



AtHomeNet Gazette

DECEMBER 2009 EDITION

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

Happy Holidays from AtHomeNet

With snow on the ground in many places, holiday cheer in the air, and a New Year approaching, all of the communities and Association Managers in the AtHomeNet family are getting ready for a fresh start.

This year we at AtHomeNet leapt a few hurdles and experienced a lot of great accomplishments. First and foremost being, the addition of new communities and households joining the AtHomeNet family from coast to coast. We would like to take a moment to extend a heartfelt "Thank You" to all of you, as well as our valued long standing customers. You are the reason we are here, and we never forget that. We have a lot of exciting things coming up for 2010: New features, enhancements, tutorials and the same exceptional service, along with so much more are on tap for the forthcoming year.

In this final edition of the 2009 Gazette series, we wish to promote the spirit of giving. In addition to some brand-new features, we have some helpful tips & articles designed to allow you to get the most out of your AtHomeNet solution.

So no matter how you observe the season, we wish everyone a wonderful and prosperous new year

Jeff & Susan Sanders
AtHomeNet Co-owners

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WHAT'S NEW

New Features & Enhancements December 2009

- **Email Bulletins Feature Redesigned!**

We've revamped your email bulletin sending page to include "vibrant" thumbnails of over 100 email template options. Templates can be selected from categories ranging from Birthdays to Seasonal, Sports and Stationery. Just hover any of the thumbnails to see a full preview of the template before selecting it as your option. Original sending options to send by "Rich Format", "Plain Text" and "Custom Community templates" still apply!

This new look and feel is designed to increase the usefulness of our email bulletins feature in continuing to provide you with stylish, professional graphics that enhance your resident communications.

- **What's Nearby Enhancements**

We have created a web setting that allows an administrators to modify the search radius of What's Nearby? to extend search results within your

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Get The Full AtHomeNet Family Experience Online!

Follow AtHomeNet on Twitter
AtHomeNet's MySpace
AtHomeNet.com Blog
AtHomeNet on Facebook
AtHomeNet on You Tube

**Sign up today to attend a
FREE New Administrator
Training course offered
every Wednesday @ 2pm
[Click here](#) to register.**

Useful Web Links

community's geographical location. It will be measured in miles and default to 5 (the current setting).

- **Payforms Enhancement**

New email notifications have been incorporated into our PayForms feature. When a user submits a PayForm from your website, the recipients of that form will be notified via email of a Pending Online Payment. After the payment is successful, recipients will also be notified with a confirmation email including the details of that payment.

What's New in TOPS/212 Software

- **Service Request Enhancements:**

Administrators can now manage a list of "recipients" to be notified via email when new service request are added from the website. Please note that service requests entered from the website also require a short description and a full description of the request.

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

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Communications Technology Survey

AtHomeNet constantly strives to provide our valued clients with the very best. One of the best ways to maintain our commitment to excellence is by gaining important feedback from our customers. By listening carefully to what you have to say, we can make the most targeted and informed decisions relative to bringing you the latest and greatest in website advancements. For this reason we'd like to ask you to take 5 minutes of your time to complete a very brief online survey. All respondents will be entered into a drawing to win a \$50 gift card to thank you for your opinions. Please visit [Communications Technology Survey](#) and answer 5 short questions to be entered in our prize-drawing. We look forward to announcing the winner on February 1, 2010!

Register today for AtHomeNet's FREE 2009 Highlight Webinar!

The course is an instructor led Internet training course which offers AtHomeNet clients an overview of all new features and enhancements rolled out during the year 2009. Attendees will explore how to use and implement these new features and enhancements on their web site. Best of all, the course is Free!

This course will be offered on **Saturday, January 9 @ 2PM (EST)** and **Tuesday, January 12 @ 2:00 PM (EST)**. Users connect to the class via telephone and an Internet conference software (WebEx). Each user will be able to see the instructors screen and follow the tutorial, featuring an AtHomeNet demo community website. The course lasts about an hour and includes a Q & A period at the completion of the course.

Enrollment is limited so please wait for an instructional email from our training team to confirm your attendance. [Click here to register.](#)

INSIDE AtHomeNet

Welcome to the end of year installment of Inside AtHomeNet, the place where you can learn about company happenings.

This year we have been fortunate to involve our company in a number of charitable causes beginning with an October fund drive and running through Thanksgiving and the Christmas holidays where we collected food, toys, and monetary donations to be distributed to local charities. Happily, our donations reached over one thousand

Instant Answer 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- 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 Our Customers Are Saying

"Seasonal Support Kudos for the sales site! You and everyone at AHN are the greatest and I'm so happy that River Hills is part of your family. Thank you, thank you, and Merry Christmas to everyone that helps us during the year! "

Linda Williams, River Hills Community Association

Refer a Friend

dollars based mostly on employee contributions.

We encourage everyone in any community or workplace to remember that no amount of effort or donations is too small, and every little bit helps.



