



AtHomeNet Gazette

OCTOBER 2009 EDITION

Welcome to AtHomeNet's October Gazette!

October Fest!

This is the time of year for neighbors to come together and enjoy the fall colors, social events, share fun and information, and prepare for the other holidays coming up soon! Now is the time to use your AtHomeNet website as an integral piece of your overall planning puzzle.

In this edition of the Gazette, we have a brand new feature to announce, some helpful tips from support, and of course a good helping of other enhancements. We're glad you joined us, Enjoy!

Happy Reading! The AtHomeNet Team

» [back to top](#)

WHAT'S NEW

New Features & Enhancements October 2009

New Feature - What's Nearby?

Check out our newest feature What's Nearby? Finding out what businesses, services and resources are available in your surrounding community has never been easier! Use this map feature to search for the places that most interest you as a resident of the area. Look for local schools, restaurants or health clubs or find services such as emergency services or automotive care. The results are just a click away! Try it out today! The feature is available in the Admin Only area of your menu. To activate, go to your "Settings" link and enter in your community's address, city, state and zip code. Once completed, fill out the "menu change" form to have our support team place this new feature on your public and private menus!

Events Calendar Enhancements

- Added a new WEEKLY view of events to the calendar. The new tab "This Week" automatically appears as an option for you and your residents.
- As an administrator, you can now increase the total number of occurrences for a daily event to a maximum of 365 (previously limited to a maximum of 99)
- Users posting new events can control the "posted by" tag to reflect the proper spouse name stored in their profile.
- Users editing a recurring event will now have the option to send an updated email bulletin directly from the "edit" screen of the event.
- Users editing a single (non-recurring) event will be presented with the option to have the event information posted as a new Announcement!

In This Issue

- [October Fest!](#)
- [What's New?](#)
- [INSIDE AtHomeNet](#)
- [Tips From Support](#)
- [Admin Window](#)
- [Community Spotlight](#)
- [212 Software User Group](#)



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[AtHomeNet on You Tube](#)

Useful Web Links

Instant Answer Knowledge Base- Got questions about administering your website? Get the answer at www.AdministratorHelp.com

eMail Bulletins Enhancement

The website now allows you to include multiple attachments when sending your bulletins!

New eMail Bulletin Templates

There are 10 new email bulletin templates. Enjoy!

- Halloween
- Monday Night Football
- Tennis Tournament
- Southwest
- Christmas 1
- Halloween
- Classic 1
- Classic 2
- Thanksgiving
- Hanukkah

What's New in TOPS/212 Software

- Websites now show full descriptions of Work Order in the "All Work Orders" feature and Service Requests in the Service Request tab
- The Online A/P approval feature now displays who approved an invoice item after the item has been fully approved

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

» [back to top](#)

"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 our teams at 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. Talk to you on the first!

INSIDE AtHomeNet

Since our Support department extended their hours from 7:30am to 7pm Eastern Time, of course we could always use an extra hand on deck. Henceforth, this month has brought us a new edition to the AtHomeNet team. Johan Macias comes to us in the position of Support Technician. Johan will be working closely with the rest of the Support Team to assist all of our valued members of the AtHomeNet family with their various website needs.

Please join us in welcoming Johan to the team!

» [back to top](#)

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.

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 heard about us - if they

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:

What's Nearby?

Wouldn't it be great if you could login to your Community website and find local area businesses, utility companies, and other establishments without having to log out and search through other search engines and websites? Well dream no more, because your website has been enhanced with our newest feature "What's Nearby?"

You can easily find out what businesses, services and resources are available in your surrounding community, enjoying instant access to a Google satellite map from your Community location! Use this map feature to search for the places that most interest you as a resident of the area. Look for local schools, restaurants or health clubs or find services such as hospitals and amusement parks. The results are just a click away! You can start using "What's Nearby" today as the feature is now available in your website's menu.

Enjoy!

» [back to top](#)

TIPS FROM SUPPORT

Getting the Word Out: Communicating with your community using E-Mail Bulletins

The email bulletins feature is a great tool for communicating information to your community as a whole. We have provided many templates for Administrators to use when creating an email bulletin. Administrators also have the option to save a bulletin as a custom template for use in the future. An email bulletin can be sent to various groups throughout the community or to the entire community as a whole. Administrators have full customization over the body of the message, the subject, and now the "From" information that the person receiving the bulletin sees in their inbox.

We currently have sites configured such that they will send your bulletin using a generic domain name, "yourcommunitybulletins.com". The email will have the following information in the "From" section.

From: communityname@yourcommunitybulletins.com on behalf of "Sender-ProfileName" (ProfileEmailAddress)

A new enhancement to the sites was released that now allows the Administrator to change the "From" name and "From" email address. This information will take the place of the above noted Profile Name (Profile Email Address). The email will now appear with the following "From" information:

For example, if you replaced the From Name and Email when sending a bulletin to be
Joe Smith
joesmith@domainname.com

Then the information in the "From" field of the email address will be:

From: communityname@yourcommunitybulletins.com on behalf of Joe Smith (joesmith@domainname.com)

"Email Bulletins Have Been Queued"

When an email bulletin is sent out, each recipient receives an email individually;

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.**

essentially an email bulletin to 250 people creates 250 separate email messages. When the email bulletin is created and sent, it is not actually being sent at that moment. Because of the mass nature of bulletins, it is virtually impossible to have all email bulletins be delivered simultaneously and instantaneously. Those emails are added to a queue/working list of email bulletin messages that is constantly being processed by our mail server.

