

Pinellas HMIS Licensing

1 Initial Request & Confirmation

Request is received or identified by HMIS staff via email or Zendesk. Details are confirmed with the requesting agency and communicated to relevant HMIS staff. If there are any unusual circumstances (e.g., new agency, unclear funding source), they are flagged for review.

2 License Request to Finance

HMIS staff sends a standardized email to the HLA finance department, requesting license allocation to prepare for billing. HLA finance sends an invoice to the requesting agency via email. For licensing fees, see [HMIS Policy 1-9](#).

3 Payment & Allocation

Once the agency pays the invoice, HMIS staff are notified via email by the HLA finance department. **License is allocated and backend setup is completed.**

4 Documentation

The additional license can now be utilized once applicable user training is complete. License purchases are tracked internally.



Who is Responsible for What?

- **Pinellas HMIS team:** Confirms the license request, initiates the billing process, and allocates the license(s).
- **HLA finance team:** Prepares billing and handles payment for licenses.
- **Agency Administrator:** Submits and confirms the license request with HMIS staff, and authorizes payment through their agency.