

[PRESIDENT'S MESSAGE](#)
[2005 MEMBERSHIP RENEWALS NOW DUE](#)
[OH THOSE CRAZY PASSWORDS](#)
[HUG COMMUNICATION AND EMAIL](#)
[ENHANCEMENT REQUESTS](#)
[EXECUTIVE TRACK](#)
[USER LED AND USER EXPERIENCE SESSIONS](#)
[VOLUNTEERS NEEDED](#)
[CONFERENCE LOGISTICS](#)

PRESIDENT'S MESSAGE – “WESTERN ROUNDUP 2005 - ALL THE HORSES YOU NEED”

[Dominick Fiorentino](#), HUG President

The HUG Board has been busy gathering “All The Horses You Need” for the 17th Annual International HUG Education Conference June 6-10, 2005 at Bally’s in Las Vegas.

A new feature this year will be the *Executive Track* that will have an emphasis geared toward upper management in government agencies, such as Council Members, Mayors, City Managers, Police & Fire Chiefs, Finance Directors, and Planning Directors. The HUG Board and SunGard HTE are in the process of creating the *Executive Track* to help local government management with current and future information technology decisions. Please note that for the inaugural “Executive Track” registrations will be on a limited basis so if you plan to attend as an *Executive Track* attendee please make your reservations early.

With the addition of the *Executive Track* the HUG Conference will have something for everyone in your agency. Management can focus on big picture decisions while other personnel can focus on the day-to-day operations training that the conference offers along with learning about the new features and changes in the various software modules.

It’s not too early to start making your reservations for the conference. You can begin by making hotel reservations on-line directly from the HUG website at www.huginc.org then clicking on the annual conference and scrolling down the page to the “Click Here For On-Line Hotel Registration For 2005 HUG Conference” or for your convenience you can just click on following link to go directly to the page

[17th ANNUAL INTERNATIONAL HUG EDUCATION CONFERENCE - Hotel Information page.](#)

For those of you that want to extend your stay, the Hotel will honor the HUG rate of \$115 per night from June 2nd through June 14th.

Please go to the HUG website on a regular basis as the conference information will be updated often as more information becomes available. The HUG Board looks forward to seeing you in Las Vegas in June.

REMEMBER TO RENEW - 2005 MEMBERSHP RENEWALS NOW DUE

[Shelley Carmichael](#), HUG Treasurer

Membership renewal invoices were sent to agency primary contacts on November 1, 2004. The annual dues remain at \$150 for 2005.

This year, for the first time, you may pay your renewal on-line at the HUG website

www.huginc.org. If you have not already done so, please take a minute to investigate this option by taking the following steps:

- * Select the "Members Only" icon at the top right of the home page.
- * At the bottom left of this page select "Renew Your Membership".
- * Read the information about renewing on-line and follow the link at the bottom of the page.
- * Login and review the information for your agency; make any necessary changes.
- * Choose your payment method and click the "Submit" button.

HUG membership benefits include:

- * Access to the members only section of this website, which includes the member database, discussion groups, and more detailed descriptions of conference sessions.
- * Networking and sharing of information among thousands of SunGard HTE users.
- * Access and participation in the Enhancement Request (ER) Process, which allows members to suggest and vote on enhancements to the SunGard HTE software.
- * Receive reduced registration fee at the HUG Conference.

Remember, only HUG members will be allowed to vote for enhancement requests.

While you are at the HUG web-site, please take some time to browse the available links.

OH THOSE CRAZY PASSWORDS

[Larry Nicolette](#), HUG Past President

Due to some recent changes in the security structure of a few key parts of the HUG web experience, we felt that it would be a good time to give a brief primer on the various passwords protecting secure levels of the HUG website and related ER section of the MyHTE website.

ER Process

All ER activity (voting, reviewing, and entering) is performed on the MyHTE website. This website is located at www.myhte.com/login.cfm. In order to enter this site, one must have a MyHTE sign-on password. This password can be obtained at the sign-on screen by clicking link for new user accounts. This screen also provides an option where a password will be emailed to you in the event that you forgot your password. Once signed-on to the MyHTE website, a user can negotiate the various ER options by selecting "HUG enhancement requests" under client functions. HUG contacts for each of our member organizations have security access to enable or prohibit an individual user from accessing any HUG ER functions.

Members-Only Section

There is a vast amount of information behind security at the HUG website, including a Member Database, conference presentations and a place to renew membership. In order to access this information, a user must have a password. In the past, this password was agency-specific (i.e. everyone in a given agency used the same password) currently however this password is unique to each user. To receive a password, your HUG contact should enroll you in that database following these steps:

1. Go to the following address <http://www.huginc.org/database/login.asp>
2. Log in
3. Select "edit agency users"
4. Select "add new user..."
5. Enter pertinent information regarding user
6. Select "add"
7. After the new user is added select "manage listserve" to enroll user in any of the discussion groups.

