# AtHomeNet Gazette

MARCH 2010 EDITION

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

## Spring is in the air!

We're gearing up for the CAI National Conference and Exposition on April 29, and we have some great new stuff in store for you! If you will be attending the conference, be sure to stop by the AtHomeNet booth to try out all of the exciting new features we're offering with AtHomeNet Everywhere. While you're there, you can enter to win a 32" LCD HD TV, just for stopping by! Let us know if you will be attending by completing the survey at www.RewardAGreatManager.com and be entered to win a $50 gift card as well!

Included in this issue are exciting new updates for our Classic and Elite websites as well as new email templates and the story of a community that touts its beautiful sunsets as one of its TOP amenities!

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## Attention Administrators:

In January 2009, AtHomeNet introduced a new, enhanced Rich Text Editor. This new editor has many benefits including quicker load times, working efficiently on all major browsers (IE, Firefox, Google Chrome, Safari, etc.) and is compatible with the MAC operating system. At the end of this month, we will be converting all clients to the new Rich Text Editor as a default. Since the existing Rich Text Editor only works in Windows Internet Explorer, we want to provide each customer with the full benefits of the new editor when designing pages for Modules, sending Email Bulletins and updating feature description areas, including your public and private home pages. The new Rich Text Editor also includes benefits such as:

- More font choices - Your site has a default font, but you can opt to use fonts such Comic Sans & Courier.
- Ability to insert emoticons
- Ability to convert text from lower case to all caps and vice versa
- Photo & Image management - You can easily manage images and photos stored on your site. "Image Gallery" allows you to add & insert images as well as view details (e.g. file size, date created, etc) of existing images. "Insert Image" will allow you to scroll existing images and delete images in addition to adding. These two functions allow for easier administration of images on your site.

If you wish to change the default editor, go to the Admin Settings tool from the "Admin Only" menu and update the feature titled "Use Newer Cross-Browser Capable Rich Text Editor". As always, feel free to contact support@AtHomeNet.com with any questions regarding this update!

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Get The Full AtHomeNet Family Experience Online!
Follow AtHomeNet on Twitter
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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

Instant Answer

## WHAT'S NEW

New Features & Enhancements March 2010

## What's New in CLASSIC

- Message Board Avatar - Your website is now more personalized with avatars (profile pictures) on the Message Board! All messages from within a topic will have the user's profile picture. There is a "default" profile picture for users who do not have a picture loaded on their profile. If you would prefer not to allow avatars on your message boards, this functionality can be turned off via a Website Setting.
- Reservations Auto-Deletion of Old Items - Sometimes it's hard to remember to delete old reservations and they can take up a lot of space on your website! You now have the capability to change the settings on your website--"Days to Keep Past Reservations". This function will allow you to define how long past reservations will remain on your website. You may set this for as short as "1 day" or as long as "Forever".
- Modules Meta Keywords - If you are optimizing your site to be found by search engines, you are probably using the Meta Keywords, Descriptions and Titles to insert keywords so that your site can be easily found by search engines. Previously, you were limited to a maximum of 70 characters for each of these fields. You will now have 255 characters for Meta Keywords and Meta Descriptions. The Meta Title still has a maximum of 70 characters.
- New Email Bulletin Templates - We have lots of new email bulletin templates for you this month! Including:
    - Committee Meetings
    - Garage Sale
    - Irrigation
    - Playground
    - Retention Ponds
    - Road Paving
    - Security Services
    - 4 NEW Online Payments Bulletins
- New Feature Descriptions Templates – We have lots of new Feature Descriptions templates to enhance the look of your website this month!
    - 3 New Address Book Templates
    - 2 New Classifieds Templates
    - 2 New Documents Templates
    - eForms Template
    - 2 New Events Calendar Templates
    - 3 New Facilities Templates
    - 2 New FAQs Templates
    - Homes For Sale Template
    - Homes For Lease Template
    - 3 New Garage Sale Templates
    - 3 New Photo Albums Templates
    - 3 New Private Home Page Templates
- New Module Design Templates – Last month we told you about the new design templates available for your modules and this month, we have even more templates that will give you the ability to create professional looking page layouts!
    - 2 New Customer Testimonials Templates
    - 2 New Employment Opportunities Templates
    - 3 New Services Templates
    - 3 New Staff Templates
- Check Out the What's New March 2010 Video which covers all the new Website Enhancements

## What's New in ELITE

- Address Book / Profile Page - Search has been upgraded for searching on full name, work phone, cell phone, custom fields. New security measures ensure that only privileged users can search on hidden email addresses, phone numbers, or secure custom fields. The Association management tab has been organized for the user profile page. The Profile

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 contacts AtHomeNet we always ask them how they

Subscriptions tab also has a new look! The tab is more user-friendly and will allow you to easily update your subscription email address or your selected Subscriptions from one tab. Another new feature added to your Profile is the option to have a "Classic-style" link to your profile from the menu.