We want to wish good luck to our former Production/Graphics Manager Tammy Johnson, who has left us to continue her collegiate education. On that same note, we are also very excited to bring in the new year with a few new members of team AtHomeNet.

Amy Jarrett, Chandler Kennedy, and Laken Robb have joined us in the positions of Production/Graphics Manager, Junior Web-Sales Associate, and Part-time Administrative Assistant.



Amy Jarrett hails from Cleveland, Ohio but grew up in Stone Mountain, Georgia since she was 3 years old. She currently resides in Grayson, Georgia. Amy holds a dual degree, a Bachelors of Science in Education and Business from Atlanta Christian College in East Point. She is certified to teach Elementary Education and is also currently pursuing a Masters in Education. Her experience includes being a Production Analyst for Network Communications, Inc, and she has worked for Consumer Source (ApartmentGuide.com)

as a Support Manager. In her spare time she loves dogs, reading and music, and would eventually like to write a book.



Chandler Kennedy is a graduate of the University of Georgia class of 2008, majoring in Anthropology. She has past experience working for ACOM solutions, and currently resides in Atlanta, GA. She aspires to own her own home in the near future, and is a fan of live theater, designing costumes, jewelry and working in makeup and staging in various theatrical productions.



Laken Robb was born in December of 1993, celebrating her 16th birthday as part of the AtHomeNet crew. She attends Mill Creek High School and plans to go to UGA or Auburn University. For her hobbies she enjoys art and photography.

Please join us in welcoming Amy, Chandler, and Laken to the team!

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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:**

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 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.**

Email Bulletin Subscriptions?

A great way for you to stay informed with the exact groups and events announcements that are most important to you is to be sure your email bulletin subscriptions are current.

When you log into your website, you will notice a slight change in the new improved email bulletins selection screen. When you see a topic or group that you are interested in, be sure to check the box to insure that you will receive notifications regarding that particular topic. You can subscribe to as many groups/topics as you like; and you'll be notified by email with new announcements regarding your subscriptions. Be sure to check your user profile to ensure you have a current email address stored! As your community grows and gets more groups and activities; keeping your Email Bulletin subscriptions current will guarantee that you are never left out of the loop.

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TIPS FROM SUPPORT

Expiring Address Book Profiles

As you begin the New Year as the website administrator, you may want to get that fresh start and take advantage of some enhancements that were released recently in 2009. One example of this is the enhancement made to the Address Book feature where you can now set a user's profile to expire at a future date. We have seen this most commonly used to automatically disable a renter's access based on their rental terms.

However, some administrators have used it to give someone temporary access to the website to review content such as a realtor or local vendor who has paid to advertise in the neighborhood. Whatever your reason, it's certainly a time saver! With this option, you don't have to remember to set your calendar to go back in and deactivate their login at a later date, you can edit their profile at the same time you create it and set it to expire on a specific date. See the screenshot below.

[add a feature description here]

Edit Person - Scott Pelly

Welcome Scott!
[click here if you're Christine](#)

User Profile Subscriptions My Documents My eForms

First Name: Scott

Last Name: Pelly

Category: Property Management

Login Name: demo

Password: ****

Confirm Password: ****

Security Level (1-99):

Resident = 50

Administrator = 1

Hide Entire Record By Date? (mm/dd/yyyy)

Note: Login will be disabled on this date

Hide Entire Record Now?

Note: Login will be disabled immediately

If you would like this new enhancement implemented on your website, please notify [Support](#) and they will make the necessary change to allow this.

Once the change is made you can go to the User Profile and go down to the area called "Hide Entire Record by Date?" and enter the date in the field that you would like the login to be disabled. When that date arrives, the login to your website will no longer be valid for that profile and the profile will be hidden.

If you have additional questions about this feature, please feel free to contact Support.

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Tis The Season For Dues Payment Online!



December & January are some of the busiest months for Dues & Assessments. If you are not using our FREE Online Payments feature you should consider activating it on your website to make collecting dues and assessments simple, secure and speedy.

Online Dues Collection will offer your residents the ability to log in and pay fees owed from the convenience of their nearest internet connection. This valuable addition to your website is 100% free to you, with NO set up, or monthly fees and NO hidden charges. The association receives every penny of all payments collected, and residents have the freedom to choose between one-time payment options, or they can schedule recurring, automatic payments. Residents can pay using a major credit card, or via eCheck.

To learn more, please visit gives us a call at 800-556-7852 or email sales@athomenet.com to add this FREE new feature to your website in time for Dues Season!

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MANAGER'S CORNER

AtHomeNet-The gift that keeps on giving

With the holiday season upon us and a new year just around the corner, many of us are running around looking for those items that bring happiness and usefulness year round. Our community and management company websites are a great gift for a community. AtHomeNet works hard each month to bring you more features, increased functionality, more friendly user experiences, and we do all this without changing the price!

