

Welcome to AtHomeNet's November Gazette!

Holiday greetings from the AtHomeNet team

While shopping lists, seasonal parties and festivities abound, our family of communities are kicking off the season by using their websites in brand new and exciting ways this November: Some are holding drawings to give away free turkeys, others are organizing volunteers to help a charity. There's no limit to how your website can make the holidays even brighter for your community!

Whether you want to survey your residents about a community holiday parade for the children, or you're using the events calendar to schedule a Christmas tree decorating party or Chanukah celebration at the clubhouse, this is the perfect time of year to involve your community and share in the celebrations.

In this issue of the Gazette we share the season's spirit with some new goodies in "What's New"...keep the good news coming in "Tips From Support"...and welcome a new face and talk holiday training times in "Inside AtHomeNet."

We hope you enjoy this November 2009 edition of the Gazette.

Happy Reading! The AtHomeNet Team

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WHAT'S NEW

New Features & Enhancements November 2009

New Feature - Concierge Package Pickup

If you regularly accept deliveries on behalf of your residents then you need our new Concierge Package Pickup feature. This handy addition to your website will allow you to log all incoming deliveries, notify residents when a package is waiting, and even log when it was picked up, and by whom. It also has an alternate view format for in-building TV display! Just in time for the busy shopping season. Email support@AtHomeNet.com to have this feature added to your website!

What's Nearby? Enhancements

Administrators now have the ability to add, edit, delete and reorder Map categories and Map Items. This could be a great opportunity to generate revenue for your community as this administrative tool provides the ability to sell a listing to local business/service providers! A map item can also be customized by giving it a unique Title (what displays on the left) and a Search Term (what Google will search on).

Enhancements to Web Site Links

For those administrators who frequently create links to a favorite page within the website, we have now added some functionality to enhance the user's experience! If a user clicks a link that you have created for distribution in an email bulletin, the

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Get The Full AtHomeNet Family Experience Online!

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- [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

website will "authenticate" the user and once authenticated will immediately redirect them to the referenced page they were attempting to access. If a user has the "Remember Login Info" checked, they are automatically logged in and taken directly to the referenced page. Please note: This functionality is not enabled with the Address Book feature for security purposes.

New eMail Bulletin Templates - There are 4 new email bulletin templates. Enjoy!

- Stationary - Hearts
- Stationary - Winter
- Holiday Party
- Kwanzaa

What's New in TOPS/212 Software

- eMail Bulletin Enhancement for TOPS website clients! - Administrators now have a new "Send To" option for eMail Bulletins that includes Account Balance. TOPS administrators can send a special email bulletin to residents with a balance OVER a certain amount - you decide the amount. For example, to send a notice to residents with a balance of \$500 or more, use \$499. In conjunction with new "send to owners with balance" option, if you are an Online Payment customer, you can now include the "Pay Dues Now" link directly in your email bulletin. Send your email bulletin using our Rich Text Editor and you will see an option under "Code Snippet" or "Insert Custom HTML" (depending on your version of the Rich Text Editor) that allows you to build in a hyperlink directly to your Pay Dues page where residents can make their payment online with a credit card. (Note: email notices will only route to those users with valid email addresses in their user profile). See the TOPS User Group section for more details on how this works!
- Online A/P Enhancement - We have now updated the online A/P feature to distribute an email notice to all A/P users when a new invoice is created via the website or from within TOPS software.

[Check Out the What's New November 2009 Video which covers all the new Website Enhancements](#)

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"Ask The Expert" Webinars Are Here!

You asked for it...you enjoyed it at this year's Training Camp in a session that seemed to end all too soon...Now AtHomeNet introduces our new quarterly FREE "Ask the Expert" live panel.

On December 1st at 2pm EST, a member of each of team within AtHomeNet, (Support, Graphics, Sales & Development) will gather to field your live questions, and provide on the spot answers. The session will be one hour, and this will be the first of many. Space is limited, [so click here to fill out an attendance form today](#). No question is too small, too big, too silly, or too complex. We encourage all of your inquiries and feedback. See you on the 1st!

