENTION COLONIAL BANK CLIENTS

Because of the purchase of Colonial Bank by BB&T, you will need to submit your new account number(s) as soon as possible.

If you are currently an Online Payments client with an AtHomeNet or TOPS Website: For accurate processing of your Online Payments, please contact Tracy Rois at [TracyR@AtHomeNet.com](mailto:TracyR@AtHomeNet.com) or call 800.556.7852 to update your information.

If you are currently a TOPS Websites client paying by direct debit: You will need to submit a new direct debit authorization form with your updated account information, accompanied by a voided check to Annette at TOPS via [AnnetteV@TOPSSoft.com](mailto:AnnetteV@TOPSSoft.com) or fax to 301.869.4371. [Download the form here](#), fill out the highlighted information and submit the form and voided check via email or fax.

If you have any questions or concerns, please contact us at 800.556.7852 and ask for an Online Payment Specialist!

## INSIDE AtHomeNet

As usual, the AtHomeNet office is buzzing with activity this month! We welcomed two new employees and we've continued our summer road trips! Mike Curtis went to Chicago for the CAI CEO-MC Retreat, Jason and Ben went to Dallas for client visits, Becky and Courtney made a day trip to Charlotte, North Carolina to attend a seminar, and Cyndi has been all over the state of Florida for client visits and speaking opportunities!

Wanna see what our staff is up to while they're on the road? Check out photos and updates from their travels by following AtHomeNet on Twitter ([@AtHomeNet](#)) or check out our blog, AtHomeNet 360° at <http://Blogs.AtHomeNet.com>!

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.**



Joining the AtHomeNet staff this month are Jason Beaver and Jon Welch!  
Jason has taken on the position of Graphics/Production Manager! He brings a wealth of experience from his past as a Flash designer/developer in the eLearning industry and his education from DeVry University in Computer Science. He also brings valuable knowledge to the table having served on his own HOA Board for several years! In his spare time, Jason is working on restoring his '63 Beetle, scrimshaw, playing guitar and spending time with his family.



We also welcome Jon Welch to AtHomeNet, the newest member of our IT team. His past experience includes technical support positions in various industries, including property management. After graduating high school in Hawaii (Aloha!), he earned multiple certifications including A+, MCP and MCDST. In his spare time, Jon spends time with his wife and 2 daughters, fishing, camping, reading and riding motorcycles!

Please join us in welcoming Jason and Jon to our team!

» [back to top](#)

### 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:

---

## ONLINE DUES PAYMENT

With summer comes summer vacation! There is so much to coordinate in preparation for your trip-pet boarding, trash pickup-the list goes on!

While you're away, don't forget that you can conveniently pay your monthly association dues online through the community website. Your community website can help you keep in touch just by logging in! You can pay by Visa, MasterCard, Discover or eCheck and you can even schedule recurring payments when you pay with eCheck!

For more information about this paying your dues online, contact us now!

---

» [back to top](#)

### TIPS FROM SUPPORT

Module Documents - The Module feature of your website gives you space for creativity and originality, allowing you to make custom web pages on your site. You can also use this feature to add documents. Adding documents is simple with the 3-tier structure that helps to organize your documents and folders.

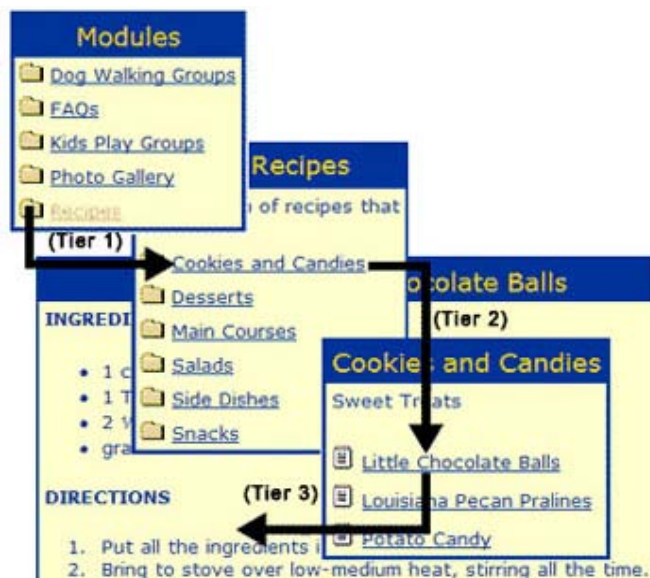
The three tiers of Modules are:

- Categories
- Subcategories
- Items (This is where you can add an individual document)

To reach the 3rd tier or item level, choose "Edit Modules" under the Admin tab and

click on the module you'd like to add documents to. If no suitable category exists then add your own Module category. Choose Click here to Add, Edit, Delete sub-categories under (Module Title) and then you'll see the subcategories under the module.

