

## 2010 User Conference Agenda

Monday	
9:00 am to 12:00 pm	Registration
12:00 pm to 1:00 pm	Opening Session: Welcome, New Developments and Exciting Product Announcement
1:00 pm to 1:15 pm	Break – Beverages & Snacks
1:15 pm to 2:15 pm	Regulatory Gameshow – Finally, a fun way to learn the regs! The Year of HUD Regulations in Review.
2:15 pm to 3:15 pm	Best Practices for EIV <span style="color: red; font-weight: bold;">NEW</span>
4:00 pm to 6:00 pm	Welcome Reception – Food, Drinks & Fun

Tuesday				
8:00 am to 8:30 am	Continental Breakfast			
Training Tract	<u>General</u>	<u>HAPPY Fundamentals</u>	<u>Housing Pro Fundamentals</u>	<u>Inspections</u>
Location				
8:30 am to 9:45 am	Income Ruling: <span style="color: red; font-weight: bold;">NEW</span> Changes to Projecting Income	Waiting List	Waiting List	HQS Inspections <span style="color: red; font-weight: bold;">NEW</span>
9:45 am to 10:45 am	To Be Announced	Occupancy	Occupancy	UPCS Inspections <span style="color: red; font-weight: bold;">NEW</span>
10:45 am to 11:00 am	Break – Beverages			
11:00 am to 12:00 pm	Server Best Practices <span style="color: red; font-weight: bold;">NEW</span>	Occupancy (continued)	Occupancy (continued)	Mobile Inspections
12:00 pm to 1:00 pm	Full Buffet Lunch			
Training Tract	<u>General</u>	<u>HAPPY &amp; Housing Pro Fundamentals</u>	<u>Advanced Training</u>	<u>Accounting</u>
Location				
1:00 pm to 2:00 pm	Upgrading to Housing Pro (Part I)	Payments	Custom Forms	QuickBooks Connector
2:00 pm to 3:00 pm	Upgrading to Housing Pro (Part II)	Direct Deposit	Integrated Document Imaging Archive (iDIA) (Housing Pro Only)	Accounting Reporting <span style="color: red; font-weight: bold;">NEW</span> in HAPPY/Housing Pro
3:00 pm to 3:15 pm	Break – Beverages			
3:15 pm to 4:15 pm	To Be Announced	1099s	Management Reporting <span style="color: red; font-weight: bold;">NEW</span> New Dashboard (Housing Pro only)	TARs
4:15 pm to 5:15 pm		Work Orders	Report Writer	New Developments <span style="color: red; font-weight: bold;">NEW</span> in HUD Accounting

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Wednesday				
8:00 am to 8:45 am	Buffett Breakfast			
Training Tract	<u>General</u>	<u>HAPPY Hands-On</u>	<u>Housing Pro Hands-On</u>	<u>Web Services</u>
Location				
8:45 am to 9:45 am	To Be Announced	HAPPY Hands-On Examples	Housing Pro Hands-On Examples	WaitListCheck - Online Application Management
9:45 am to 10:45 am	To Be Announced	HAPPY Hands-On Examples	iDIA Hands-On Examples	HAPCheck - Online Payment Statements
10:45 am to 11:00 am	Break – Beverages & Snacks			
11:00 am to 12:00 pm	HAPPY Hands-On Examples		Review of New Features in Housing Pro	
12:00 pm to 1:00 pm	HAPPY Interactive Product Feedback / Roundtable		Housing Pro Interactive Product Feedback / Roundtable	
1:00 pm to 1:15 pm	Closing Session: Hand in Conference Evaluation Form and Pick Up Certificate			