



Priscilla B. Batts
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Applications
(919) 831-6387

Section 8 HAPP
(919) 831-6620

12/16/2011

NEW HAP PAYMENT NOTIFICATION SYSTEM

Dear Landlord:

The Raleigh Housing Authority (RHA) 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 Housing Assistance Payments (HAP) for all your current tenants. **Effective January 1, 2012, you will no longer receive an email notification of your HAP Direct Deposit Voucher from the Section 8 Department. You must follow the process below to access your HAP payment information.**

Please take the time to visit the **HMS PAL™** website at www.hmsforweb.com/pal and familiarize yourselves with the new system. Attached 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 to check your HAP payment status and eventually your payment history as well as 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, www.gmail.com, www.msn.com, or www.yahoo.com. You must obtain the email address before registering on the **HMS PAL™** site.

Through **HMS PAL™**, you will eventually be able to view up to an 18-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. This includes interim payments that are applicable for new move-ins, lease ups, and payments held for abatements. However, please allow 2 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 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 for assistance. If you have questions about payment dates, payment amounts, etc, you should contact RHA directly.

At RHA, we are always looking for ways to expedite and simplify our functions while providing better service to 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. For your convenience, the **HMS PAL™** instructions will be available on the RHA website at www.rhaonline.com after December 19, 2011. We look forward to receiving feedback from you in reference to the new system.

Sincerely,

Priscilla Batts

Director, Leased Housing
Raleigh Housing Authority