

Resort Management System

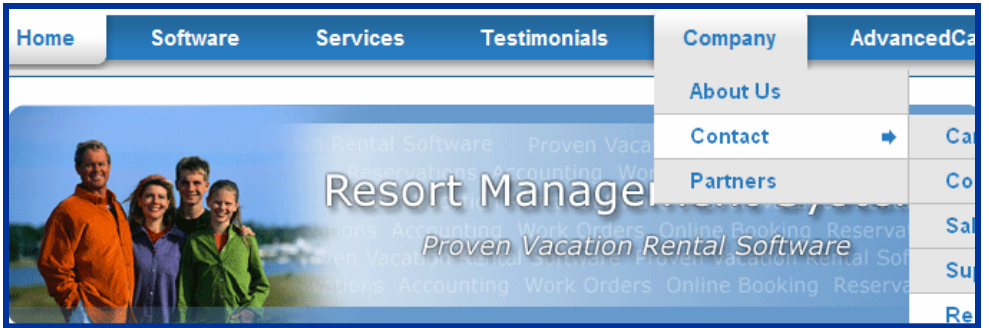
A Product of AMS, Inc.
P.O. Box 20760
Charleston, SC 29413
www.ResortManagementSystem.com
843-795-4110 or 800-366-5152



Fall

2008 Newsletter

RMS



Visit us on the Web: ResortManagementSystem.com

ResortManagementSystem.com has a new look and new options that can help those looking for information about RMS, Vacation Rental Software .

Explore the new menu and navigate your way through areas of the software you might not have known existed .

If you know anyone searching for vacation rental software refer them to our site for a live web demonstration or to watch a demo online. Please let us know if you have referred anyone to the website.

Log in to RMS Support Suite using the AdvancedCare Support link on the navigation menu of ResortManagementSystem.com. This link takes you to the SupportSuite site where you can submit a ticket, track a previous ticket or search the knowledgebase.

Advanced Management Systems, Inc. is always striving to improve our software and our communications with RMS Users. Visit the new website and let us know what you think!



Combating Viruses, Spyware and Malware

For all PC based users, protecting your data may involve anti-virus programs, anti-spyware, firewalls, filters and various security measures.

Spyware is software that installs itself on your computer without you knowing it. Some spyware functions to collect personal information such as your web surfing habits. Other spyware will redirect your internet browser, trying to take control of what advertisements you see or take you to websites that may cause further harm. It can even change computer settings. Other names for this privacy invading software are: adware, contact hijacking programs and malware. Anti-spyware and anti virus software is

recommended to protect your computer.

Hosted RMS systems are secure and protected. Your hosted RMS is installed on a secure server located at a secure data center that is monitored 24 hours a day, seven days a week. The servers at our data center are supplied with uninterrupted power and your data is automatically and redundantly backed up every day.

Just remember, any computer that accesses the internet, or receives e-mail, should have protection against viruses and spyware. Make sure your PC is protected, and that whatever anti-virus or anti-spyware program you use is updated frequently.

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Contact RMS

Web:
www.ResortManagementSystem.com

E-mail:
RMSSupport@ResortManagementSystem.com
RMSSales@ResortManagementSystem.com

Phone:
800-366-5152 Ext. 250 sales
843-795-4110 Ext. 255 support

RMS offers a number of options for users to get technical support. Users can post and track e-mail questions using their own e-mail account or by logging into the RMS Support Suite.

To take advantage of Support Suite first go

website. Tickets can also be created by logging into your account and clicking "Submit a Ticket". Support staff responds to tickets and sends back an e-mail.

Knowledgebase and News articles

online to <http://resortpilot.com>. Users must be registered. If you aren't registered already, click the Register for AdvancedCare icon. RMS will review your information and set up an account. Once a user is registered, any e-mails sent to RMSSupport@ResortManagementSystem.com automatically create a ticket which a user can track using the resortpilot.com

are available once you are logged into your account. If you don't have an account, create an account today by registering at <http://resortpilot.com>!

Visit us on the Web!
www.ResortManagementSystem.com

RMS Hot Tip *Email a Quote*

Many RMS users don't know they can e-mail a rate quote from RMS. This option is available when booking a reservation using Reservation by Search, the Tape Chart or the Unit Calendar Screen. The quote button is located on the Book a Reservation pop up window that appears once the arrival and departure dates are chosen for a unit when using the Tape Chart or the Unit Calendar screen.

e-mail address is entered, press <Enter> again to send the quote. Use the "Quit" button to leave the rate quote screen.

In the Reservation by Search process the <Rate quote> button is located on the Unit Information screen once a unit is selected. The rate quote screen has the <Reports> button located on the bottom of the screen and the process is the same. RMS then

Once the dates are picked, click the quote button and RMS will take you to the rate quote screen. Next, click the Reports button at the bottom of the rate quote screen. RMS users will then be given an option to "Send quote via email". Select this option. RMS will then prompt you for the name of the person to receive the quote. Press <Enter> after typing in the name and you will be prompted for the e-mail address. Once the

returns you to the Reservation by Search screen. You are not returned to the list of units available. You must begin your search again if you would like a quote for a different unit.

If you do not have the e-mail option available, you may need to create a Reservation Quote in your User Designed Letters, located on the Utilities menu.

Questions? Contact Us
RMSSupport@ResortManagementSystem.com