

Hagerstown Maryland Self Service Portal



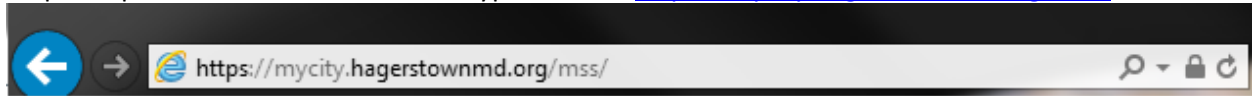
Online Access for Permits, Plan Reviews, and Permit Inspection Results

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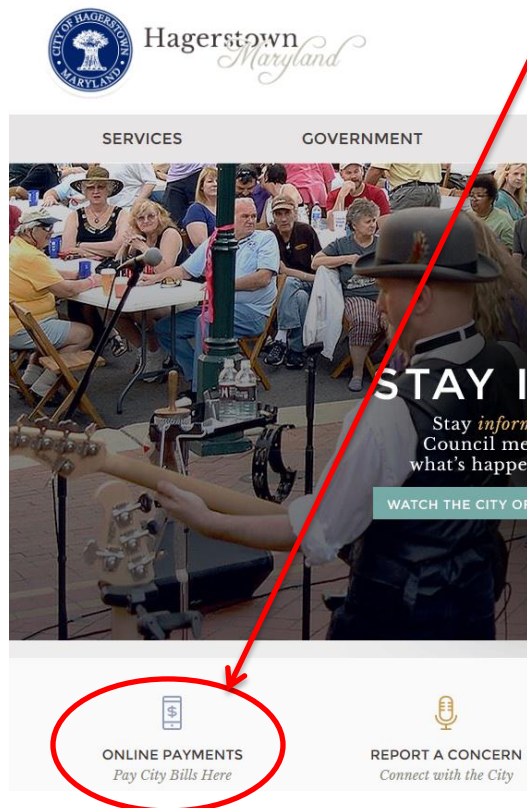
Section 1 - How to Access the Munis Self Service website

Step 1. Open an internet browser and type the URL <https://mycity.hagerstownmd.org/mss/>



or

Go to the City of Hagerstown homepage (www.hagerstownmd.org) and click on Online Bill Pay



The follow screen should appear



Section 2 – How to create a Login for Munis Self Service

Step 1. If you have no login for the Munis Self Service system, click on Citizen Self Service. If you have an account, go to **Step 6**.



Step 2. To create a Login, click on Register

The screenshot shows the 'Login' section of the portal. It features a form with two input fields: 'User name' and 'Password'. Below these fields are three links: 'Forgot your password?', 'Register', and 'Log in'. The 'Register' link is circled in red. A red arrow points from the 'Register' link in this screenshot back to the 'Citizen Self Service' link in the previous screenshot.

Step 3. Create a user account and click on Save.

Make sure to write down the login and password information.

Self-Registration

* User ID

(between 1 and 20 characters)

* Re-type user ID

* Password

(between 5 and 15 characters)

* Re-type password

* Password hint

* Email address

Enter these validation numbers into the box below them



Save

Step 4. Once you click on Save, you will receive your account information along with Linked Accounts

Account Settings

Account Information

Now logged in as

Last successful login

Last failed login

Password last changed

Password expires in

E-Mail address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

[link to account](#)

There are currently no linked accounts

Permits and Inspections Accounts

There are currently no linked accounts

[Go To Module Homepage](#)

Personal Property Accounts

[link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

Utility Billing Accounts

[link to account](#)

