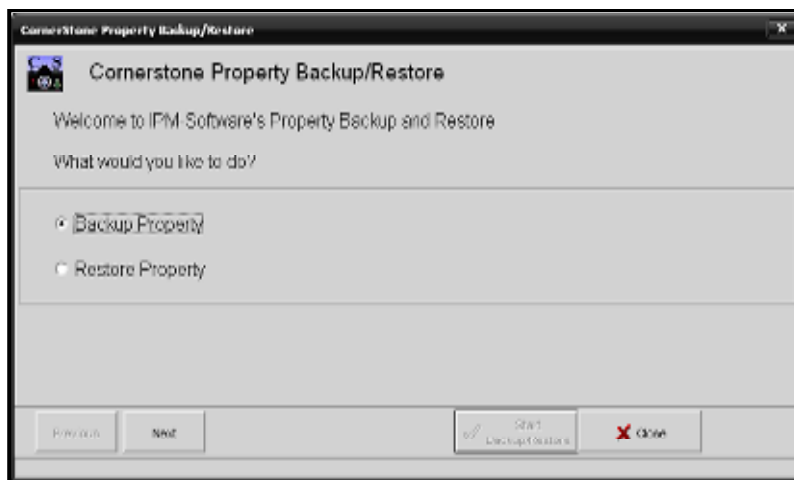


## Notes from the Client Care Department

### All Backups are not Created Equal: Single Property Backup versus IB Backup

Did you know that CornerStone has two backup programs? It's true. The two backup programs are Single Property Backup and IB Backup. In this article we will cover the differences between the two program and the benefits of using each one as well.

#### Single Property Backup



The Single Property Backup program can be accessed by clicking on "Tools" from the toolbar within CornerStone and then selecting "Single Property Backup/Restore." This program is designed to backup individual properties in CornerStone. You can even backup more than one property at once by placing a checkmark next to each property you want to backup.

(continued page 3, see Backups)

## Notes from the Training Department

### New Property Manager? Update your CornerStone

Staffing Changes can impact several areas of the CornerStone program and the Employee Type selected can be very important. Of particular importance is the Manager and how that information is used by the program to fill in contact information for letters and notices. If your property does any compliance reporting, staffing changes can impact the information on the voucher and sender information.

Adding the new manager is the first step. Go to Property module>Staff and hit F3. Here you will see a list of the current employees. If you have a new Property Manager, you must first change the previous property manager to another employee type, such as office /clerical and save your changes. If the previous manager record has been used in any CornerStone table it cannot be deleted. You can, however, edit the manager name. Add a Z-in front of the first and last names to make the record move to the bottom of your current staff listing.

(continued page 2, see Updating Manager Information)

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"The better part of one's life consists of his friendships."

- Abraham Lincoln





Now available at:

<http://www.ipm-software.net/update.html>



CornerStone v.5.1.0.0



HUDControl v. 9.10



RHSControl Pro 2010

Continued from pg 1 - Updating Manager Information

After you make the change, add the new manager by hitting the large Add button at the top toolbar.



You must fill in the following fields to add a new manager: Employee ID (this is a free field and can be alpha or numeric), Employee Type, First Name and Last Name. Assign the manager to a property or to all properties. The remaining fields can be completed or left blank.

You save the record by hitting the large Save button. It is very important that the manager is assigned the Employee Type of Manager/Property.

The manager's name automatically pre-fills on a number of the notices, letters and reports.



*IPM-Software would like to welcome our new business.*

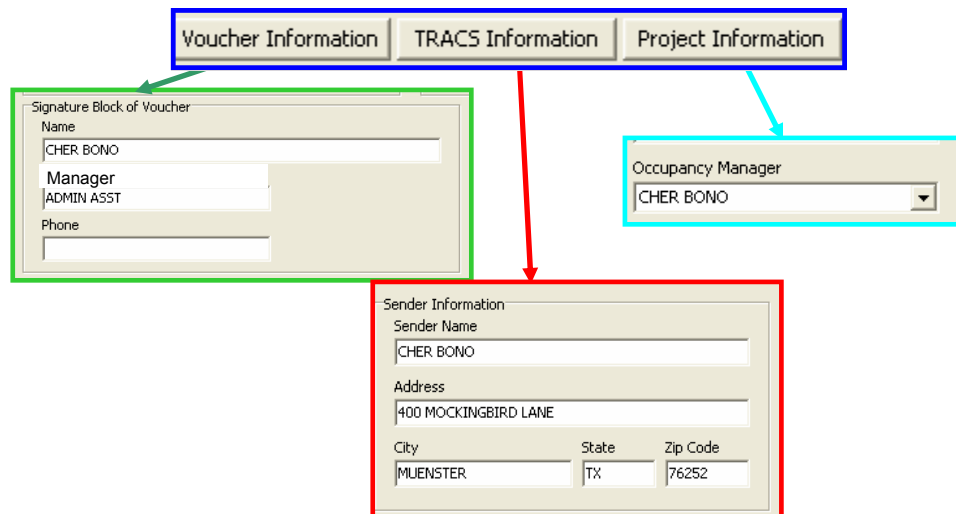
*To all of our current clients, thank you for your continued support.*



*"Positive thinking will let you do everything better than negative thinking will."  
- Zig Ziglar*

After saving this information, go to Property>Properties. On the selected property, use the drop down menu on the manager field to select the newly added manager. This is the field that puts the new manager name on the notices, letters, and reports.

