

## Housing Authority of Mingo County

Effective March 1, 2011

### Introducing HMS PAL System

The Housing Authority of Mingo County 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 BB&T Ready Access Visa card.

Please take the time to visit the website and familiarize yourselves with the new system at: [www.hmsforweb.com/pal](http://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 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](http://www.hotmail.com), [www.gmail.com](http://www.gmail.com), [www.msn.com](http://www.msn.com), or [www.yahoo.com](http://www.yahoo.com). Obtain the email address before registering on the HMS PAL™ site.

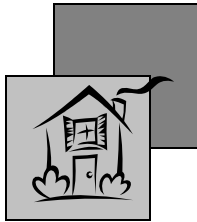
Through HMS PAL™, you will be able to view an 18 month payment history and current year to date totals. Your most current payment data will be available online on the day following a check run process. This includes mid-month payments that are applicable for new move-ins, lease ups, and payments that 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.



PO Box 120, Delbarton WV 25670 ☐ 304-475-4663 ☐ Fax 304-475-1450



*“Where Houses Become Homes”*



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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](mailto:support@hmsforweb.com) for assistance. If you have questions about payment dates, payment amounts, etc, you should contact the Housing Authority of Mingo County directly.

At the Housing Authority of Mingo County, 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](mailto:support@hmsforweb.com). We look forward to receiving feedback from you in reference to the new system.

Belinda Harness  
Executive Director



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