



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

Welcome to the May issue of the AtHomeNet Gazette!

We've kicked off our summer with lots of excitement this month! Our trip to the CAI National Conference and Exposition in Las Vegas was a great success that included a sneak peek of some new features, as well as hands-on demonstrations of our services for attendees! We also got to see several of you at the CACM CEO Business Forum in San Diego and the CAI Pennsylvania/Delaware Conference at the Citizen's Bank Park in Philly!

In this issue of the Gazette, you'll learn all about What's New with AtHomeNet websites and have the opportunity to meet 2 new employees and 2 summer interns!

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WHAT'S NEW

New Features & Enhancements May 2010

What's New in CLASSIC

- Concierge Package Pickup Sort and Deletions - Administrators now have new options on the Edit screen! Items "already picked up" show up at the top of the Edit list, marked with an asterisk and grouped together so they are easy to differentiate from the not picked up items. We have also added the ability to delete multiple items at once with the CTRL or SHIFT keys. This "multi" ability only works for DELETE, not EDIT. If you multi-select and then click Edit, you will only edit the first item selected.
- Board/Committee - With this new enhancement, you will now be able to view term expiration dates for Board and/or Committee Members. To display a board or committee member's term expiration date, a field for filling in the term expiration has been added.
- Login Request Feature Enhancement - If you've chosen to include the Unit Number field in the Login Request Form, it will be required for the resident to successfully submit the form.
- 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 27 new email bulletins, including 3 focused on updating those in flood ravaged areas. Enjoy!
 - 1 New Block Party Bulletin
 - 1 New Chili Cook-Off Bulletin
 - 2 New Clean-Up Day Bulletins
 - 1 New Community Maintenance Bulletin
 - 1 New Father's Day Bulletin
 - 1 New First Day of Summer Bulletin
 - 1 New Flag Day Bulletin
 - 3 New Flood Update Bulletins
 - 1 New Graduation Bulletin

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Sign up today to attend a FREE New Administrator Training course offered every Wednesday @ 2pm
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Useful Web Links

[Instant Answer](#)

- o 2 New Hurricane Update Bulletins
 - o 2 New Movie Night Bulletins
 - o 2 New Oil Spill Bulletins
 - o 2 New Pest Control Bulletins
 - o 2 New Recycling Bulletins
 - o 1 New Save the Date Bulletin
 - o 1 New Simple - Grey Bulletin
 - o 1 New Swimming Pool Opening Bulletin
 - o 1 New Termite Inspection Bulletin
 - o 1 New Up and Coming Events Bulletin
- [Check Out the What's New May 2010 Video which covers all the new Website Enhancements](#)

Upgrades for TOPS Integrated Websites

Email Bulletin Update - Export Mailing Labels -You now have the ability to export mailing label information for residents whose account balance is above a specified amount. There is a link following the sending of both plain and rich email bulletins to export mailing labels.

All of the enhancements made to AtHomeNet Classic websites have been made to TOPS websites! Enjoy!

What's New in AtHomeNet GoMobile

If you have chosen to limit access to the Address Book to certain groups of users, we now have a setting to define those limits. Contact Support to have this enabled for your website.

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INSIDE AtHomeNet

As usual, the AtHomeNet office is buzzing with activity this month! We welcomed several new employees and we've been on the road visiting with clients and attending tradeshows throughout the month.

Mike Curtis attended the CACM CEO Conference in San Diego, and then took Jr. Sales Representative, Ben Fuller, to the Philadelphia area for the CAI PA/DE Tradeshow! Check out photos of their travels by following us on Twitter ([@AtHomeNet](#)) or check out our blog, AtHomeNet 360° at <http://Blogs.AtHomeNet.com>! You can also check out a special [Photo Album from our trip to the CAI National Conference](#) in Las Vegas on the Admin site!



Courtney

Courtney Spak joined the AtHomeNet team this month as a Senior Sales Representative! She joins the Sales team with a degree in Marketing from Georgia State University and is in the midst of pursuing her Master's degree in Internet Technology part time from UGA. In her new position with AtHomeNet, she will sell community websites and association management websites, as well as maintain relationships with current clients. Courtney is engaged and will be married at the end of July!



Daker

Daker Draney joined the Support department as a summer intern! He's currently attending Brigham Young University, pursuing a degree in Business. He lived in Russia for two years on a volunteer mission for his church and now speaks fluent Russian! In his spare time, he enjoys reading, outdoor activities like sports and camping, physics and computers!



Nik Fuller is splitting his time as an intern with AtHomeNet in the Programming and Support departments. He's currently pursuing his degree in Computer Information Systems at Georgia State University. In his spare time he plays volleyball and he's going to start rock climbing this summer!

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

"Thank you for all you do for your customers! I adore the templates and just put several of them on my website!"

Laurie, Lake of the Pines, Auburn, CA

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



Mike Driscoll is the newest member of the AtHomeNet family! He joins the team with years of professional business development experience. He has been tasked with exploring new markets for the company. In his spare time, he enjoys video games, golf and is a hardcore football fan. Mike and his wife Kathy stay busy with their two teenage sons, Michael and Patrick and their pet rabbit, Mocha.

Please join us in welcoming Courtney, Daker, Nik and Mike to our team!

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TRAINING VIDEOS

Did you know that AtHomeNet's Support team has created a library of videos on our website to help you with various administrative tasks for your website? Check out all of our videos to learn about a variety of topics! Video topics include:

- [Configuring TOPS Uploads](#)
- [Creating An Address Book Report](#)
- [Creating A Hyperlink](#)
- [Using the Reservations Feature](#)
- [And So Much More!](#)

Check out [Feature Focus Center](#) to see our whole selection of training videos and come back often as new videos are added frequently!

