

Website Links

If your Housing Authority has its own website, you can add a link to the HMS PAL™ site by using www.hmsforweb.com/pal . If you don't have a website, you can give that web address to your clients directly.

Informing your Landlords about HMS PAL™

There is a sample document included below that you can use as a template for informing your landlords about HMS PAL™. Feel free to edit it and use it as you wish. You can also use it as a template for posting on your website if you have one.

Registration

Your landlords will be required to register before they can begin using the website. An email address is required for registration. We provide links on the website to free email sites for those landlords who may not have an email address. There are instructions and a Frequently Asked Questions page to help them register and answer the most common questions they may have. Your staff and your landlords can email us at support@hmsforweb.com any time you have questions or problems.

How HMS PAL™ works

HMS PAL™ uploads your payment information to the HMS PAL™ website overnight Monday night thru Friday night. Payments posted on a Monday are available the following morning on the website.

Email Notifications

Your landlords can opt to receive email notifications when they receive a payment. By default payment notifications is off, so if they wish to receive these emails, they must turn it on themselves. There are instructions to do so in the Frequently asked Questions on the website, and also in the document below.

If you have any questions about HMS PAL™, please feel free to email us at support@hmsforweb.com.

We also have other great web-based add-ons for HMS for Windows, including an HMS OWL™ (Online Waiting List), HMS iApply™ (Online Applications), and HMS B@ckup (Backup and Disaster Recovery protection for your HMS database). If you are interested in learning more about any of these additional products, please email Dave.Nutter@habinc.com.

Thank you,
The HMSforWeb Support Team

Sample Housing Authority (SHA) is excited to introduce our Landlords to our new online HMS PAL™ system. Using this system, you will be able to register and access information regarding your monthly Housing Assistance Payments (HAP) for all your current tenants. Landlords can use HMS PAL™ regardless of whether you receive Direct Deposit or payments by check, but by choosing to sign up for Direct Deposit, you can help SHA reduce environmental waste, use less paper, and help us become more efficient.

Please take the time to visit the website and familiarize yourselves with the new system at: www.hmsforweb.com/pal. There are instructions provided to assist you in accessing your information. Each landlord will be required to register at HMS PAL™ and set up a user account. After successful registration, you can log in and check your payment history and print out individual payment information. You will need an e-mail address to complete the on-line process. If you do not have an e-mail account, you can sign up for a free account at www.hotmail.com, www.gmail.com, www.msn.com, or www.yahoo.com. Obtain the email address before registering on the HMS PAL™ site.

Through HMS PAL™, you will be able to view an 18 month payment history and current year to date totals. Your most current payment data will be available online on the day following a check run process. This includes mid-month payments that are applicable for new move-ins, lease ups, and payments that have been held for abatements. However, please allow 3-5 business days for the receipt of your actual payment in your bank account as it takes time for the bank to process your direct-deposits.

You can opt to receive email notifications that a recent payment has been posted to the web, by enabling email notifications. If you would like to receive an email notification, you must select to turn on email notifications after you log in to HMS PAL™ by clicking on "Email Settings" in the left menu. All landlords who received a payment the previous day and have turned on email alerts will receive an email. The email will let you know that your current month's statement is available online, and it will provide you with a link that will bring you to the login page.

If you have questions about how to use HMS PAL™ please check the FAQ (Frequently asked Questions) link provided throughout the HMS PAL™ website. If you forget your username or password, there is a "Forgot Password" link below the login dialogue that will email that information to your email address. If you have technical problems with the HMS PAL™ site, you can email support@hmsforweb.com for assistance. If you have questions about payment dates, payment amounts, etc, you should contact SHA directly.

At SHA, we are always looking for ways to expedite and simplify our functions in order to better serve both our Landlords and clients. By implementing the usage of HMS PAL™, we hope to offer an easier and more convenient method for you to verify Housing Assistance Payment (HAP) information on a monthly basis. For any questions or comments regarding HMS PAL™, please email: support@hmsforweb.com. We look forward to receiving feedback from you in reference to the new system.