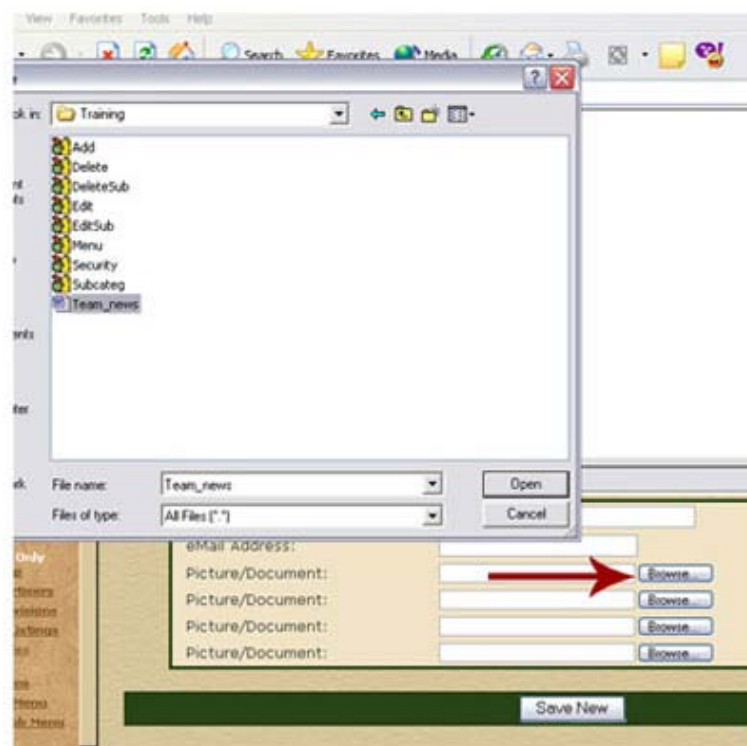
In the 3rd tier, you can upload individual documents in various formats including MS Word, Text, Excel or PDF. Here you can add multiple documents while keeping an organized structure.



Continue by selecting the Click here to Add, Edit, Delete items under (Module Title) link and then click Add.

1. Wait for the Page Editor to load.
2. Title the document in the Short Description box.
3. Click the "Choose File"/"Browse" button below the editor, directly underneath the email Address box. ***This will allow you to locate a document that has already been saved on your computer.***
4. Locate the file on your PC.
5. Click Open and the file name should now appear next to the "Choose File"/"Browse" button.
6. Once you have uploaded your document, hit "Save New" at the bottom of the page.

The next page will display all of the current documents. To see the documents under the full 3rd tier module click the "go back to (Module Title)" button and you'll see all of the current documents available.



#### Helpful Hints:

- If you wish to add multiple documents into the same module, simply repeat these steps.
- If you are adding multiple documents into the module at the same time, the document titles will show as Click here for more information. This is a link to the document you have added, however, to avoid this, use one item per page if you do not want this link.
- There is a 3 minute upload period in the module feature. We do not allow documents to be uploaded to the site that take longer than 3 minutes. Documents that take longer are generally extremely large and take up too much of the website's memory.
- If you do encounter this problem, simply resize the document and try to upload it again.

Enjoy creating custom pages on your website and sharing documents with your residents! Please contact [Support@AtHomeNet.com](mailto:Support@AtHomeNet.com) if you have any additional questions adding Module Documents on your website!

» [back to top](#)

## MANAGER'S CORNER

### Community Classifieds Cut Costs

A question we hear quite often: Is there a way to use the website to generate revenue to offset the monthly cost?

## The answer is simply YES.

Every association in some way or another has vendors seeking to gain exposure within the community to offer their goods and services to residents. Some may print and place flyers in doors or mailboxes only to have them litter the streets with the first gust of wind. AtHomeNet offers a much better solution--the Classifieds feature of your community's website. For a fraction of the cost of printing hundreds of flyers, vendors can place their advertisement on your association's website. You set the price! Whether it is \$10 a month or \$100 a year, advertisers can place coupons, menus, marketing materials, and more in an area that, on a number of association websites, is one of the most viewed pages.