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:

RESERVATIONS

Summer is finally here and your community facilities have been prepped for a season full of fun! The pool is open, the tennis courts have been prepared for competitive matches, and the playground is ready for sunny days full of laughs. Remember that you can reserve any of the community facilities for parties or other events.

Your community website makes reserving these facilities easy! Simply log in to the website with your user name and password, click Reservations under the Activities tab and choose the facility you would like to reserve! You'll be able to easily see which facilities have been reserved and when, as well as some details about the reservation.

Kick start your summer by reserving one of our community amenities TODAY!

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

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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.**

TIPS FROM SUPPORT

PAGE EDITOR

The Page Editor on your website is a great tool for adding or editing Feature Text Descriptions, Modules or Email Bulletins. The Page Editor is designed to format plain text. Any plain, un-formatted text (for example text without images, bold or italics, etc.) can be edited with the tools in the editor allowing you to create specific content for your site.

Ideally, you will want to use the Page Editor to edit existing content on your site that has been properly formatted, but if you are editing previously copied text or copying and pasting formatted text from another source (e.g. - Microsoft Word), you will want you want to keep a few things in mind:

- When copying (Ctrl+C) from a Word document use CTRL+D to paste and NOT CTRL+V as this will remove extra code that is embedded inside the Word file. There is also "Paste from Word" icon on the Page Editor toolbar to help remove extra code.
- The "Clean up HTML" icon on the Page Editor Toolbar can remove any existing extraneous code, allowing you to edit using the Page Editor tools.
- Before pasting the copied content into the Page Editor, paste it into Notepad or WordPad. This allows the text to be pasted onto the site in plain text and you can format using the tools in the Page Editor.
- Any images or graphics from the original content would have to be uploaded onto the site and then inserted using the Insert Image or Image Gallery tools in the editor. The Page Editor supports almost all image file types, but certain "images", for example ClipArt are specific to a particular program, so they would have to be saved as another image file type (gif, jpg, bmp, etc).

As always, please contact Support@AtHomeNet.com if you have any additional questions using the Page Editor on your website.

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MANAGER'S CORNER

Vacation time?

Most everyone looks forward to the summer months to take time off for vacations with their families, however, many of us also know it as a time where communication between managers and board members becomes a little more difficult due to people being out; hence making board tasks harder to track and manage.

Solution: Task Manager

This is a feature specifically designed to enhance and ease communication by providing an open platform for managers and board members to access from wherever they have an internet connection. If there is a specific task that needs to be addressed simply create a category in the Task Manager area under the Board Only section and define who the recipients of the correspondence should be. Whether it be voting on an Architectural Change Request submission that requires the committee's approval or selecting and approving job bids by the board, the Task Manager will notify each group of their duties. Email notifications about the task are distributed as communication occurs. When there are enough consensuses there is even a voting mechanism to determine whether the task is approved or disapproved. No need to wait until the next meeting where everyone is in attendance!

It's just another way to use your website as a tool to communicate. One of our goals is to make your life as a manager a little easier so that you too can enjoy a little more fun in the sun this summer!

For more tips and strategies or to gain more insight on the Task Manager feature please contact us at Sales@AtHomeNet.com!

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Pay Your Dues Online!

The easiest way to pay your dues!

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 BallenIsles Community Association



This month, we congratulate BallenIsles Community Association on being chosen for the Community in the Spotlight! The BallenIsles Community Association (BICA) is located in Palm Beach Gardens, FL and links 32 communities, with over 3000 residents in 1575 homes. The gated community was established in 1989, composed of single family homes and two sets of condominiums. The community is so large, a polling place was established on the property so that residents are able to vote right from their own neighborhood.

Residents rarely have to leave the community because of the vast number of amenities available to them inside the gates. There are three golf courses at the BallenIsles Country Club! One of the most popular amenities is the community's 2 dog parks where furry residents can run and play. Being located in south Florida, the community is centrally located and surrounded by some of the world's most beautiful beaches.

Some of the most popular features on the website are the Address Book, Documents and Events Calendar. Board election results are also published on the website, giving website users access to the information 24-7. BallenIsles even has their own TV station! A popular cooking show features various recipes that are also included on the website.

BallenIsles's website administrators really enjoy AtHomeNet's Tech Support and redesign offering. Arlene King, BallenIsles's Media Coordinator and Jan Wathen, the Assistant General Manager remarked that the Technical Support has been very helpful throughout their 5 years as clients. They added that the ability to redesign the site over the years has helped them keep their website fresh.

Congratulations to Ballensles Community Association on being named AtHomeNet'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 Spotlight@AtHomeNet.com!

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TOPS SOFTWARE USER GROUP

Gearing Up for Online Payments!

Many homeowners are 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 to ensure that our association management company clients are 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@AtHomeNet.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@AtHomeNet.com to request one.

For management companies:

In order to have a new association added to your current list of properties that offer the online payment option, OnlinePayments@AtHomeNet.com must be emailed the updated spreadsheet. This will signal the Online Payments team to set up a new account and let them know where the money should be routed. They should also be notified via email of any accounts that you no longer manage so they take down their ability to make an online payment.

We also encourage you to review the 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

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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P.O. Box 1405

Suwanee, Georgia 30024

1-800-556-7852 | Gazette@AtHomeNet.com