INSIDE AtHomeNet

In this edition of Inside AtHomeNet, with the holidays coming up we have a few company updates to share.

In regard to our holiday hours, the AtHomeNet team will be available for you, as we are open for business on Christmas eve (Dec. 24th) and New Years Eve from 7:30 am to 5pm EST.

Additionally, the TOPS Integration training scheduled for the last Friday of the month has been rescheduled. We are offering a special time of December 4, at 2:30PM Eastern Standard time. There may be further rescheduling of training due to the holidays so stay tuned to Inside AtHomeNet for further announcements.

We are also proud to announce a new addition

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 Are Customers Are Saying

"I really wanted to tell you was what a great job AtHomeNet does with support. As you know I have been involved in the software industry for close to 20 years and I can say without hesitation, you have some of the best support I have ever experienced. Thanks and we look forward to growing with AtHomeNet!"

Chip Benson, Kiawah River Estates, SC

Refer a Friend

When a new community contacts AtHomeNet we always ask them how they



to our marketing team. Jacquelyn Brassell has joined AtHomeNet in the position of Marketing Director.

A lifelong native of Georgia, Jacquelyn has spent time working in the litigation community while attending college at UGA. After school, she joined the software development industry as a Sales & Marketing Coordinator. She was subsequently promoted to Head of the Market Research Department. In October, she made the decision to join the team at AtHomeNet bringing with her years of experience and a considerable reputation for success.

In her personal life, she is a wife and mother of two children. She also happens to be a classically trained concert-violinist. Her other hobbies include gourmet cooking, and she considers one of her more humiliating secrets the fact that she once auditioned for a show on Food Network. The culinary world's loss, our gain...

Please join us in welcoming Jacquelyn to the team!

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Administrator Training Announcement!

In the past, AtHomeNet has offered online Administrator Training to our clients on a bi-monthly basis. Beginning on Oct 21st, 2009, we are now holding Free WEEKLY online training sessions every Wednesday. [Click here](#) to sign up.

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:

[The New Concierge Package Pickup Service](#)

If you live in a Condo community, your website is now equipped to handle incoming packages & deliveries using a brand new, effortless tracking system. It's simple: when a package arrives, it is entered into the website, and an email is sent to you notifying you that a delivery is waiting. When you pick it up, the system will keep a record of the date it arrived, as well as when it was picked up, and by whom. This valuable addition to your website is here just in time for the Holiday Season!

Enjoy!

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TIPS FROM SUPPORT

Working with the new RTE editor

Earlier this year we allowed administrators to option to switch to a new Rich Text Editor. This new Rich Text Editor has many benefits including a quicker load time and working more efficiently on all major browsers including Internet Explorer 8 and operating systems including Mac.

The new editor has other benefits including:

- More font choices - Your site has a default font, but you can opt to use fonts such Comic Sans & Courier.
- Clean HTML codes - When cutting and pasting from other sources, such as Microsoft Word you can select the clean HTML icon and all the

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.**

extraneous HTML code will be cleared.

- Ability to insert emoticons - Insert : icons
- Ability to convert text from lower case to all caps and vice versa - Quickly correct text case on page.
- Photo & Image management - You can easily manage images and photos stored on your site. "Image Gallery" allow 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.
- Table Borders - You can make the borders of a table visible or invisible



Please be sure to contact support - support@athomenet.com to have your website switched to the new Rich Text Editor today!

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ADMIN WINDOW: A View Into Website Success

Wait a minute! Is it really Holiday Season again already?

If you're like me you've realized that it's the beginning of November already which means that not only have the first ten months of the year seemingly disappeared but we're now embarking on yet another holiday season. For most, this means it's time to start coordinating holiday festivities and planning community events. So naturally we would fall short in our duties as your website provider if we didn't provide solutions to make the process a little easier by using your community website to effectively plan and execute not only your community events but also to post other local events as well. Of course the following is only a suggestion and you're encouraged to initiate a process that best fits your community.

