



# AtHomeNet Gazette

SEPTEMBER 2009 EDITION

Welcome to AtHomeNet's September Gazette!

## The Air of Autumn

Fall dances, Back to School shopping, kids study group message boards, and babysitter classified ads...The Air of Autumn is upon us, and the AtHomeNet team is always happy to see the inventive ways your website is getting use in your community.

We had a great time seeing you at Training Camp this year, and as usual we left with a list of great suggestions for new features and enhancements direct from forward thinking Admins and Association Managers from across the country. Rest assured you will be seeing the fruits of your ideas manifesting themselves in the months to come.

We're glad you joined us this month, so kick back and enjoy all that is the AtHomeNet Gazette!

Happy Reading! The AtHomeNet Team

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## WHAT'S NEW

### New Features & Enhancements September 2009

#### eMail Bulletins Enhancement:

The "Send to" option can now be viewed as an easy interface dropdown list. Administrators who are sending a bulletin can now change the "From" name and email address before sending the bulletin. Administrators can also make changes and save them to any custom email bulletin you have created in the past. Also, you will now be able to check the subscriber list from the "Send" Screen and return without losing changes you may have made while working on the bulletin itself.

#### Reviews Enhancement:

You will now see a smaller "thumbnail" version of the user profile picture, for use in the Reviews feature to give readers a small glimpse of who made the comment. We have also made several visual enhancements to the Reviews feature, making for a more eye pleasing user experience.

#### Announcements Enhancement:

When you create Announcements, you are now able to use the new , enhanced AtHomeNet Page Editor if your feature is set to "Rich Announcements". [Contact our Support team](#) for this to be enabled.

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Get The Full AtHomeNet Family Experience Online!

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

#### New Email Bulletin Templates:

We have released four beautiful new eMail Bulletin Templates.

- Rosh Hashanah
- Community BBQ
- Community Marketplace Bulletin
- Annual Meeting Notice

Message Board Enhancement: The Message Board feature now has a timeout manager, which helps prevent "long typers" from losing their posting.

#### What's New in TOPS/212 Software

- Residents can now enter and track Service Requests on the website and they will flow into TOPS for review
- Administrators can now disable the "Work Orders" tab on the Account Info screen if desired using the Settings Page
- We Added new "Full Descriptions" to the Work Order and Service Request tabs on the Account Info screen

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

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#### Announcing the "Reward A Great Manager Program"

The "Reward A Great Manager" program is a quarterly recognition where AtHomeNet honors professionals in the field of Association Management whose use of community websites is an integral part of their success. The program is intended to be a small measure of recognition for hardworking Professional Association Managers; a career that is sometimes overlooked in the spectrum of real estate management.

Our first recipient is Mr. Robert Keegan of R & E Associates of Kennebunk, ME . Founded in 1972, R & E ([www.r-eassociates.com](http://www.r-eassociates.com)) is a professional full service property management company dealing with residential and commercial condominiums, as well as market rate and subsidized rental properties. The company handles business, building, landscaping and general contracting, and strives to operate each property they manage in the interest of maximizing overall community value. Keegan is considered to be an instrumental part of the company's philosophy, and its success.

In addition to an official press release announcing the award, Mr. Keegan will receive prizes including additional press recognition, a gift card, and a write up in the PR section of AtHomeNet's website.

[CLICK HERE TO PARTICIPATE](#) -- We would love to hear from you!

#### INSIDE AtHomeNet

In this month's edition of Inside AtHomeNet we want to send out a thank you for all of the members of the AtHomeNet family of clients who attended this year's training camp. In addition to making the DVDs of this year available to you, we will be expanding our free online video training section on the AtHomeNet website to include more feature by feature and general administrator training tutorials, so be sure to drop by from time to time.

We also want to announce that our Support department has now extended their hours from 7:30am to 7pm Eastern Time. Our Support team strives to be here for you when you need assistance...by phone at 1-800-556-7852 or by email at

#### AtHomeNet Administrators

Website- Please visit [www.AtHomeNetAdmins.com](http://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](http://www.AtHomeNet.com) under the AtHomeNet Gazette section.

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#### Email List

To inquire about the 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)

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#### 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*

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#### Refer a Friend

When a new community contacts AtHomeNet we always ask them how they heard about us - if they

[Support@AtHomeNet.com](mailto:Support@AtHomeNet.com).



This month has brought us a new addition to the AtHomeNet team. Robert Jason McGhee comes to us in the position of Quality Assurance Analyst. Robert will be working closely with the Technology team to assist with new features and functionality development, review and release.