If you do compliance reporting, the next step is to go to Tools>Customization Options>HUD Compliance Customization>HUD icon. The Voucher Information, TRACS Information and Project Information tabs all have names that may need to be changed, depending on how you report your information. You can edit the signature block of voucher under Voucher Information, the sender information under the TRACS Information tab, and Occupancy Manager under the Project Information tab.





Continued from pg 1 – Backups

## **Single Property Backup (continued)**

### Advantages:

- ◆ Ability to backup/restore individual properties. (Can be used in Standalone or Networked Environment, but is especially useful in network environments).
- ◆ Smaller file sizes versus backing up entire database.
- ◆ Faster. Backups/Restores complete in less time.
- ◆ Can backup even when other users are working in the program, as long as no one else is working in the same property you are trying to backup.

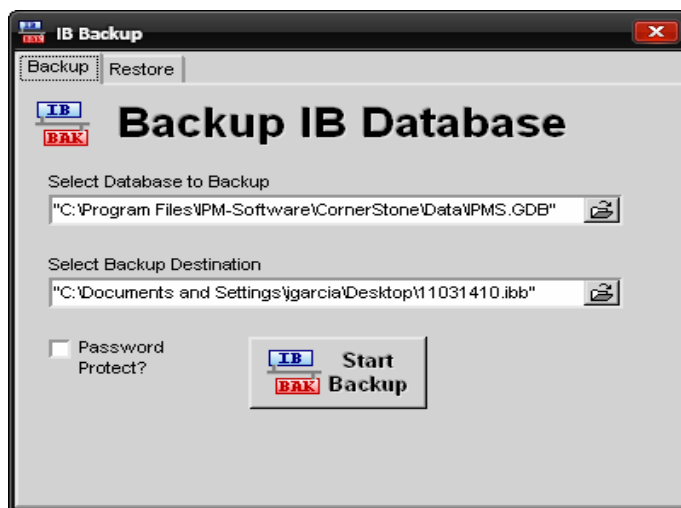
### Disadvantages:

- ◆ Single Property Backups do not take the place of making a full backup (IB Backup file). To move your data from one PC to another (e.g. Old to New PC), an IB Backup file must be used.

### Recommendation:

- ◆ Use this program to quickly make backups of your property's data. It is suggested that you create a single property backup on a daily basis or whenever you've done a considerable amount of work in the program.

## **IB Backup**



Before using this program, please have all users log out of CornerStone. A shortcut can be setup on your desktop or the IB Backup program can be run from your Start menu. To run from the Start menu, click on Start | All Programs | IPM-Software and then select IB Backup. This program is designed to backup the entire database for CornerStone. Every property that exists in CornerStone will be included in the backup. This program will also perform database maintenance when restoring a backup.

### Advantages:

- ◆ Performs database maintenance when restoring a backup. This will clean up unnecessary records in the data base and reduce the overall file size.
- ◆ Backups can be restored to new PCs. Use this backup program if you plan on moving your CornerStone data to a new computer.
- ◆ Analytical purposes. If you encounter a problem, an IB backup file will help us to determine the source of the problem.

(continued page 4, see Backups)

*Continued from pg 3– Backups*

### **IB Backup (continued)**

#### Disadvantages:

- ◆ Slower. Since it does backup all data, it will take longer to complete.
- ◆ Users must log out of the program in order to make a backup.

#### Recommendation:

Use this program to make full backups (all properties) of CornerStone's data. This backup should be done on a weekly or monthly basis, depending on user preference. It is also recommended that a restore should be done on a monthly basis for the purpose of database maintenance.

No matter which backup option you choose:

1. Make sure to do backups on a regular basis.
2. Make sure to restore a backup periodically to be certain your backup is valid.
3. Make sure to have some backup copies off-site so if a disaster strikes or your computer disappears, you have options for recovering your information.

Jairus Garcia

*Jairus has been with IPM-Software for more than 10 years. He started in Client Care and then moved to the Conversion Department. He is the primary phone trainer as well as continuing to assist the Client Care Department*

## **Invoice Cloud and CornerStone**

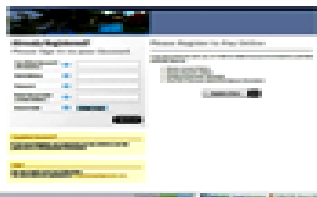
### **CornerStone™ v 5.1.0.0 including Integrated Online Billing and Payment through Invoice Cloud**



### **Discover the benefits of online billing and payment.**

Eliminate the time consuming task of entering resident payments manually and reduce printing and postage costs with online billing. Convenience and remote payment are especially important to caregivers in the senior and disabled housing markets. Many residents want the convenience of viewing and paying bills online.