Once your HUG contact has added you, you can change your information and your password by login on and selecting "edit your profile"

As a user, if you have previously been issued a HUG password, but do not remember it, go to the database log-in address given above, enter your email address and select "Send me my password"

Discussion Group/Listserve

In order to participate in the discussion groups you need a password. With some recent changes this password can be obtained through the member database

and synced with the user's HUG password. In order to obtain access to the discussion groups, your agency's HUG contact should follow the steps outlined above for adding users to the member database. If the HUG user is not already in the HUG database, the steps are to be performed exactly as outlined. If the HUG user is already in the HUG database, the steps to be performed are as follows:

1. Go to the following address <http://www.huginc.org/database/login.asp>
2. Log in
3. Select "edit agency users"
4. Select user and click edit
5. Select "manage listserve"
6. Select "sync password"
7. Enroll user in pertinent discussion group(s)

The above article should allow users to navigate the various parts of the HUG web experience that are password protected. If you do not have a password for any of the various areas, contact your agency's HUG contact so that he or she can get you one. If you have forgotten a password, click on the link on the sign-on screen that will automatically send you one.

HUG COMMUNICATION AND EMAIL

[Steve Jones](#), HUG Secretary

Communication among the HUG members is mainly accomplished these days via email. It is an important communication tool for the HUG members as well as for the HUG Board of Directors (Board). Your email address is *THE* essential piece of information about you that is necessary for effective HUG communication.

Your email address is critical for the HUG Member database to work. Current and past Board members have invested much time and effort to make the HUG Membership database what it is today. It is the glue that enables communication for the HUG organization to utilize the following services: the website, list serve, information sharing, contacting fellow HUG members, membership renewal, and a few others. This is also true to effectively use the MYHTE.com web site. The MYHTE.com site has a wealth of information on applications and is the vehicle for submitting Enhancement Requests.

At this time there are approximately 2000 people registered in the HUG database. The database is comprised of active HUG members only. Recently the Board undertook the task to clean up the database and make sure the only people listed in this were of agencies that are current HUG members.

The HUG List Serve is a closed list and is not open to email addresses outside of the database. It treats all outside email as spam – which goes to the web management team for approval. This is to protect us - the HUG Members.

For the database and the list serve to work it is important that you know what email address you have registered in the HUG Database. (For me this is my primary work email address.)

If you forget your HUG email address there are a couple options you have:

- Get in touch with your agency contact (every agency has one) – that person has the ability to look at the database information for you and your agency

Or

- Contact the HUG Board – the web administrators have the ability to find this information as well

In addition the agency contact and the HUG web administrators also have the ability to add and remove you from the list serve discussion groups.

Forgot your database password? Go to www.huginc.org/database and the system will email to the address that is entered your account password.

In summary, it is important to keep your information current in the HUG member database, in particular your email information. This can be done by you, and it will help us all.

ENHANCEMENT REQUESTS

[Tino Anthony](#), HUG Member-at-Large

Ok everyone, let's **Cowboy UP!** As we all should know by now, as of **Tuesday September 7th 2004**, the enhancement section of your HUG website was opened by SunGard HTE for your input. You may use link, <http://www.myhte.com> to login. Once you login select the Client Function = Enhancement Requests.

The products we all use day to day are vital to reaching a common goal that we all share. That goal is to provide to our citizens the best our organizations have to offer with respect to service and quality of life. Your input in the Enhancement process as a user of these products will help give direction and focus to SunGard HTE's development effort for future releases of the software. As our products become more efficient and functional with the help of this process, reaching our goals day to day will become much easier for all of us to obtain. So let's **Cowboy UP** and take advantage of the process for the benefit of all.

EXECUTIVE TRACK

SunGard HTE Inc.

Your HTE Users' Group Board of Directors, in conjunction with SunGard HTE, will be offering a new and exciting track at the 2005 HUG Conference - The Executive Track. This track is being designed for upper management in government agencies, such as Council Members, Mayors, City Managers, Police & Fire Chiefs, Finance Directors, and Planning Directors.

While the specific agenda is not fully developed, it is our goal to come up with an informative and entertaining track. We are in hopes that the success of this track will demand that we offer it in the coming years as well.

This being the first time offered, seating is limited so please register as soon as possible. Details will be posted on the HUG website (www.HUGInc.org) as they become available.

The program for this track will be shorter in duration than the regular HUG Conference but will run concurrently with the Conference. This track will allow the individual to spend little time away from the office at a reduced registration fee. It will be a valuable small investment of both time and money.

Should you have questions about the track, please do not hesitate to contact either Jamie Biggs or myself by phone at (800) 727-8088. You may also contact us by email at jbiggs@hteinc.com or rgoodrow@hteinc.com.

We hope that you will join us for the 2005 HUG Conference in Las Vegas.

USER LED AND USER EXPERIENCE SESSIONS

[Candy Retamoza](#), HUG President-Elect

There really is nothing better than hearing from other SunGard HTE users about their experiences and the tips they can share on how the software works in the "real world" for their agency. So, the HUG Board is soliciting your help to increase the number of user led and user experience sessions at next year's conference in Las Vegas.

