



Users Connect 2009

Boston, MA



Sunday, September 13, 2009	
12:00pm-5:00pm	Registration - Main Lobby
	Dinner on your own
8:00pm-9:30pm	Wine and Cheese Reception - Skyline Ballroom

Monday, September 14, 2009							
Track	Elite Technical	Elite Advanced	Elite Intermediate	LIB/Select/Flex	General/HUD-related	Demo	Elite Reporting Track
Location	Raffaello	Olympia B and C	Michelangelo	Olympia A	Grand Ballroom A	Queen Mary	Grand Ballroom C
7:00am - 5:00pm	Registration - Grand Ballroom Foyer						
7:15am - 8:00am	Breakfast - Harborside Pavilion						
8:00am - 8:45am	Opening Session and Welcome - <i>Mike Byrne, Emphasys CEO</i> - Grand Ballroom A						
8:50am - 9:50am	Keynote - Grand Ballroom A						
9:50am - 10:05 am	Beverage Break						
10:05am - 11:00am	Writing Letters Using Word	Elite Basics Overview	1.9.2 Product Review - How to Join Up - <i>Why You Should!</i>	FLEX What's New in Flex?		Health Monitor	MILO 201 Simple and effective template design and data
11:10am-12:00pm	Getting Data out of Elite for Document Imaging	Managing S8 A/R: Adjustments, Lien Processing, Repayments	How to Manage LIPH Vacancy Tracking and Get the Reports You Need	LIB What's New in LIB?	Procurement Roundtable	The New myEmphasys	
12:00pm - 1:15pm	Lunch - Harborside Pavilion						
1:15pm - 2:05pm	The New Health Monitor	S8 Increments- Setup and Rolling	Batch Correspondence 101 - How Do You Get Started?	FLEX Roundtable Discussion for Flex Users Transitioning to Elite	HUD Trends	The New UPCS	MILO 202 Simple and Effective End User Reports
2:15pm - 3:10pm	Using Audit Trails in SQL 2008	Misc A/R - Using Elite A/R to Track Non-Resident Revenue		FLEX 50058 Troubleshooting		The New HQS Tablet	
3:10pm - 3:25pm	Snack Break						
3:25pm - 4:20pm	Demo: PIC Repair and Submit Tool	Bank Book Review and Best Practices	Executive Portal 101 Training - See the Latest and Greatest Reports Created by Clients and Emphasys for Executive Portal	LIB/SELECT FDS Setup and Reporting	Help Desk Best Practices	The New Utility Tracking	MILO 301 Using Excel with MILO
6:30pm - 9:30pm	Dinner courtesy of Emphasys at the New England Aquarium - use one of your Water Shuttle tickets and go to the Central Wharf stop						



Tuesday, September 15, 2009

Track	Elite Technical	Elite Advanced	Elite Intermediate	LIB/Select/Flex	General/HUD-related	Demo	Elite Reporting Track
Location	Raffaello	Olympia B and C	Michelangelo	Olympia A	Grand Ballroom A	Queen Mary	Grand Ballroom C
7:15am - 8:00am	Breakfast - Harborside Pavilion						
8:00am - 8:50am	Configuring Report Replication	FSS - Setup and Calculating Escrows	MILO 101 Where's the Data? Using Data Models for Milo and Procurement	FLEX MTW Setup and Processing	Executing for Results under Asset Management	WebApp	Batch Correspondence 201 Improving Efficiencies
9:00am - 9:50am	Performance Optimization: 10 Things Not To Do	LIPH Month End Processing	How To Review Elite Data to Measure User Performance and Data Exceptions (LIPH/S8)	FLEX Are you ready for Year End processing?		Executive Portal	
9:50am-10:05am	Beverage Break						
10:05am - 11:00am	Virtualization 101	S8 Portability Processing	How To Master Account Maintenance (Pre-Pays, Credits, Refunds, Transfer Adjustments)	LIB/SELECT Roundtable Discussion for LIB/Select Users in Transition to Elite	Best Practices for Unit Month, Program Management and VMS Reporting	Partner Portal, Applicant Portal, Resident Portal, and Property Watch	Batch Correspondence 202 End user utilization
11:10am-12:00pm	Leveraging SSIS for Integration	Advanced Procurement and Inventory	What You Can Do to Improve Your Certification Process - LIPH/S8	FLEX After your AMP Conversion - things to know			
12:00pm - 1:15pm	Lunch + ENUG Business Luncheon - Harborside Pavilion						
1:15pm - 2:05pm	Emphasys Hosting Services	Roundtable: Top 10 Elite Technical Support Issues and Future Enhancements	Excel 101 - Creating spreadsheets with Elite a workshop	LIB/SELECT Extracting Data - Advanced w/integrate and other tips and tricks	(REPEAT) HUD Trends	Procurement	Excel 201 Using Excel with MILO and Elite - pivot tables and charts
2:15pm - 3:10pm	Crystal Reports 301 Rewriting your Crystal Reports for Higher Performance	Elite HQS Inspections Processing	Basic Elite troubleshooting and internal help desk strategies			Admin Suite	
3:10pm - 3:25pm	Snack Break						
3:25pm - 4:20pm	The New Utility Tracking	Setup and Updates of Utility Allowances in LIPH	Work Order Training	SELECT Managing the Transition from Select Payroll to Elite Payroll	Websites, PHAs and You - Oh My!	1.9.2 Intake	Right Tool - Right Report
Dinner on Your Own - why not try the Barking Crab? (see the back of Membership Card)							



Wednesday, September 16, 2009							
Track	Elite Technical	Elite Advanced	Elite Intermediate	LIB/Select/Flex	General/HUD-related	Demo	Elite Reporting Track
Location	Raffaello	Olympia B and C	Michelangelo	Olympia A	Grand Ballroom A	Queen Mary	Grand Ballroom C
7:30am - 8:15am Breakfast - Harborside Pavilion							
8:30am - 9:25am	The New UPCS	Elite Admin Suite workshop (Advanced GL)	(REPEAT) 1.9.2 Product Review-How to Join Up Why You Should!	LIB/SELECT HQS iTab Software Demo	Regional Focus Groups - 3rd Floor Northeast - Constitution Southwest - Congress	Dealing with Calls Call Center/ Applicant Portal	Executive Portal 201 Bringing It All Together with Executive Portal (MILO and Excel) or Elite
9:35am - 10:30am	The New myEmphasys		Take a look at Grant Management - where has your stimulus package gone?	LIB/SELECT HQS Housing Inspections Refresher	Regional Focus Groups - 3rd Floor Midwest- Constitution Southeast - Congress	(REPEAT) 1.9.2 Intake	Crystal Reports 201 Modifying an existing report
10:40am-11:35am	Roundtable: Suggestions for Enhancing Financial Reporting		Accounts Payable Training	LIB/SELECT Year End Processing	Regional Focus Groups- 3rd Floor West- Constitution	The New Tax Credits	Show and Tell Share the creative ways you met reporting demands
11:35am Conference Ends - thank you for joining us							

Key to numbered classes

100 Series - Basic classes for beginners with limited product knowledge.

200 Series - Intermediate classes for those with some product knowledge and basic hands-on experience.

300 Series - Advanced classes for those with strong product knowledge and daily hands-on experience.