



Housing Authority of the County of DeKalb

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Effective: January 2015

The Housing Authority of the County of DeKalb is excited to introduce our Landlords and Housing Authority payees to our new online **HMS Payment Access for Landlords (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. If you requested and received email or fax notifications of your monthly payments in the past, please see the third paragraph of this letter for instructions on how to set this up so that email notices will continue to be sent to you. Effective with the February, 2015 check run, monthly email deposit notices will not be sent unless you follow the instructions below to set it up.

Please take the time to visit the website and familiarize yourselves with the new system at: www.hmsforweb.com/pal directly, or through the link on our website, www.dekcohousing.com. There are instructions provided to assist you in accessing your information. Each landlord/housing authority payee will be required to register at HMS PAL and set up a user account in order to access payment information.

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 on the following day. 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. The email will not provide you with the details of your deposit as it has in the past.

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 websites such as www.gmail.com, www.msn.com, or www.yahoo.com to name just a few. Obtain the email address before registering on the PAL site.

**** To insure the website is secure and only available to legitimate landlords/payees, you cannot register on the website until at least one payment record exists for you; therefore, you cannot pre-register if you have not yet received a HAP payment from HACD.****

Through HMS PAL, you will be able to view a 15 month payment history and current year to date totals. The most current payment data will be available online on the day following a check run process. 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.

If you have technical problems with the PAL website, you can email support@hmsforweb.com for assistance. If you have questions about payment dates, payment amounts received, etc, you should contact the housing authority directly at 815-758-2692 extension 123.

At the Housing Authority of the County of DeKalb, 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 regarding the new system.



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