



HMS PAL™

~LANDLORD REGISTRATION PROCEDURES FOR DIRECT DEPOSIT~

The St. Petersburg Housing Authority (SPHA) is excited to introduce our Landlords to our online HMS PAL™ system to facilitate the housing authority's Direct Deposit payment conversion, effective April 1, 2012. Registration procedures for the SPHA adopted conversion are outlined below. Landlords must register for the HMS PAL system in order to convert to Direct Deposit. Using the HMS PAL™ system, owner/agents and public housing agencies will be able to register and access information regarding your monthly Housing Assistance Payments (HAP) for all your current tenants.

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 is 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. Landlords 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.

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. If you have questions about payment dates, payment amounts, etc, please contact the SPHA directly. At SPHA, we are always looking for ways to expedite and simplify our functions in order to better serve our clients. We look forward to receiving feedback from you in reference to the HMS PAL™ system.