[Contact our Support team](#) today if you need assistance.

» [back to top](#)

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 has 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 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

» [back to top](#)

COMMUNITY IN THE SPOTLIGHT

Indigo Creek



When you visit Indigo Creek's Community Website one of the first things you read is: "Something wonderful happens when one turns off busy Highway 17 Bypass and passes through the distinctive entrance to the Indigo Creek development in Murrells Inlet, South Carolina."

Located just 15 miles south of the bustling tourist attraction Myrtle Beach, this community has 601 homes that house a like minded, active group of community oriented residents. Over the last 15+ years, Indigo Creek has grown from a smaller community of homeowners in the early 90s, to a diverse community of caring people.

The area boasts of beautiful seasonal flowers, well-trimmed sod, bright azaleas, the familiar crape myrtle trees, and a lasting feeling of serenity and peace to all who spend time there. Indigo creek residents enjoy an array of amenities such as the always challenging yet unfathomably serene Indigo Creek golf course, a swimming pool, and other activities. The residents of Indigo Creek strive to communicate the undeniable message that their community is an extremely welcoming and safe place.

Considered by its homeowners to be more than simply developed acreage, Indigo Creek residents describe their neighborhood as "a community of caring people." The homeowners consist of people of all ages, interests and backgrounds. The residents willingly volunteer their time and talents to area hospitals, churches and charitable organizations and establishments. Additionally, many of the residents serve on various committees that enhance the quality of life their community and beyond. There is a definite pride in their community and its surroundings; with golfers, health walkers, bike riders, joggers, and sun, sand and sea lovers traveling the safe roads daily.

The community has been with AtHomeNet since 2006, and the residents enjoy the fact of how easy it is to navigate their website. Indigo Creek's website administrator and resident Diane Taylor credits Indigo Creek's management company, K.A. Diehl and Associates with getting the community on board with AtHomeNet. Also, the ICCSA Homeowner Association current president, Tom Kelly and the Board of Directors has been very supportive of our overall Web site efforts, stated Taylor.

Some of the features that are favorites of the community are classified ads, the automated login requests, announcements, and the always helpful events calendar.

Issuing a newsletter and posting covenants and documents online have made it easier for the community to handle business and keep their residents up to date without wasting time and money on postage and other outdated methods of spreading the word. Indigo Creek's own Diane Taylor and Peggy DeVivo can be seen featured in a video on AtHomeNet's Myspace and YouTube channels at the following links:

www.youtube.com/user/AtHomeNet

www.myspace.com/athomenet

We are proud to feature Indigo Creek is AtHomeNet's October 2009 Community in the Spotlight.

» [back to top](#)

212 SOFTWARE (TOPS) USER GROUP

New Functionality for Owners!

Last month we announced the ability to allow owners to add new service requests directly from the 212 community website! Not only will they have the option to post a new service request that integrates directly into their management company's TOPS Software, they will also have the ability track that request from their website. We put together some instructions below. Send an email bulletin to your owners today to announce this great feature!

The screenshot shows a web interface with three tabs: "CC&R Violations", "Pool Passes", and "Service Requests". The "Service Requests" tab is active. Below the tabs, there are three sections: "Request Submitted", "Approved", and "Rejected". The "Approved" section contains three entries, each with a "Service Request #", "Summary", "Description", "Authorized By", "Active?", "Created Work Order #", "Date Created", and "Date Closed".

| Status | Service Request # | Summary | Description | Authorized By | Active? | Created Work Order # | Date Created | Date Closed |
|-------------------|---|------------------------------|-------------------------------|-----------------------|---------|----------------------|--------------|-------------|
| Request Submitted | There are no Pending Service Requests for this account | | | | | | | |
| Approved | 5 | clean gutters at clubhouse | | | | | 6/15/2009 | 6/15/2009 |
| Approved | 4 | test | | | YES | | 5/13/2009 | |
| Approved | 2 | Roof needs repair from storm | Roof was damaged in the storm | WAD - Will Alan Davis | NO | 1 | 1/17/2000 | 1/18/2000 |
| Rejected | There are no Rejected Service Requests for this account | | | | | | | |

[Submit a New Service Request](#)

Once an owner has logged, click the Account Info (or My Account) tab from the menu.

1. Click the Service Requests tab
2. View each service request by Status, "Request Submitted", "Approved" and "Rejected" Each request will include a summary, full description, status and date information
3. To add a New Service Request, click "Submit a New Service Request" link
4. Enter a brief summary of your request
5. Provide the details of your requests
6. Click Submit Request

The screenshot shows a form titled "Submit a Service Request". It has two main input areas: "Brief Summary of Request:" with a text box and "Details of Request:" with a larger text area. A "SubmitRequest" button is located at the bottom of the form.

» [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](#)

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