Paying rent and utilities electronically increases payments (more residents are able to pay with credit card), speeds collections (faster identification of bad checks) and produces higher yields on utilities. The properties no longer need to store and secure confidential payment information (credit card or bank account numbers) on site. CornerStone offers the integration at no additional charge and Invoice Cloud provides the internet portal for your billing and payments.



Your resident payment portal can be branded with your property's logo, look and feel. Your e-invoices and bill pay portals are tied into your accounting records in CornerStone and there is no additional hardware or software to buy or to install and maintain.

**Check Scanning also now available with full integration with CornerStone.**

Please visit Invoice Cloud at: <http://www.invoicecloud.com/ipmemail/> or for more information:

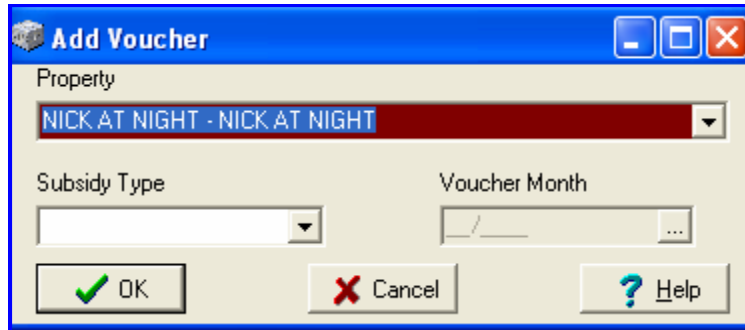
Contact Mike Payne to schedule your one on one demonstration at (562) 743-0383 [mrpayne@msn.com](mailto:mrpayne@msn.com)



*Continued from pg 2– Updating Manager Information*

The following steps need to be completed in order for the new manager, signature block, and sender information to be reflected on any voucher that has already been created but not sent.

Go to HUD>Vouchers and delete any unsent vouchers. After you delete the unsent vouchers, you must re-add them by clicking on the big red Add button at the top. You will get a screen that looks like this.



Once you add the new vouchers you can proceed to build, print and send the voucher as you normally would.

Heather Harvey

*Heather has been with IPM-Software for five years. Her primary work is in the Client Care Department but she assists in documentation and testing of the programs and processes.*

## Notes from Quality Assurance

### Error Messages: Sometimes Rebooting is the only Option

No matter what you are doing with your computer, an error message can at the very least interrupt your work flow and, at its worst, turn out to be a major hardware issue. Fortunately, most of the time, an error message turns out to be a minor interruption but you may not be sure of the appropriate reaction to the message.

Your only option may be to reboot your computer when:

- \* the message does not let you click past it
- \* clicking past it gives you more error messages
- \* the computer is locked up so you cannot get any response to key strokes or mouse clicks

Calling Client Care may be your first reaction. If you are unable to get any response from your computer, Client Care will still need to get you out of the program. So if you get a message that an unexpected error has occurred when you are working in CornerStone:

- \* Try clicking to close the message and then exit the program. If you are unable to close out of the message or the program, try bringing up your Task Manager by holding down the Ctrl - Alt - Delete keys together. Give the system time to respond. If the Task Manager comes up, highlight CornerStone and click End Task.
- \* If nothing responds when you use the mouse or press keys, your only option will be to turn the system off. Press the power button and let the system stay turned off for a minute before restarting.

If you are able to log back into CornerStone, go back to the same area and check to see if the last item you were working on has been saved. If it has, continue with your work. If it has not been saved, try entering the information again. If you get the same message, contact Client Care.

Remember Client Care is a phone call or a chat away, but there are times when the first steps can be taken by you.

## Notes from the Sales Department

### ADD IPM-SOFTWARE TO YOUR SOCIAL NETWORK

Join us on Facebook and follow us on Twitter and see what we have to say.

202D is moving forward final spec 15th of March. CA rebid decisions expected end of June. Our prayers are w/ the Earthquake victims

A good property maintenance & work order program is the best way to

Credit Check Options in CornerStone Implementing applicant screening can positively impact your property in a variety of

Quality Assurance: TRACS error message format changes and Error 402 Accepting HUD's Rules of Behavior (ROB) - extended

Come visit us at BOOTH 6 @ AHMA-PSW's 2nd Annual Arizona Seminar: Improving the Lives of Arizona

Quality Assurance: Working to keep our commitment to offer the most accurate manage-

TRAINING: Classes are booking fast! Book your phone or on site training

June 1 marked the beginning of the Atlantic Hurricane Season. Be sure your disaster recovery plan is up to date and your data is backed up [10:40 AM Jun 4th](#).



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Or through Live Chat at

<http://www.ipm-software.net/assist.html>

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### Our Mission Statement

*Our continuing mission and commitment is to profitably offer the most accurate property management and compliance software to the Affordable Multi-Family Housing Industry and to provide our customers the best possible service and support.*

### Coming in April:

- ◆ From Client Care - Bed bugs, a hot but unwelcome Topic
- ◆ From Training - Number of Units in Contract - Is this causing you problems on your voucher?
- ◆ From Sales - 202D Coming Late Fall - Have You Switched?

If you would like more information on any topic in this email or have questions, or comments, please email us at [support@ipm-software.net](mailto:support@ipm-software.net)