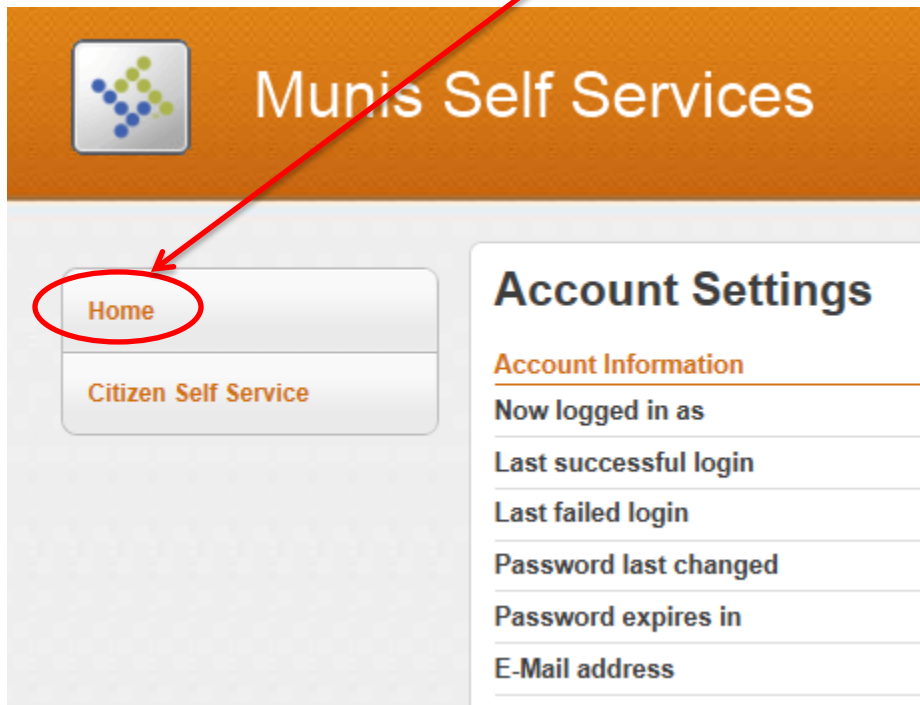
Account

Customer

There are currently no linked accounts

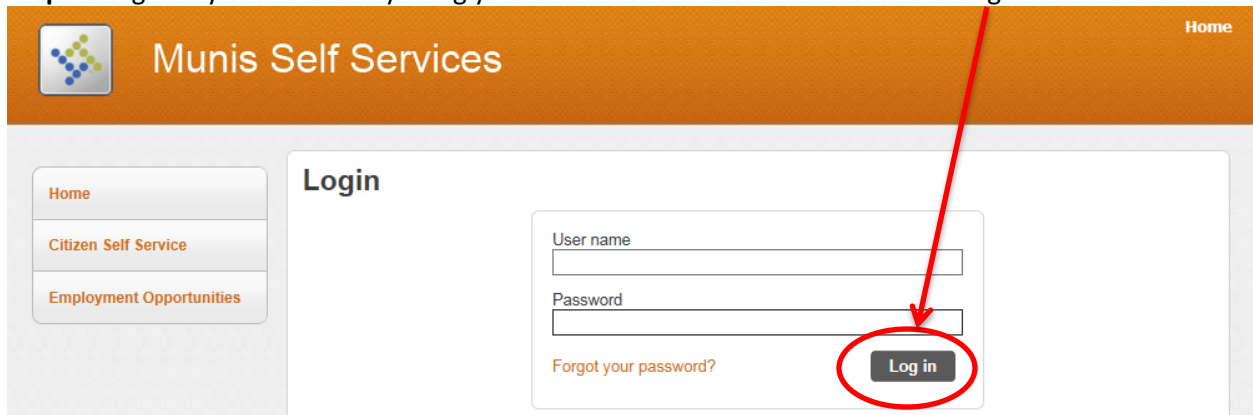
[Go To Module Homepage](#)

Step 5. To return to the Home page, click on Home



Once Home is clicked, you will be on the Main Screen for Munis Self Service. You will be logged into this system automatically after the account has been successfully created. You can skip **Step 6**.

Step 6. Login to your account by using your User Name and Password. Click on Log In.



Section 3 – How to Search for a Permit in Munis Self Services

Step 1. Click on Citizen Self Service



Step 2. Click on Permits and Inspections



Step 3. Type in the property address of work is to be performed. The form is not case sensitive. Do not enter pre directional information such as (N, S, E, W). Once the address is entered, click on Search

Permits and Inspections

Thank you for your inquiry. Staff will be in touch shortly with a response.