So here it goes:

First, if for some reason you feel that not all of your residents are logging into the website then announce in any flyers or postings that all of the event planning and details will be available on the website and make sure they're aware that they can subscribe to announcements and emails about it (be sure to include the website address in every communiqué so they know where to go). This is sure to increase logins.

Next, be proactive in inviting resident's feedback by using the Survey feature to ask questions that will help identify the best timing of the event and what residents would enjoy most. Then create the event in the Events Calendar and be sure to select the options to send as an Announcement and Email so residents are aware the event has been planned. Keep residents abreast of the planning with updated email bulletins (you can even include RSVP emails and add a Google map link if it's an

offsite event). During the planning process, add an element of fun by announcing a "Best Photo Contest" and have residents submit photos to be placed on the website in an Event Album and also announce that the winner will be determined online. Follow it up with another Survey or Eform allowing residents to vote for the winner.

Last but not least, after all of the fun and festivities have ended and we're all settling into the New Year, send out one more survey to gain feedback on how much residents enjoyed the event.

Ok. That being said I have to admit that I can't claim credit for this strategy. This is actually a proven method that some of you may already be using to not only effectively plan, communicate, and inform your residents of upcoming events but it gives more exposure to the websites and highlights the value of the websites as a central place to go to get important community information.

I hope everyone has a safe and happy holiday season!

If you'd like to hear more about these and other business strategies and solutions, please email us at sales@athomenet.com

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MANAGER'S CORNER

You have a friend to help you! Task Manager- Managers and board members often must communicate on a variety of tasks delegated to the board and various committees. For example, one of the duties as a board member is often to review Architectural Requests that are submitted and the manager must coordinate the progress in order to provide an updated status to homeowners.

Some of you may already be aware, but there is a streamlined way to ensure effective communication and efficiency through using the Task Manager feature on your association website.

An easy solution is to create an e-form for Architectural Requests and place it in an easy to find location on the website. Residents can then go to the website, fill out the form, and attach relevant documents such as spec sheets or photo and when the form is submitted it will be sent to the manager and board members tasked with review.

The form is then placed in a queue in the Task Manager area where Managers and Board members can track these, and other tasks, in the Board Only section of your community website. Tasks may be assigned to specific committees, notes may be added, and various views may be reported. They also have the ability to vote to either approve or disapprove the request right there online. This helps expedite these items off the agenda and hopefully shave a few minutes off the next board meeting.

When a committee member has made progress on a task and adds an online note (via the board message forum), everyone involved on the task can be notified that a message has been posted. Prior to a meeting, a full report of each task can be printed and attached to the agenda. Just think how much time you will save on those nightly meetings!

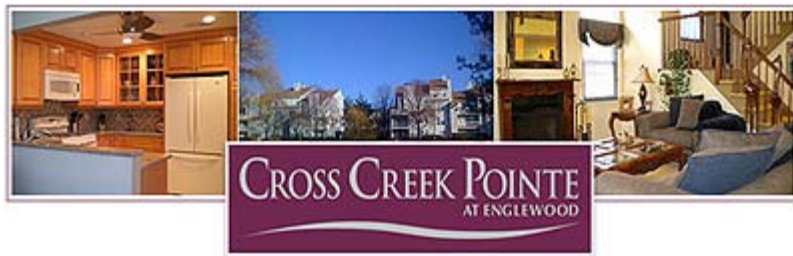
You can utilize this feature for many Committee and Board Approvals Job Bids, Club House Rentals, and any other requests to be submitted for approval. Task Manager will put time back in your personal life and make your life more enjoyable!!!