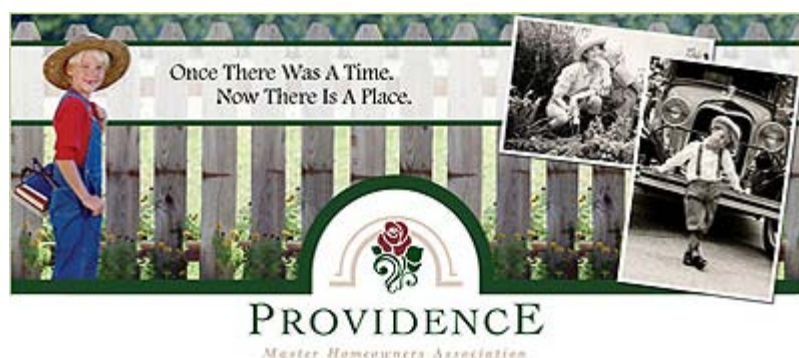
This holiday season is no different. We have recently released the "What's Nearby" feature to help with finding important services, vendors, schools, hospitals, dry cleaners and other customizable fields. This really helps new to the area residents find items close to home. Another great new feature is the Concierge Package Pick Up. This will allow for your packages to be checked in digitally for residents by the front desk employee and an email is sent to that person to let them know they have a package available for pick up. If these are items you are interested in learning more about, please call our office at 800-556-7852 or go online to www.AtHomeNet.com and watch the feature videos under the Resources tab.

The gift of new features, enhancements and upgrades are something we do all year to make sure the gift of a great community or company website keeps on giving. With 2010 just around the corner, continue to look for new items to come your way soon. Thank you for another great year of allowing us the opportunity to serve your communities.

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COMMUNITY IN THE SPOTLIGHT

Providence Master Homeowners Association



"Providence is an amazing oasis of happy in the chaos that is Las Vegas..."

The residents of Providence take this motto to heart, and enjoy a community that serves as not only a hub of family activity, spectacular amenities, and prime location; but also a place to call home that embodies a living scene of a Norman Rockwell-esque lifestyle.

Located a mere 30 minutes away from the lights and glamour of casino laden Las Vegas with a beautiful view of the lights on the strip; Providence's location is the perfect hideaway for those who want to enjoy the infamously fast paced Las Vegas and still have a tree lined family centered place to call home within reasonable distance. The community is home to a lot of military men, policemen, firemen, and others who actually moved there from Las Vegas. National parks and other tourist attractions are easily accessible from this hidden gem.

With the 1st home being moved into in Dec, 2006, Providence's 1500 plus homes are occupied by a good mix of families with children, married couples, or empty nesters. The Masters Association plans to have seven to ten thousand homes completed over the coming years.

The residents of Providence are active users of their community website. The Events Calendar, Online Documents, and ARC requests are some of the most heavily used features on the site. Community Standards Director Dev Pappas also spoke enthusiastically about the "E forms" feature.

"Our residents are very active on the site. In particular, we use Eforms for pet registration, and to help people locate their lost pets should one stray from home. I am proud to say we have a 98% success rate in recovering lost pets through this strategy."

Events like the neighborhood trick or treat during Halloween drew over 700 of the community's children. Email blasts about events and other happenings are sent to the community's over 1100 email addresses on a regular basis. The weekly email blasts bolster resident logins to the site, and Dev and the web Admins try to keep the content fresh and exciting to make sure everyone spends time online.

"Photo Albums are a very popular feature among residents. We also have a park which is one of the amenities that we are very proud of," Pappas added.

Aside from keeping the content as fresh and new as possible, Pappas says that they put their website on everything they do...business cards, marketing paraphernalia, etc. The community works hard to establish the website as the "go to" place for information on all things Providence.

AtHomeNet is proud to recognize [Providence Master Homeowners Association](#) as our December 2009 Community in the Spotlight.

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212 SOFTWARE (TOPS) USER GROUP

Attention TOPS Users! New Administrators Only Website!

Your login for the www.topshome.com/admin_website, a site designed for the

Administrators of TOPS community websites has moved to
www.athomenet.com/administrators

If you have forgotten your login and password you can enter your email address here http://www.athomenet.com/administrators/lost_email.asp

If no email address is found then you can resubmit your request for access here http://www.athomenet.com/administrators/login_request_form.asp

What can you find there?

After login, look for the menu heading labeled -TOPS USERS- Under that you will find great TOPS Specific items like:

TOPS - SPECIFIC Help Resources which include TOPS Support Knowledge Base, User Manual, Submitting, Online Payments Homeowner User Guide, Online Payments Administrator User Manual and TOPS Online AP Approval User Manual. Website Articles including Understanding Live Updates, New banner ad global functionality and New Restricted Data Upload options and Documents – from sample handouts and utility programs!

We welcome your feedback. Feel free to submit further suggestions to
websupport@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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