

HMS PAL Frequently Asked Questions (FAQ's)

- **What is HMSforWeb?**
 - HMSforWeb is a collection of software applications and add-ons for HMS for Windows software products. HMS for Windows is HAB INC's flagship software for Housing Authorities.
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- **Who is HAB INC?**
 - HAB INC is a software firm who provides specialized software for Housing Authorities across the country. You can learn more about HAB INC at www.habinc.com.
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- **How can I use HMS PAL™?**
 - The Housing Authority you receive payments from must use HMS for Windows software from HAB INC, and must also subscribe to HMS PAL™ (Payment Access for Landlords).
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- **I am a landlord and this is my first visit to this site, what do I do?**
 - You must register to set up your HMS PAL™ account. You can register for an account [here](#).
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- **Do I need an email address to register and use this site?**
 - Yes, you must have a valid email address to register and use this website.
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- **Can I get an email alert sent to me when I receive a payment?**
 - Yes. When you log in, click on "Email Settings", and then "Edit Email Settings". Click "Yes" to turn on email alerts. You will then receive an email at the email address you have entered the day after a payment is posted to your account.
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- **When will new payments show up in HMS PAL™?**
 - Data is uploaded to HMS PAL™ between 2 a.m. and 5 a.m. Eastern Time. New payments to your account will show up after they have been uploaded.
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- **When I try to register it tells me my SSN or Tax ID was not found in the database?**
 - If you are a brand new Landlord with the Housing Authority, your information will not show up in the database until after your first payment has been issued to you. If you are an existing Landlord with the Housing Authority and get the same error message, then it is likely that you may be using the wrong SSN/Tax ID, or the Housing Authority has a different SSN/Tax ID on file for you. In this case you should contact the Housing Authority directly to find out which of you is using the wrong SSN/Tax ID. If the Housing Authority changes your SSN/Tax ID in their system, you won't be able to register with the new SSN/Tax ID until the new data uploads to HMS PAL™ between 2 a.m. and 5 a.m. Eastern Time.
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- **A payment amount is wrong or I have questions about the payment, who do I contact?**
 - For any payment related details such as incorrect payment amounts, etc, you must contact the Housing Authority directly. We are a software firm providing only a web service to Housing Authorities. The payments are made by the Housing Authority, and they are the only people authorized to make corrections or discuss payment details with you.
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- **How much payment history can I view in HMS PAL™?**
 - HMS PAL™ only makes the prior 18 months of payment history available online.
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- **I am still confused or having trouble, what do I do?**
 - If you still have questions or need more help, send us an email at support@hmsforweb.com. We will do our best to answer your questions.