

2010 User Conference Agenda

| Monday | |
|--------------------|---|
| 9:00 am to 1:00 pm | Registration - Lunch On Your Own |
| 1:00 pm to 2:00 pm | Conference Welcome / "Who Wants to Be a Housing Specialist" Gameshow NEW (Finally, a fun way to learn the regs! Year of HUD Regulations in Review) |
| 2:00 pm to 2:30 pm | Opening Session: New Developments and Exciting Product Announcements NEW |
| 2:30 pm to 2:45 pm | Break – Beverages & Snacks |
| 2:45 pm to 4:15 pm | Best Practices for EIV NEW |
| 5:00 pm to 7:00 pm | Welcome Reception – Food, Drinks & Fun |

| Tuesday | | | | |
|----------------------|---|--|---------------------------------|--|
| 8:00 am to 8:45 am | Continental Breakfast | | | |
| Training Tract | <u>General</u> | <u>HAPPY Fundamentals</u> | <u>Housing Pro Fundamentals</u> | <u>One-On-One Tech Support</u> NEW |
| Location | | | | |
| 8:45 am to 9:45 am | Server Best Practices NEW | Waiting List | Waiting List | One-On-One Tech Support (3, 20 Minute Sessions - Sign-up Required) |
| 9:45 am to 10:45 am | Quality Control & Security NEW | Occupancy | Occupancy | One-On-One Tech Support (3, 20 Minute Sessions - Sign-up Required) |
| 10:45 am to 11:00 am | Break – Beverages | | | |
| 11:00 am to 12:00 pm | Transforming Rental Assistance (TRA) Initiative NEW | Occupancy (continued) | Occupancy (continued) | One-On-One Tech Support (3, 20 Minute Sessions - Sign-up Required) |
| 12:00 pm to 1:00 pm | Full Buffet Lunch | | | |
| Training Tract | <u>New Products/Features</u> | <u>Accounting</u> | <u>Advanced Training</u> | <u>One-On-One Tech Support</u> NEW |
| Location | | | | |
| 1:00 pm to 2:00 pm | Upgrading to Housing Pro | Payments/Direct Deposit/ HAPCheck | Custom Forms | One-On-One Tech Support (3, 20 Minute Sessions - Sign-up Required) |
| 2:00 pm to 3:00 pm | Upgrading to Housing Pro (continued) | 1099s and Payment History & VMS NEW | Report Writer | EIV Focus Group - Interactive Discussion |
| 3:00 pm to 3:15 pm | Break – Beverages | | | |
| 3:15 pm to 4:15 pm | Review of New Features in Housing Pro NEW | Advanced Payment Processing & Accounting Reporting NEW | HQS & Mobile Inspections | One-On-One Tech Support (3, 20 Minute Sessions - Sign-up Required) |
| 4:15 pm to 5:15 pm | WaitListCheck - Online Application Management NEW | TARs | Work Orders | One-On-One Tech Support (3, 20 Minute Sessions - Sign-up Required) |

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| Wednesday | | | | |
|----------------------|---|--|---|---|
| 8:00 am to 8:45 am | Buffet Breakfast | | | |
| Training Tract | <u>General</u> | <u>HAPPY Hands-On</u> | <u>Housing Pro Hands-On</u> | <u>Advanced Housing Pro</u> |
| Location | | | | |
| 8:45 am to 9:45 am | FSS Pro NEW (Family Self-Sufficiency) | NEW HAPPY Hands-On Examples | NEW Housing Pro Hands-On Examples | iDIA - Integrated Document Imaging Archive |
| 9:45 am to 10:45 am | FileMTCS & PIC | | | NEW Housing Pro Setup |
| 10:45 am to 11:00 am | Break – Beverages & Snacks | | | |
| 11:00 am to 12:00 pm | HAPPY Interactive Product Feedback / Roundtable | | Housing Pro Interactive Product Feedback / Roundtable | |
| 12:00 pm to 12:15 pm | Closing Session: Hand in Conference Evaluation Form and Pick Up Certificate | | | |