- Documents - A custom error screen has been implemented for users who may attempt to put HTML code into the text fields on a Document page.
- Eform Submissions - Several enhancements have been made to ELITE eForms! Custom questions for Comments and Checkboxes are now easier to create! Previously, when exporting eForm Submissions, your only option was to Export All. There is a new interface that allows you to select one or multiple Eform Submissions to export.
- Events Calendar - Private level events are now securely hidden from unauthorized or Public users. The "Personal Calendar" download button is now hidden to unauthorized users.
- Groups - We have made significant changes to improve security and announcement integration options.
- Login Requests - Login Requests have several improvements, including enhanced validation of email addresses and phone numbers on the form. All addresses entered into the Login Request page will now be filtered and updated to match US Postal Service street abbreviations. Also, a new App Setting was added to add a Street Abbreviation for any Login Request without an existing street abbreviation. Options are Dr, St, or Rd. (ie "4000 Smithtown" will automatically be converted to "4000 Smithtown Rd")
- Hidden Login Box - There is a new Show Login feature for the login box! You now have the added ability to add or hide the login display in the heading of your website. To turn on this feature, please call Support to make sure that your site design will work with the new Login feature.
- Website Settings - The interface for Website Settings has been upgraded and reorganized to allow you to make changes to your website settings much easier!

## What's New in AtHomeNet GoMobile

- EMAIL BULLETINS - We hope you're enjoying the ability to manage your AtHomeNet website on the go with AtHomeNet GoMobile. Last month, with the introduction of AtHomeNet GoMobile, your mobile website provided access to your community Address Book! The newest feature is Email Bulletins! You can now send out text emails to "Send to Address Book Category", "Send to Email Bulletin Category", and "Send to ALL". You'll be able to see a preview of the email before you send it and how many addresses will receive the email bulletin. The email will not be sent until you accept the Preview and click the Send button.

## What's New in TOPS Software

- TOPS Communities also share all the great AtHomeNet features this month.

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### INSIDE AtHomeNet

This month, AtHomeNet welcomes more new employees and is looking for another! Ashley Kuck joins the Support team and Tim Bills joins the IT crew.

Ashley is from Dallas, GA and is our newest Support Team Member She aspires to teach 1st grade when she graduates from college. When she's not working, Ashley enjoys watching movies and her brothers play baseball. She also enjoys camping, traveling, going to concerts, shopping and spending time with her family and friends!

Tim has joined AtHomeNet's team as a Network Administrator in the Information Technology team. In addition to his extensive experience in IT, he is also continuing his education to become certified. Outside of the office, Tim is married with an 18 month old daughter and enjoys

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!*

competing in Brazilian Jiu Jitsu and racing dirt bikes.

In other company news, Ben Fuller, formerly of the Support department has moved to the Sales department as a Jr. Sales Associate!

We're also looking for a new Senior Sales Representative! If you're searching for a rewarding position with a growing company in the North Atlanta area and you have sales experience, check out the job description and contact us today!

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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:

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## CLASSIFIED ADS

Do you own a business or provide a service you would like to offer to your neighbors and other residents in our community? Maybe you are looking to purchase something or you would prefer to support a local business. Perhaps you have something you would like to sell, but you don't want to have a garage sale for a single item...

Our website offers you the opportunity to post and view these services or items in the Classifieds section. Posting an ad is easy-provide as much or as little information as you like-you can even include photos! This resource is easy to use and can help you buy or sell anything from babysitting or lawn care services to a car. Advertise job openings, rental properties or your own business easily and conveniently!

For more information about this exciting feature on our community website, contact us now!

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## TIPS FROM SUPPORT

Spring Cleaning For Your Website!

With our latest enhancement to purge old reservations, we thought it would be a good time to review many of the "spring cleaning" options on your website! Support

wants to help you remove some of those old events, announcements or message board postings that have been collecting dust on your site.

Several features have purge options. Such features are the Events Calendar, Announcements, Message Board, Reservations, eForms and Email Bulletins. Many of your purge options are in the Settings area under the Admin Only menu.

- Reservations now has a setting that allows you to purge reservations which have occurred beyond a certain date. You define your default by updating the Days to Purge Reservations option in the Settings area of your website.
- eForms has a setting called, "Days to Keep Submitted eForms" which allows you to control how long to keep submitted eForms on the site.
- eMail Bulletins has a setting called, "Number of days to save eMail Bulletin Announcements" which allows you to control how long eMail Bulletins will remain saved in the announcements area.
- Message Board has a setting called, "Days to Keep Threads after Latest Posting" which allows you to control how long postings remain on the site.

