

**MEDFORD HOUSING AUTHORITY**  
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The **HMS Payment Access for Landlords (PAL)** system to enable our landlords to access their HAP payment detail. 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 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 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](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 PAL site.

Through HMS PAL, you will be able to view a 15 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. However, please allow 1-3 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 technical problems with the PAL site, you can email [support@hmsforweb.com](mailto:support@hmsforweb.com) for assistance. If you have questions about payment dates, payment amounts, you should contact MHA directly.

Sincerely,  
Siomara Sanchez  
Director of Leased Housing



**EQUAL HOUSING OPPORTUNITY**