Some of the topics presented last year were Intermediate Query Report Formatting, QRep for NIBRS, Mobile Data Browser, Naviline, Click2Gov, Work Order Integration, Reconciling Cash Accounts from Cash Receipts to GM, Payroll Processing Overview, Overview of DMS, LookingGlass Dispatch, Procurement Cards, Business License overview, Mobile Flash 3.0, HUG web site.

You can choose from two types of presentations: User Led Sessions or User Experience Sessions. User Led Sessions are presentations made by a user or a panel of users sharing their experience using one or more of SunGard HTE's software modules. User Experience Sessions are cooperative presentations

made by SunGard HTE and a user or a panel of users to share their experience using a particular software module.

Please consider presenting at a user led or user experience session in Las Vegas the week of June 6-10, 2005. For more information on how you can be a presenter, contact Candy Retamoza, HUG President-Elect, at candy.retamoza@ci.stockton.ca.us.

Lets build on our past success to make the user led or user experience sessions in Las Vegas better than ever!

VOLUNTEERS NEEDED!

[Robert Girndt](#), Member at Large

It's time now to think about volunteering at the 2005 HUG Conference in Las Vegas. The HUG Board of Directors is seeking volunteers who are willing to devote a small portion of their time during the conference to ensure the conference is well-organized and meaningful for everyone. The HUG Board relies on volunteers to help us with registration and other tasks during the annual conference. Also again this year we will be using volunteers to serve as lab monitors. If you will be signing up for a lab or labs think about also signing up to be a lab monitor. We will be sure and schedule you so that you can serve as the monitor for the lab that you have signed up for.

If you are interested in serving as a volunteer, please go to the HUG web site at <http://www.huginc.org/>. Click on Annual Conference, and then the "Volunteers Needed" icon. After you have completed the form, click on "Submit Volunteer Form". Or, send me an e-mail advising when you would be available during the conference.

If you have any questions, please contact Robert Girndt at rgirndt@ci.mocity.tx.us. Or, you may call me at (281) 261-4326.

CONFERENCE LOGISTICS

[L & A Meeting and Management Services, Inc.](#)

Airline:

The official conference airline is **American Airlines**, flying into Las Vegas/McCarran Airport, approximately 15 minutes from Bally's Hotel. The discount will be 5% off the lowest fare. This discount is not available on the internet, but only by calling 800/433-1790 and using the HTE Users Group Identifier code #4055AK. This discount will be available from May 31 through June 14, 2005.

Although they do not offer a conference discount, Southwest Airlines does fly into Las Vegas/McCarran Airport. You can check their fares by calling 800/435-9792 or by going onto their web site southwest.com.

Airport Transportation:

There are two options for getting to Bally's from the airport. You can grab a shuttle by purchasing a ticket at the kiosks outside baggage claim. Tickets are \$4.50 - \$6.00. Give them the hotel name and they will direct you to the proper shuttle. The other option is by taxicab. Taxis run \$8.00 - \$10.00, but be sure to tell them Bally's via Swenson and Paradise; otherwise they will take you the airport route which can add \$5.00 - \$10.00 depending on traffic.

Car Rental:

The HUG official conference rental car company is Avis Rent A Car. Avis is offering special rates for intermediate, full size, and premium cars for our attendees. They are also offering a 5% discount on the best available rate for any car! Please use our meeting discount number: D004525. You or your travel agent must call the Avis Convention Desk at (800) 331-1600 with this number to receive the special rates and the discount.

Monorail:

While in Las Vegas, you can travel between hotels using the monorail system (there is a station at Bally's). Faster than taxis, you don't have to wait at stoplights, get caught in the traffic on the strip and the price is reasonable. The Las Vegas Monorail operates 7 days a week from 8:00 a.m. – 12:00 midnight. Each train seats 72 riders with standing room for 152 passengers and will cover the 4 mile route in as little as 14 minutes. Reaching speeds up to approximately 50 miles per hour, with 150+ passenger trains, the monorail provides easy travel to major Las Vegas hotels and attractions.

Currently there are 5 types of passes available:

- 1-Ride:** This ticket is good for one (1) entry onto the monorail system, allowing you to get on at any station and get off at any station. **Cost:** \$3.00
- 2-Ride:** This ticket is good for two (2) entries onto the monorail system. Get on at point A (any station) and get off at point B (any station) two separate times. This pass is valid for one (1) year from first use. **Cost:** \$5.75
- 10-Ride:** This ticket is good for ten (10) entrances onto the monorail system. This pass is valid for one (1) year from first use. **Cost:** \$25.00
- 1 Day:** This pass offers unlimited access to the monorail system for a 24-hour period from first use. **Cost:** \$15.00
- 3 Day:** This pass offers unlimited access to the monorail system for a 72-hour period from first use. **Cost:** \$40.00

Station Locations are as follows: Sahara Hotel and Casino, Las Vegas Hilton, Las Vegas Convention Center, Harrah's/Imperial Palace, Flamingo/Caesar's Palace, Bally's & Paris and MGM Grand