Other features that allow you to set expiration dates or purge data so that your content remains fresh include:

- Announcements - you can set an expiration date for which the announcement will "expire" (purged from your website).
- Classifieds - you can set an "end date" for each ad placed on your website. This will allow those posts to automatically be deleted from the site. This is especially helpful for use with vendor advertising where ads are paid based on a set time frame!
- Events Calendar has an option to purge events past a certain date. You can go to the Events Calendar and you see a link labeled, "Click here to purge old Events by Date".

Feel free to contact support@AtHomeNet.com to learn more about any of these options on your web site. Now, let the spring cleaning begin!

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## MANAGER'S CORNER

### Time to File and We're Not Talking Taxes!

Looking for a place to file documents specific to an individual resident or board member? We wanted to take a minute to remind everyone of a highly beneficial feature called My Documents. We realize that one of the more frequent calls to the management office is a request from residents and board members for various documents including copies of architectural requests, home warranty documents and appliance lists for new homes. Located under the My Profile tab on the association websites, the My Documents area shouldn't be confused with the general Documents feature. The My Documents feature is ideal for providing residents and board members secure access to copies of documents that don't require posting in a general location. The documents are uploaded and stored in this area to be archived for future reference, a type of "electronic home filing cabinet".

Documents can be added by administrators so whether you are a board member or a manager with an administrative login, the My Documents area is a great place to post and build a file of documents relative to an individual's community affairs, for both board members and residents alike. If you have any questions regarding this helpful feature please contact sales@AtHomeNet.com.

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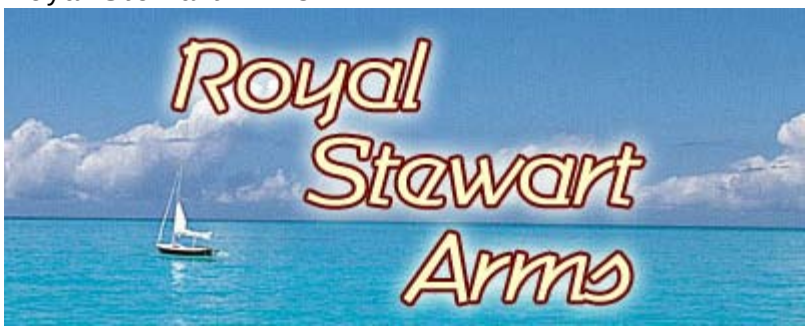
Encourage your residents to pay their dues online! With this helpful step-by-step flyer, you can help your residents make paying their dues convenient and easy. Using Online Payments on your website is mutually beneficial for you and your residents, and integrates with TOPS Software, reducing trips to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

## COMMUNITY IN THE SPOTLIGHT

### Royal Stewart Arms




For the month of March, AtHomeNet puts the community of Royal Stewart Arms in the spotlight! Located on Honeymoon Island in Dunedin, Florida, Royal Stewart Arms is an active adult community with 449 units. The island's history dates back to the 1850s when the island was connected to nearby Caladesi Island, frequently named one of America's most beautiful beaches. In the 1920s, the island was cut in half by a hurricane!

Dunedin is situated on the western coast near Clearwater and has remained virtually untouched commercially. The community boasts no stoplights and no stores, "just paradise", says website administrator, George Nigro.The community touts multiple amenities including an exercise room, sauna, and steam room, pool and card room, and large screen TV with panoramic views of the Gulf of Mexico. Swimming in the outdoor pool on the gulf and fishing from the pier are popular outdoor activities. According to Jackie Wickenheisser, the community's web administrator, "Sunsets are also considered an amenity, since viewing the sunset over the Gulf never gets old."

Many Royal Stewart Arms residents are snowbirds and generally only live on the property 6 months out of the year as an escape from harsh northern winters. Because many of the residents only live there part time, they have come to depend on their AtHomeNet website as a source of important information and status updates in case of an emergency. Residents were kept apprised of updates through the website when a water main broke during a construction project recently. Jackie says, "Our website helped tremendously getting the word out. We used your announcement/email feature to keep our residents up to date on the latest."

As an administrator, Jackie's favorite features of the Royal Stewart Arms website are ease of editing (no HTML!) and AtHomeNet's support team. She says that the residents frequent the photo album and the address book and their website was customized so that each building has a unique place to access their documents.

We are honored to share this little piece of paradise as March's Community in the Spotlight!