Originally from Raleigh, N.C and now residing in Lawrenceville, GA, Robert is a graduate of Georgia State University, earning a Bachelor's of Business Administration in Computer Information Systems, Jan. 2007. His past experience includes working in Computer Software Support, Computer Hardware

Support, and Testing/Quality Assurance.

While pursuing his degree at GSU, he became very interested in the area of information security, which he acknowledges as one of the fastest growing areas in the computer field as businesses and individuals strive to develop new methods and technologies to protect the sensitive data stored on their systems. Holding a strong interest in overseas markets, Robert went on a Georgia State sponsored study trip to Southeast Asia in August of 2006 with 17 other students to compare & contrast entrepreneurship styles in South Korea & Japan. He plans to return and continue his observation of international entrepreneurship and technology.

His personal interests include film study and motion pictures, tennis (playing and watching), music, and computers. With his over 8 years of work experience in the computer field including software support, hardware support, and software testing; Robert is excited about applying his experience to the array of AtHomeNet web solutions. Please join us in welcoming Robert to the team!

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### Training Camp 2009 Revisited

The "Freshly" themed Training Camp 2009 at the Gwinnett Center on Sept 16th saw Website Administrators, Association Managers, and HOA volunteers from across the country getting a new beginning to their website experience. The AtHomeNet Techspert teams were in place; giving out individual guidance in subjects ranging from new graphics layout and overall navigation enhancements to increasing online traffic through effective Search Engine Optimization."

At this year's event we recognized some old friends and seasoned Training Camp veterans, as well as a lot of new faces. Classes were in-depth and very interactive, culminating with a first time "Panel" of website experts answering real questions in a talk show like format.

We would like to thank every member of the AtHomeNet and 212 Software family of clients who came and shared in this exciting event with us. We also want to remind all of those who wanted to come but could not attend, that the official Training Camp 2009 DVD is now on sale. Every class is featured in an informative tutorial video format that will have you easily and quickly mastering a variety of shortcuts, techniques, and website functions. [Click here to purchase your copy of the Dvd.](#) Get your copy today, as there are a limited number of copies available.

Training Camp is one of the rare occasions where we get to meet face to face with our treasured website clients; exchanging ideas, gathering valuable feedback and suggestions, and sharing our product knowledge and expertise. It also serves as a chance for our clients to match faces to the names and voices they may be familiar with from Web-exes, Support conversations, and other communications that we share with the greater AtHomeNet community of customers.

In the future, stay tuned to our Resources area of [www.AtHomeNet.com](http://www.AtHomeNet.com). Our video library will be expanding to feature individual tutorials on entire features, specific tasks, expanded web-ex sessions, and many other community website related "How

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.**

to" videos.

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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 for the new free Administrator Training.

### 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:

#### Email Bulletin Subscriptions

Need to know when that next Book club meeting is? Perhaps you'd like to be notified whenever a new committee officer is elected or appointed. Email Bulletins are your information pipeline to what you need to know in your community, and most importantly, it's entirely up to you as to which groups to subscribe to.

Email Bulletins can keep you posted on meetings, events, surveys, sign ups, and any other tidbit of information that a committee or Administrator wants to give you a heads up on. The decision is solely up to you as to what bulletins to subscribe to, and you can easily cancel at any time. Simply select what groups you want to receive bulletins from, enter the email address you would prefer to receive the bulletins at (the default will be whatever you submitted in your user profile), and you are now officially in the loop.

To subscribe, simply click on "Email Bulletins;" then when you see a subject you would like to be kept up to date on, click to place a check next to that eMail Bulletin. Be sure to click 'Save Changes' at the bottom of this screen when you are done. If you need a more detailed description of a specific eMail Bulletin topic, click on the eMail Bulletin name, then click the 'Back' button on your browser to return to this form.

If you are receiving notices from an eMail Bulletins group and decide you wish to no longer receive them, just click to turn off the check next to it and click 'Save Changes' when you are done.

With your Resident Email Bulletin Subscriptions, you'll never miss an important announcement again.

Enjoy!

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### TIPS FROM SUPPORT

Adding Documents to a Module - It's Easy! Modules are the most varied feature in your website, as they are limited only by the imagination of each web site administrator. Modules are a great way to customize your web site as much as you want, but it is important to understand how they are structured in order to properly use them. You can see what modules are

Modules
<a href="#">Board Documents (5)</a>
<a href="#">Contact Us</a>
<a href="#">Kids Play Group (7)</a>
<a href="#">Map &amp; Directions</a>
<a href="#">Recipes (5)</a>

currently on your site by logging on to the site as the administrator, and selecting 'Edit Modules' under the Admin Only subheading.