Include graphics, contact information, and even links to vendor websites to make it easy for vendors to be found. When placing the ad on the website, you can define

dates for the classified to expire so if a vendor signs on for one year then you can set an expiration date for that ad to drop off at the predetermined time. Whether it is a Real Estate Agent, Plumber, HVAC Service Group, a local restaurant or landscaper, there are a number of vendors that would jump at the chance to gain exposure through your community website. The math is easy, five vendors and the site pays for itself!

If you're a manager and you want to score additional points with your boards, being creative and finding ways to reduce costs is going to gain you a little more appreciation.

For more information on using the Classifieds feature of your website, email us at [Sales@AtHomeNet.com](mailto:Sales@AtHomeNet.com)!

» [back to top](#)



Encourage your residents to pay their dues online! With this helpful step-by-step flyer, you can help your residents make paying their dues convenient and easy. Using Online Payments on your website is mutually beneficial for you and your residents, and integrates with TOPS Software, reducing trips to the bank and saving you time and money! [Click Here to see how.](#)

## COMMUNITY IN THE SPOTLIGHT Shakerec Homeowners Association



This month, we introduce you to one of AtHomeNet's very first clients, the Shakerec Homeowners Association in Duluth, Georgia! The Shakerec community was established in 1992 and is now home to over 600 residences in four subdivisions-Amberleigh, Devonhall, Huntington and Laurelwood. The neighborhood's close proximity to the Chattahoochee River and highly rated schools are a major attraction for residents who enjoy a outdoor activities, as well as parents searching for a community that offers quality education for their children.

Many residents also enjoy the convenience of living close to Atlanta with professional sports teams, restaurants and the Georgia Aquarium just a short drive away.

Even though the bright lights of the big city are just a short drive away, residents enjoy multiple amenities right in their own community. The swimming pool, park and walking paths are popular places, as well as the tennis courts that host Atlanta Lawn Tennis Association (ALTA Matches). The community also has a playground and large clubhouse that includes a picnic pavilion and tennis gazebo.

Bo Alexander, Shakerec HOA's Vice President and Website Administrator cites the Message Board, Email Bulletins, Address Book and Documents as the most popular features on the website. The community website also has an active Classified and Homes for Sale section, allowing residents to promote items (even their homes) for sale. As an administrator, Bo appreciates how simple it is to spread information to the residents with the Email Bulletins and Announcements.

Congratulations to the Shakerec Homeowners Association for being named AtHomeNet's Community in the Spotlight!

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](mailto:Spotlight@AtHomeNet.com)!

» [back to top](#)

## TOPS WEBSITE USER GROUP

Important Updates Released This Month! The development teams have been working hard to enhance some of the existing functionality in the online service requests feature as well as with the online payment data exchange. It is extremely important that you ensure your TOPS software is updated by visiting the TOPS Software's Internet Updater to download the latest files. TOPS Support recommends that run the Updater manually at least once per month (Even if you have the auto check for updates option turned on) to keep current.

Here are a few tips to make sure that your updates run smoothly every time:

While you can run the Updater from within TOPS, it is a good idea to run it separate from TOPS so that none of the files you are trying to update are running at the time. To run the Updater online, close TOPS on your machine, go to [www.topssoftware.com](http://www.topssoftware.com) website, click Professional Services, then Support and locate the "Download TOPS Internet Updater" link which appears in the Technical Information section of the page.

You will be presented with two options at the bottom of the Updater window: Update Workstation files only, or workstation and server. You should always update the workstation files only, and later update the server as a workstation. If you choose to update both simultaneously, you will need to kick all other users out of TOPS, or the server update cannot successfully complete.

*Please be advised that the "Modules to Check" option in the TOPS Internet Updater is restricted to customers on a current maintenance support agreement. Customers who do not have a current support agreement are only eligible for the Free Updates option in the Internet Updater.*

» [back to top](#)

---

## THANK YOU!

Thank you for being a loyal AtHomeNet family member. We will continue to provide you valuable information and announcements about exciting new changes in the months to come!

Sincerely,  
The AtHomeNet Team

» [back to top](#)

[Forward this message to a friend](#) | [View Privacy Policy](#)

©1998 - 2010 AtHomeNet, Inc. All rights reserved.

P.O. Box 1405

Suwanee, Georgia 30024

1-800-556-7852 | [Gazette@AtHomeNet.com](mailto:Gazette@AtHomeNet.com)