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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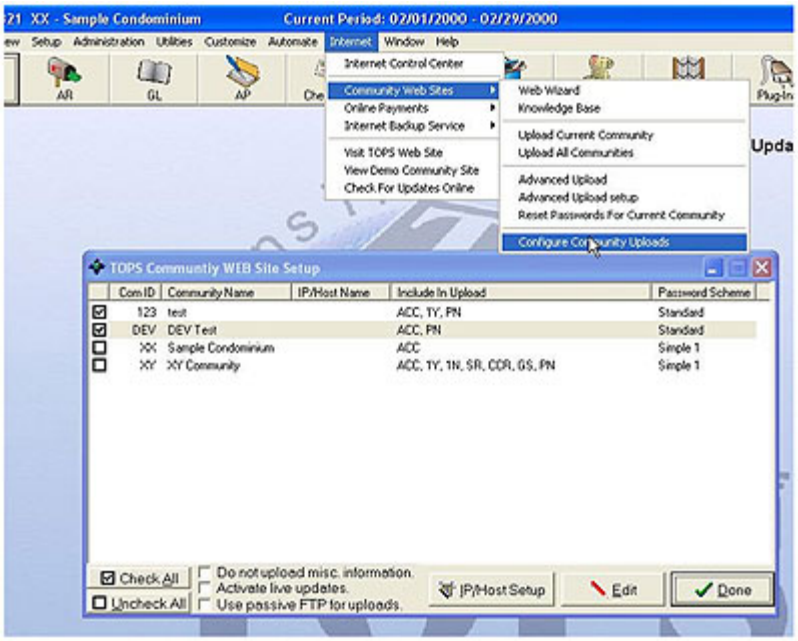
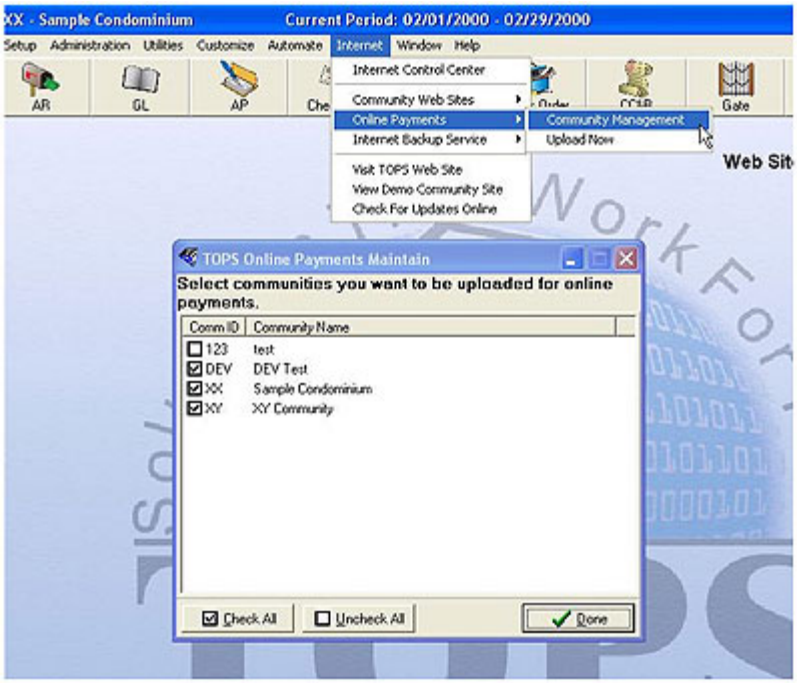
## TOPS SOFTWARE USER GROUP

Got 2 minutes? Overhaul your website and online payment uploads! Is your community website setup list still up to date? Has it been a while since you checked? In order to minimize the chance of errors and uploading unnecessary data you can review your Community Web Site Setup. Doing this may shorten upload and download times for your homeowner data. This will keep your website fresh and up to date. Go to TOPS > Internet > Community Web Sites > Configure Community Uploads. Simply uncheck the boxes in the first column if that community no longer has a website and check those that have signed up for any web service. Quite often we receive transfers of sample data. This is because the Sample Community Data - Community ID "XX" has been checked. Removing the check will reduce unnecessary network traffic.




The same action can be performed if you are using our Online Payments service. Go to TOPS > Internet > Online Payments > Community Management. Simply uncheck those communities that do not use Online Payments and check those that do. We receive a large amount of date for "Sample Community" or "XX" which uses network resources needlessly. Save time and network resources by removing the check from the "Sample Community"!




If you have additional questions regarding this feature in TOPS, please contact your TOPS Support team at support@topssoft.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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