#### Suggestions for Community Sites

- Lost and Found Module
- Help Wanted Module
- Maps & Directions
- Carpooling
- Yard of the Month
- Neighborhood/Section/Phase Info

#### Suggestions For Management Sites

- Client Testimonials
- Services Provided
- Marketing Info
- History of the Company
- Our Team/Bios

Each module is grouped by category. This allows you to create groupings within the module, such as Breakfast, Lunch, Dinner, and Dessert within the Recipes module. To administer module categories, click on the Module Name, and follow these steps.

#### To Add a New Category

1. Click here to edit [module name]
2. Click Add to add a category
3. Enter a short description (name)
4. Enter a Full Description of the category
5. Define view and edit security levels
6. Click Save New

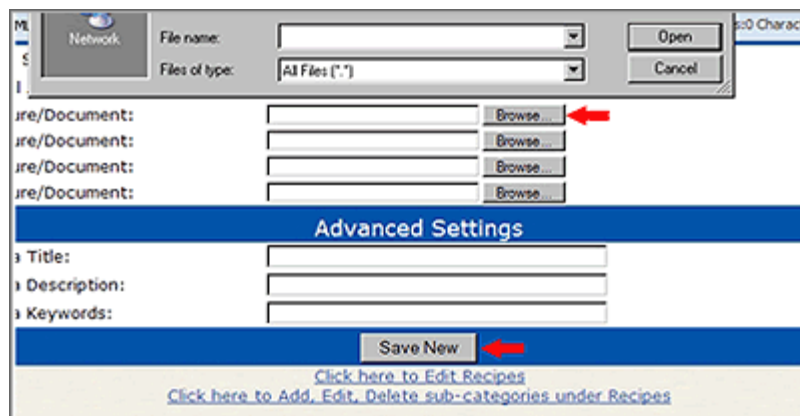
Now we need a subcategory or subfolder -this will be the place where we add our documents or "items"

#### To Add a New Sub Category

1. Click here to Add, Edit, Delete sub-categories under [module name]
2. Click Add to add a category
3. Enter a short description (name)
4. Enter a Full Description of the category
5. Define view and edit security levels
6. Click Save New.

#### To Add a File/Entry

1. Click the subcategory your entry will be in
2. Click here to Add, Edit, Delete items under [subcategory name] Click Add
3. Enter a short description (name)
4. Use only the first Picture/Document: Browse Button.
5. Select the document or image on your computer that you wish to add.
6. Select the document type, if desired.
7. Click Save New



Note: If you use more than one Browse button per page you will end up with a series of four links that read: "Click here for more information" which is not as descriptive as having individual items which use the short description field to label each link.

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

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## MANAGER'S CORNER

Technology Solutions Can Impact Your Bottom Line

These days almost all management company's utilize technology and have a web presence. However the question is, are you using the technology available to create solutions that will help streamline your business process and impact your business' bottom line?

If one of your company's goals is to increase business, have you taken the necessary steps to implement SEO "Search Engine Optimization." SEO will increase the exposure of your management company to web-savvy board members in your market, bringing in additional leads and new business from potential new customers who are searching the web for a management company.

If your company is offering "Online Payments" through the management company web site, do your homeowners know you offer this service? You should include a flyer with their statements or coupon books so every homeowner knows this service is available to them. This could be a solution to impact some of your community's high delinquencies; the homeowner could pay their association dues using their credit card rather than risking a lien being placed against their property.

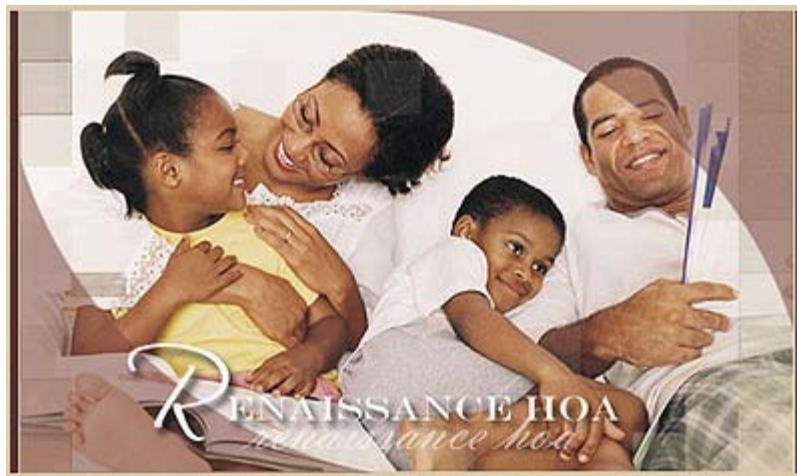
Does your company web site offer the ability to allow residents, lenders, real estate professionals, and others to request Estoppels or Demand Letters? What about HOA Disclosure Questionnaires, and other community documentation required for property closing or refinancing, in a secure online environment. This technology solution will have a huge impact for your company because the whole process is automated and the management company will reap the financial rewards without the work.

