



## Community Web Site Integrated with TOPS

Condo/HOA Management Solutions

The purpose of the web site is to improve communications within the community and allow residents to quickly and easily find needed information. **The web site has both public and private (resident-only) areas.** Below are the community web site's features. Only those features with an asterisk (\*) in front of them are available to non-residents on the public portion of the web site. Any feature can be re-titled to suit your needs or deleted if not applicable.



**Address Book:** a searchable database of all community residents as well as local school information. The resident information is uploaded through a data link with TOPS property management software. Then, each resident via the **User Profile** feature can update their profile and share additional information with their neighbors (email addresses, hobbies, work, kids, even a picture!). The Address Book is only available to residents with passwords. We pre-load the resident database to ensure this security.



**Account Info** – Store the owner's address, last payment and balance info, work order status, and CC&R/ACC history in a private, password protected area. This information is updated directly from TOPS property management software.



**\*Amenities:** Information about your facilities including up to 4 picture or attached document files and rules. This is a great place to brag about your neighborhood to those who are surfing the web.



**\*Announcements:** here you can find the latest info on various subjects. The information is divided by category as defined by the community and within the category is where the information is found.



**Boards/Committees:** This is a complete listing of all Boards and Committees within the community. It can include a picture, times and dates of meetings, goals or mission statements, in addition to names of individual members and their functions. (i.e. Joe Smith - Board President)



**Buy Community Docs:** Your community can post important documents and document packages for sale online at your web site. Allows real estate agents, attorneys, and others to purchase documents in a secure environment. You set the fee and collect the check – no more copying and mailing!



**\*Classifieds:** Here residents can place and find ads for babysitters, lawn mowing, dog walking, lost and found, free puppies, etc. The ads can contain coupons for printing, menus for ordering and even a link to the vendor's web site and email address.



**\*Documents:** All Community Documents can be displayed in this area. Bylaws, Newsletters, Covenants, Architectural Committee Review Forms, and Budgets are examples of items we've seen posted. The site supports 29 file formats including: .gif, .jpg, .html, Word, Excel, .txt, PowerPoint, and PDFs are some of the most commonly used.



**Email Bulletins:** Here residents can sign up to receive regular emails about various community related subjects. This will push out information from the web site to the residents instead of the residents having to always visit the site and look for updates. The emails can also contain attachments.



**\*Events Calendar:** the calendar displays various views of all events. By drilling down on a particular date, all events for that date will be displayed. By clicking on the event, a more detailed description is available. Details can include a picture as well as a hyperlink. You can easily post recurring or multi-day events. The Events Calendar can be sorted by Category, such as Clubhouse, Tennis, or Crafts Club. This functionality is especially helpful if you have an active community with many clubs and teams holding meetings and other events. There is no limit to the number of events you can post and events can include an RSVP request, a picture, or a document.



**\*Eforms:** the administrator can design forms specific to the community. These forms are filled out on-line and are emailed to one or more people as designated during set up. Common forms are: Login request form, Architectural Review Request Form, Maintenance Request Form and a Clubhouse Reservation Form.



**\*Facility Reservations:** allows administrators to set up facilities (such as tennis courts and meeting rooms), create business rules for each one (such as when they can be reserved, how far in advance and how often by the same person) and allow residents to make their reservations. Reservations can be immediately accepted or put into a queue for the reservation manager to approve before confirming.



**\*FAQ's:** this area allows you to create your own database of frequently asked neighborhood questions as a resource for the homeowners. Everything from questions about architectural guidelines and management policies to local emergency services and more.



**\*Garage Sales:** Tell as much as you want about what you have available for sale. This ad will show up on the public site as well, so people outside your community can see it. Residents can add their own garage sales. Some communities only allow for garage sales once per year. Recognizing that, we're happy to remove this menu item until the right time and then add it back to your menu when needed.



**\*Homes for Lease/Rent:** Residents can list their home for rent/lease including photos! Links can also be added to listing agent's website.



**\*Homes / Home Sites for Sale:** Similar to Homes for Lease/Rent feature, residents can list their home/home site for sale.



**\*Hot Links:** This is a customizable categorized list of interesting web sites. Many associations link to the schools that their children attend, county government web sites, the local boy scout troop, etc.



**\*Job Bids - Vendor Tracking:** This system allows the board to put on their web site any maintenance or repair jobs that they would like out for bid. A database of community-approved vendors is created and an automatic notification is sent to selected vendors based on the category of the job. (i.e. - Landscape companies are notified of a new opportunity to bid on pine straw and pool supply companies are notified when the job is to replace the pool cover)



**Live Chat:** This is a family-oriented place where residents-only can interact with each other on subjects of interest. You can go here anytime or you can create set times for specific subjects (tennis, swim team, book club, etc.) so that people interested in that subject can expect to find others available.



**\*Map:** This feature is a link to one of the mapping web sites. In addition to seeing where the community is located, visitors put in their address and find driving directions to your community.



**Message Board:** This is like a "slow motion" chat room where conversations can play out over days or weeks. Post a comment, question or problem here and others can read it and reply to it whenever they want. Just like live chat, all residents can participate but there is no anonymity - Every message is tagged with the resident's name. The creator of the topic can be notified via email when a response is posted on the site.



