**Welcome to the 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.

Please take the time to visit the website and familiarize yourselves with the system at: **www.hmsforweb.com/pal**. To access the website, you should use the **username: demo** and the **password: test**.

There are instructions provided to assist you in accessing your information.  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.

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 the direct deposit 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.

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 through 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 **Red Wing HRA** directly.

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