

Dear Owners/Managers:

***Chelmsford Housing Authority is proud to announce a new online service.***

You will be able to review Housing Assistance Payments issued for your tenants on line 24 hours a day every day of the week.



- Check your account to see how much rent CHA paid on their behalf
- Check your account to see past payments (up to 17 months prior.)
- Check your account to see when the payment was made to your account

**How will this work?**

The website is [www.hmsforweb.com/pal](http://www.hmsforweb.com/pal). You will be required to register and set up a user account. CHA will not have access to this information and the information is secure. After you have registered, you can log in anytime, day or night, to check your payment history and print out individual payment information.

**E Mail Address required:**

You will need an email address to complete the online registration. If you do not have an account, you can sign up at various sites for free email accounts ([www.hotmail.com](http://www.hotmail.com); [www.gmail.com](http://www.gmail.com); [www.msn.com](http://www.msn.com); [www.yahoo.com](http://www.yahoo.com)). Once you have an email account and have registered, you can sign up for email notifications when a payment has been processed by CHA. (Remember to allow 2-3 bank business days to see your payment in your account.)

**Problems:**

If you have problems with the HMSforWEB site, you can email [support@hmsforweb.com](mailto:support@hmsforweb.com) for assistance. (Remember you must have an email account.)

If you have a problem with the amount CHA paid, you will need to contact Chelmsford Housing Authority directly at 978-256-7425 ext. 14.