

2010 User Conference Agenda

Monday	
9:00 am to 12:00 pm	Registration
12:00 pm to 1:00 pm	Conference Welcome / "Who Wants to Be a Housing Specialist" Gameshow (Finally, a fun way to learn the regs! Year of HUD Regulations in Review)
1:00 pm to 1:15 pm	Break – Beverages & Snacks
1:15 pm to 2:15 pm	Opening Session: New Developments and Exciting Product Announcement
2:15 pm to 3:15 pm	Best Practices for EIV NEW
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	Quality Control, NEW Auditing & Security in HAPPY & Housing Pro	Waiting List	Waiting List	HQS Inspections
9:45 am to 10:45 am	Server Best Practices	Occupancy	Occupancy	UPCS Inspections NEW (Presented By: American Property Consultants)
10:45 am to 11:00 am	Break – Beverages			
11:00 am to 12:00 pm	Transforming Rental NEW Assistance (TRA) Initiative	Occupancy (continued)	Occupancy (continued)	UPCS Inspections (continued)
12:00 pm to 1:00 pm	Full Buffet Lunch			
Training Tract	<u>General</u>	<u>Fundamentals/ Web Services</u>	<u>Advanced Training</u>	<u>Accounting</u>
Location				
1:00 pm to 2:00 pm	Upgrading to Housing Pro (Part I)	FileMTCS & PIC (HAPPY & Housing Pro)	Integrated Document Imaging Archive (IDIA)	Payments/ Direct Deposit
2:00 pm to 3:00 pm	Upgrading to Housing Pro (Part II)	Work Orders (HAPPY & Housing Pro)	Custom Forms	Advanced Payment NEW Processing
3:00 pm to 3:15 pm	Break – Beverages			
3:15 pm to 4:15 pm	WaitListCheck - Online Application Management	To Be Announced	Mobile Inspections	1099s & Payment History
4:15 pm to 5:15 pm	HAPCheck - Online Payment Statements	To Be Announced	Report Writer	TARs

2010 User Conference Agenda

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>Accounting</u>
Location				
8:45 am to 9:45 am	FSS Pro ^{NEW} (Family Self-Sufficiency)	HAPPY Hands-On Examples	Housing Pro Hands-On Examples	Accounting Reporting ^{NEW}
9:45 am to 10:45 am		HAPPY Hands-On Examples	iDIA Hands-On Examples	QuickBooks Connector
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			