If you'd like to hear more about these and other business strategies and solutions, please email us at sales@athomenet.com

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COMMUNITY IN THE SPOTLIGHT

Cross Creek Pointe- Englewood, NJ



Located in Bergen County, New Jersey, [Cross Creek Pointe](#) is a 339 unit multi-level condominium community spanning 34 rolling acres that has been the home to many for more than 20 years. A mere 30 minutes from midtown Manhattan, the meticulously landscaped grounds feature two tennis courts and an outdoor swimming pool as well as beautiful views. Each unit includes a fireplace and a terrace with many of them having skylights as well.

One of the major advantages of living in Cross Creek Pointe is the location itself. With the allure of New York so close by, the city of Englewood itself was named one of New Jersey's top towns by New Jersey Monthly magazine. Downtown Englewood houses a thriving business & shopping district with a cosmopolitan flair that reflects the multi-ethnic diversity of the region. The area offers a cornucopia of lush amenities, including boutique shopping, national chains, outdoor cafes, fine dining, and a performing arts center offering world-class entertainment.

Whether you want to shop till you drop at one of the area's major shopping malls, catch the latest films at a regional theater, or enjoy family fun activities like horseback riding, ice skating, bicycling, jogging, there is definitely something to fit every mood.

A diverse consortium of young families, singles, and retirees all live in Cross Creek Pointe, making them a very diverse and active community. A swimming pool, tennis court, and a good number of neighborhood happenings keep the neighborhood bustling with energy and enthusiasm.

The community has been with AtHomeNet for 5 years, and many of the residents login to the site to access meeting minutes, announcements and events. The community also prides itself on using their website as a marketing tool to prospective buyers; allowing outside site surfers to view floor plans, learn about community perks and the surrounding tourist attractions, and read FAQs about Cross Creek Pointe.

AtHomeNet is proud to recognize Cross Creek Pointe as our November 2009 Community in the spotlight.

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212 SOFTWARE (TOPS) USER GROUP



A/P Invoices

Added Invoices - Email Notifications

If you use the A/P invoice feature on your websites then here is some good news. Each time an invoice is added to the community website for approval during a scheduled data exchange between your TOPS software & your community website, then an email is sent out to all Online A/P users telling that there is an invoice on the

website ready for them to approve.

To see all the email addresses that this message goes to in TOPS>A/P Setup>Online A/P Wizard>Users (Step3) Select the user list from the dropdown option to see or edit their email addresses.

Resident's Email Addresses

Which email address is the correct one - the website Address book or TOPS Owner record?

Each time a user logs into the website and makes a change to their email address the website will save a file. When the next scheduled upload data exchange between your TOPS Software and your community websites occurs, the updated email address will flow into TOPS and update the homeowner record. If you change the homeowner email address in TOPS then the reverse happens and during the next data exchange the website email address will update. If you are not sure which one is correct then run a data upload for that community.

In TOPS>Internet>Community Web Sites>Upload Current Community

Email Bulletins

Just in time for end of the year Dues Payment reminders! For our TOPS website customers, we now offer the ability to send payment reminders to those residents who have a certain balance amount! Since we store each residents "account balance" in their user profile, we have provided you with options to send special notifications to that select group based on their balance amounts. You choose what the amounts are and when the reminders are sent! As you prepare your emails keep in mind that there are "code snippets" to allow you to insert specifics to help you personalize the email for the user.

To use them on the website, select Email Bulletins then either >Send a New eMail Bulletin (Rich Format), Select an eMail Template or Select a Custom Community Template. From the toolbar dropdown select Code Snippet

[balance]
[balancedate]
[lastpaymentamount]
[lastpaymentdate]
[lastpaymentcheck]
[pay_dues_link]

Which will appear in your email to that homeowner as this example:

\$500.00
6/22/2009
\$100.00
6/1/2009

Pay Dues Now That's it!
Get your dues paid sooner!

If you want to use the Pay Dues Now link be sure that your Association or Management company is signed up with our Online Payment process. Set-up is easy and FREE to all Associations & Management firms. Just send an email to: onlinepayments@topsoft.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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