

It is time to begin End of Year updates! As part of our annual maintenance procedures, Horizon programs will be updated with feature enhancements and bug fixes. Additionally, our knowledgeable industry experts will be hosting live webinars to review everything the program updates have in store. Our Help Files will also be updated to support the new program features.

As always, Horizon staff is available to help!

Please carefully review this update guide and contact our office with any questions or concerns.

### **SOFTWARE UPDATES**

**Horizon will soon be contacting you to schedule your annual software update.  
Please carefully review the following information and guidelines about the update process.  
Share this information with your staff.**

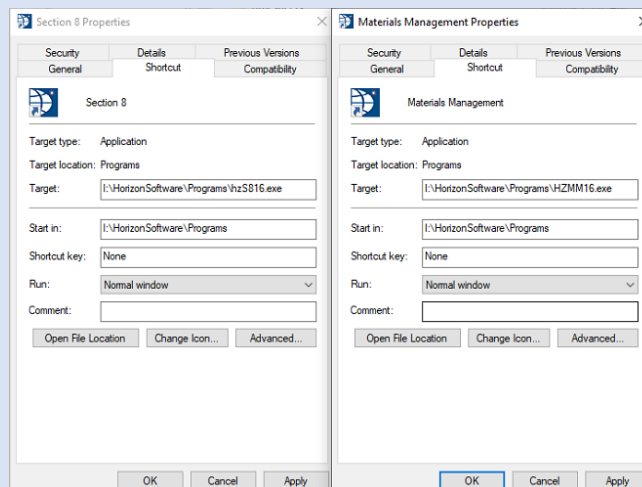
- 1. Horizon will be entering an incident in our Customer Portal as the first step in scheduling your update.**
  - ▶ If you are designated as your agency's Contact Admin, you may receive an automated "2021 EOY Update" email when the incident is entered.
  - ▶ No action is required until Horizon staff contacts you to schedule your update.
  
- 2. About Your Scheduled Update**
  - ▶ Horizon staff will contact your agency to schedule the update.
  - ▶ All users, both inhouse and remote, must completely close out of all Horizon programs (more information below).
  - ▶ Updates can range from 30 mins – 2 hours. Most often, updates take 30 minutes once all users are logged out of the programs.
  - ▶ Inform your IT staff/consultants of the time and date of the update. User machines will need to run an installation program before they can use the updated Horizon programs, and this may require IT assistance.
  
- 3. Closing All Programs Before Scheduled Update**
  - ▶ Please inform all users ahead of the scheduled update time that they must close out of all Horizon programs before the update can be completed.
  - ▶ If staff do not log out of the programs and Horizon is unable to get exclusive access to the data files, your update will need to be rescheduled for another day.
  - ▶ Server Access: If Horizon has remote access to your server, we will perform the update from the server. If Horizon does not have remote access, one of our representatives will remotely connect to your computer and conduct the update from your machine.
  - ▶ Horizon staff will not close users out of programs from the server. This can cause errors and data loss. If a user is not at their desk and the computer is locked, you can choose to turn off the computer to disconnect it.
  - ▶ Users that will not be present on the day of the update should make sure they have closed all programs before leaving the office. Shutting down or rebooting your computer is a good way to ensure all programs have been closed.
  - ▶ Remote Users
    - All programs must be closed before closing out of your remote connection. If the programs are not closed before disconnecting, they may still be running on your server.
    - If Horizon has remote access to your machine, we will close disconnected remote sessions. We will not close active sessions.
  
- 4. After Your Update – Run Installation Program** **CLICK HERE TO VIEW MORE DETAILED INSTRUCTIONS.**
  - ▶ All computers will need to run an installation program before using your updated Horizon programs.
  - ▶ To run the update, users should attempt to login to one program.
    - **WARNING:** Please do not try to open more than one program. This will often freeze the computer.
  - ▶ When the program opens, you will be prompted to run the Horizon installation program. Follow the prompts to install.
  - ▶ When the installation is complete, you may open all programs as usual.
  - ▶ You may need IT assistance running the installation program if you do not have administrator access to your computer.

## 5. Update Shortcuts for Section 8 and Materials Management

- ▶ Both the *Section 8* program and *Materials Management* program will be upgraded from *Version 11* to *Version 16*.
- ▶ For users this means:
  1. The *Version 16* programs will have a new look featuring Icon Ribbon Menus rather than the drop-down text menus in *Version 11*.
  2. *Materials Management Version 16* also includes some new functionality, though most of the program will operate like *Version 11*. The Financial Management webinar will cover all changes. Please see the Webinar Schedule for date and time.
  3. *Section 8 Version 16* has a lot of new functionality. It is very important that users please attend the training webinar. Please see the Webinar Schedule for date and time.
  4. *The version change will NOT affect your data. All data will be populated in the new Version 16 programs.*
- ▶ The existing user shortcuts to the *Version 11* programs will no longer function after your update.
- ▶ To update user shortcuts to the new *Version 16* programs, follow the steps below:

### HOW TO UPDATE USER SHORTCUTS

- ▶ After your update, right-click on the *Version 11* shortcut and select Properties. A properties dialog box will appear.
- ▶ In the **Target** field, change the last portion of the address to 16:
  - > For *Section 8*: change `\hzS811.exe` to `\hzS816.exe`
  - > For *Materials Management*: change `\hzMM11.exe` to `\hzMM16.exe`
- ▶ Do not alter anything else. They should look similar to the images below. Your drive letter and path may be different.
- ▶ Click OK.
- ▶ Log into the program with your regular user information.



# WEBINAR SCHEDULE

- › We highly encourage our customers to attend our free training Webinars.
- › If you cannot attend, all webinars will be recorded and made available for those unable to attend the scheduled times.
- › If you would like to schedule individualized training for your agency (either onsite or virtually), please contact Horizon for pricing and availability.

## **1. SECTION 8 All Section 8 users should attend!**

- › The Section 8 Version 11 program will be upgraded to the new Version 16 during the update process.
- › It is critical for all Section 8 Version 11 users to attend this informational webinar.
- › Version 11 will be removed following the updates.
- › This training will cover the Section 8 Version 16 program updates and new features.
- › Industry Expert Dave Gallucci will be presenting.
- › **Wednesday 12/8, 9:00 AM – 12:00 PM**
- › **REGISTER HERE:** <https://attendee.gotowebinar.com/register/7086922407440425486>

## **2. HOUSING MANAGEMENT**

- › There will be a special webinar to cover updates and improvements within our Housing Management programs.
- › These cover all enhancements in Waiting List, Tenant Management, Work Orders, 50058/50059, and Inspections.
- › Section 8 will not be covered in this presentation.
- › Industry Expert Dave Gallucci will be presenting.
- › **Thursday 12/9, 1:00 PM – 3:00 PM**
- › **REGISTER HERE:** <https://attendee.gotowebinar.com/register/2492310705081380875>

## **3. FINANCIAL MANAGEMENT**

- › This webinar will review all enhancements in Financials, Payroll, and Materials Management.
- › Industry Expert Paul Tedeski will be presenting.
- › **Friday 12/10, 10:00 AM – 12:00 PM**
- › **REGISTER HERE:** <https://attendee.gotowebinar.com/register/6288073333792254991>

## **4. PROVIDER MANAGEMENT (Not intended for Horizon Housing Management users)**

- › The webinar will cover all enhancements in Provider Management
- › Industry Expert Missy Stephens will be presenting.
- › **Wednesday 1/12, 1:00 PM – 2:30 PM**
- › **REGISTER HERE:** <https://attendee.gotowebinar.com/register/2165895389610778127>