**Module Feature:** This feature is used to create extra features specific to your community's needs. Some communities use it for their recipe exchange areas and others are using it for the Kids Play Group or we have even seen a Cat Sitting Exchange. The possibilities are endless!



**\*Online Payment:** Allows your residents to make payments for association dues, common area rentals, and even team or club fees online! The payment system will interface directly with TOPS's software, so payments can be easily loaded into the TOPS accounting module. Simply fill out the Online Payment Application and once approved, we can add this link to your site.



**Photo Albums:** You can create many photo albums with multiple photos in JPEG file types. Allows for thumbnails and captions, as well as a slide show format and "comments" area. You set the edit and view security levels for each album of photos.



**\*Requests & Questions:** Here you can post a message or question to specific people right from the web site. This is typically responsibility specific, so instead of Joe Smith, you would have Board President. Often people within the community know what topic they want to discuss but not necessarily the specific name of the person to send the question.



**Reviews:** Here a category can be set up - such as **PLUMBER** and then write a review on a particular plumber or write one about the latest movie! Share your thoughts with your neighbors.



**Site Search:** Search for a single word or unique phrase in the web site.



**Surveys:** An informal place for gathering opinions and checking interests among residents. A great way to take the "temperature" of the community on a particular issue. Each household can vote one time on each survey. Summarized results are available for all to see (not individual vote information)



**Task Manager:** Allows your board and committees to keep track of their "to do" lists online. When a committee member has made progress on a task and adds an online note, other committee members are immediately updated on the status! A full report of each task can be printed for your meeting.



**\*Volunteer Needs:** If you need one or more volunteers for a community event/activity/committee/etc., post those needs with this feature. Residents looking to help out in the community check here to see where they're needed.



**What's New:** When a resident logs into the private-resident only portion of the web site, the resident will be shown what has been added to the web site within the last week or since their last visit. Residents love this as they can quickly catch up on new community news without having to scan through each feature!



**What's Nearby:** A great resource for finding restaurants, parks or even emergency services that are convenient to your community. This feature also includes maps and a link for driving directions!

## BOARD ONLY FEATURES:

- Online A/P Approval (board members login to the community web site to approve invoices for payment; integrates with TOPS Software)
- Board-only message board area
- Board-only chat room
- Board-only Documents area
- Board Only Reports (Uploaded from TOPS Software)
- If person is board level, show new board messages on What's New Page

**SECURITY LEVELS:**

Access to the private area of the web site and to the viewing and editing of the various features is controlled by the assignment of 99 security levels; with Level 1 having the most access and Level 99 having virtually none. Our contact (volunteer admin) within your community will initially be given a login and password with the "Community Administrator" security level. Through TOPS Property Management Software, your resident's names and addresses will be loaded into the site Address Book assigning them a default "Resident Security Level" of 50. This will allow them to view all features and only edit those that your community decides they should edit. This is determined when you fill out your Web Site Agreement and tell us what features you want residents to be able to administrate. After initial setup, administrators can change security levels of anyone in the Address Book at any time and our Web Support Team can work with you to create additional security levels that will provide various levels of access to the site. For instance, you can create a Security Level 25 that belongs to Board and Committee persons, which might allow them to post Announcements and Events but not make changes to the Address Book or send Email Bulletins. This customization will be done only at your request and will be coordinated with you to reach your site administration and security goals. On the next page is an example of a "security structure" that you could implement within your community web site.

NOTE: TOPS Community Web Sites use a "Top Down" security level. Any individual assigned a high level security setting will be able to perform all of the actions defined to their own security setting, as well as all functions defined to any security setting below theirs. Thus, if Board Members are assigned level 25, and you provide someone with access level 10, that individual will be able to see all functions defined to level 10, as well as everything below that, including all board member functions.

**Example COMMUNITY SECURITY Structure:**

- PREDEFINED SECURITY LEVELS**
1. Security Level 100: **Public Access:** anything defined as level 100 may be accessed by any visitor to the site without the need to log in.
  2. Security Level 50: **Residents:** Residents may log in to the site and view all of the primary features of the site. They can edit only a limited number of approved features.
  3. Security Level 35: **Committee Members:** any feature that is assigned this level of security will only be available to individuals whose user profile designates a security level of 35 or less.
  4. Security Level 25: **Board Members:** any feature that is assigned this level of security will only be available to individuals whose user profile designates a security level or 25 or less.
  5. Security Level 1: **Management Administrator:** only the selected Administrator(s) may see/edit items of this security level. This is the highest access level and has rights to add, edit and delete all dynamic functions on the site.

Listed as Board Only

Available items	Edit
A/P Invoices: additional security required	
Board Message	25
Board Chat	25
Reports	25
Board Documents	25

Standard Features

Available items	Edit
Address Book	1
Amenities	25
Announcements	35
Board/Committee	35
Classifieds	25
Documents	35
eForms	35
eMail Bulletins	25
Events Calendar	35
Facility Reservations	35
Garage Sales	50
Homes for Lease	35
Homes / Home Sites for Sale	35
Hot Links	35
Jobs for Bid	25
Live Chat	N/A
Map	N/A
Message Board	50
Online Payments	N/A
Photo Albums	35
Recipes	50
Requests/Questions	25
Reviews	50
Surveys	25
Task Manager	25
User Profile	50
Volunteer Needs	35