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

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## COMMUNITY IN THE SPOTLIGHT

Renaissance Homeowners Association



Located in Inglewood California, The Renaissance is a 375 home neighborhood of active residents whose community sits at the heart of the area's new commercial and residential development boom.

Placed squarely between the old "Forum" where the Los Angeles Lakers used to play and the famous Hollywood Park Race Track, the community is considered to be somewhat of a catalyst to the revitalization of the area; with plans underway to build a mall, a 2,900 home residential neighborhood, and a host of other commercial attractions.

In the 4 years that The Renaissance has been in existence, it wasn't until this year that the Board opted to seek launching an HOA website. Renaissance's own Preston Davis pointed out that the "old way" of communication was a black and white two page newsletter of sorts that was distributed with the monthly billing to the residents. He brought attention to the fact that the Board did diligent research in seeking a Community Website provider; and that it was the features and pricing of AtHomeNet that stood above other options and cemented their choice.

"The residents love features like Photo albums and announcements, and I use eforms, classified ads and a lot of the administrator functions. The fact that AtHomeNet continuously provides new features and updates every month is one of the reasons we were sold on their website services," commented Davis.

Renaissance is a gated community with amenities that include a swimming pool, tennis court, and outdoor barbeque pits. The residents range from families, to couples, to single owners.

Recently the community held their 1st Annual 'Renaissance Faire', where business owners in the community had a chance to set up booths and talk to residents about some of the services that are provided by their neighbors. The event was a large success, and the photo album from the event itself received nearly 2000 hits in the last month alone.

AtHomeNet is proud to recognize The Renaissance Homeowners Association as the September 2009 Community in the Spotlight.

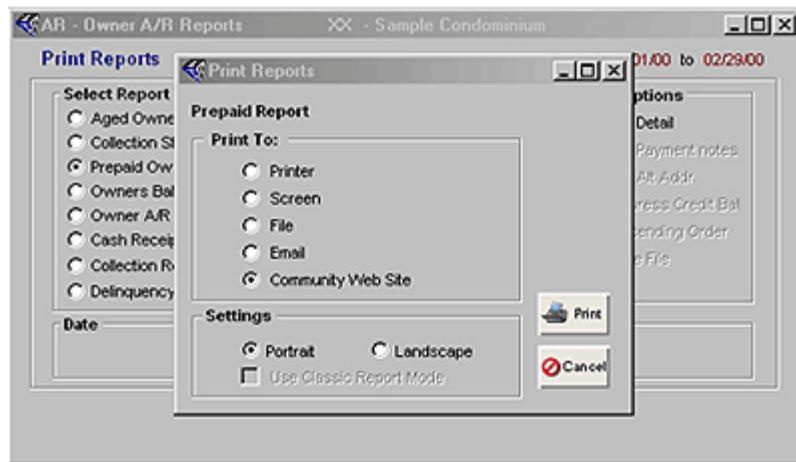
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## 212 SOFTWARE (TOPS) USER GROUP

### Board Only Financial Reports

Financial reports are an often-requested item by community board members. Rather than waiting to bring reams of printed reports to the next board meeting, you can provide your board members with online versions of important financial reports.

Available Reports



The following reports may be uploaded to the web in TOPS 2000™ version 3.2.1:

- Telephone Directory (Owners)
- Aged Delinquency (A/R)
- Delinquency Status (A/R)
- Balance Sheet (G/L)
- Income Statement (G/L)
- Reserve Statement (G/L)
- Yearly Spreadsheet (G/L)
- Future versions of the software will include additional reports.

#### Reports Security Level

This function will be set by default to the "Board Only" section of your web site with a view security setting of 25 (board member security level). You may choose to change the security level if you wish owners to be able to view your reports. Simply let us know by sending an email to [websupport@212software.com](mailto:websupport@212software.com).

#### Uploading Reports

1. To upload a report, go to the report screen and prepare the report, as if to print it.
2. Locate the checkbox labeled "Print to Community Web Site", and check it. (Note that "Use Classic Report Mode" has to be unchecked for the web enabled feature to work.)
3. Click print. You should receive a message that the report has been transferred to the web.
4. Check the reports you on the community website, usually located under the Board Section. There is a delete option next to each file name that Board Members can delete the file after being read.

Feel free to contact our [Web Support team](#) should you have any questions about customizing your community's upload options!

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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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