Location

Number

Street name

Owner/Contractor Name

Owner/Contractor ID

Parcel ID

Bill number

Status ☐ Active Applications only
☐ Unperformed Inspections only
☐ Remember these values

An example for how to enter an address is below. This example is for **1 E. Franklin St.**

Permits and Inspections

Thank you for your inquiry. Staff will be in touch shortly with a response.

Location

Number

Street name

Owner/Contractor Name

Owner/Contractor ID

Parcel ID

Bill number

Status ☐ Active Applications only
☐ Unperformed Inspections only
☐ Remember these values

Step 4. All permits for the address will be listed as shown below. Knowing the reference (application) number of your project will assist you in identifying the permit quickly.

Permits and Inspections

Search Results

24 Applications | 0 Inspections

[Modify Search](#) | [New Search](#)

☐ Show active Applications only

Applications (24 found)

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100335	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100428	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20112989	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	COMPLETE	20120337	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120375	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120791	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	ACTIVE	20121150	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20132615	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	ACTIVE	20140667	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	ACTIVE	20140788	\$0.00	\$0.00	Details

1
2
3

There are only 10 results per search page. Click on the page numbers toward the bottom of the search results to navigate through the different pages until you find the appropriate permit.

Section 4 - How to determine the Permit Status

The list of permits on the Munis Self Services Permits and Inspections Search Results screen is shown below. (Section 3 on Page 8 explains how to search for Permits at a specific property).

Permits and Inspections

Search Results

24 Applications | 0 Inspections

Modify Search | New Search

☐ Show active Applications only

Applications (24 found)

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100335	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100428	\$0.00	\$0.00	Details
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1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	COMPLETE	20120337	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120375	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120791	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	ACTIVE	20121150	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20132615	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	ACTIVE	20140667	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	ACTIVE	20140788	\$0.00	\$0.00	Details

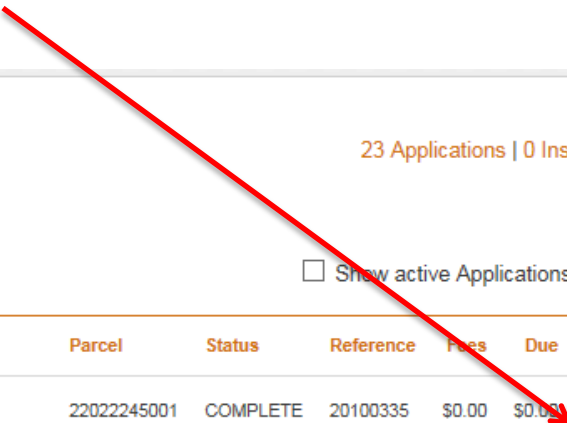
123

The status of the permit will be identified in the Status Column. The permit will be one of the following statuses:

- ACTIVE status is a permit that is in the application, plan review, or inspection process
- COMPLETE status means all required aspects of the application, plan review and required inspections have been completed
- DENIED status is a permit where an application was made and was denied a permit to proceed with the project
- ENTERED IN ERROR status is a permit was entered with an administrative error
- EXPIRED status is a permit that has expired and is not considered complete with the City of Hagerstown
- WITHDRAWN status is a permit where the owner decided not to continue with the project

Section 5 – Permit Application Information

Clicking on Details will provide more information about the permit.



Permits and Inspections							
Search Results							
23 Applications 0 Inspections							
Modify Search New Search							
☐ Show active Applications only							
Applications (23 found)							
Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100335	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100428	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20112989	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	COMPLETE	20120337	\$0.00	\$0.00	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120375	\$0.00	\$0.00	Details

After clicking on Details, the following screen will appear.

Permits and Inspections
Application reference 20153119 1 Permit | 1 Inspection

Status	COMPLETE / COMPLETE
Project/Activity	PLUMBING COMMERCIAL
Location	1 EAST FRANKLIN STREET HAGERSTOWN
Owner	CITY OF HAGERSTOWN
Parcel ID	22022245001

[View Application Information](#) [View Issue Alerts](#) [View Plan Reviews](#)

Permits (1 found)

	Permit Type	Status	Total Fees	Balance Due	
☐ Pay	PLBP PERMI	ISSUED	\$0.00	\$0.00	Details

Inspections (1 found)

	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
☐ Pay	PC FINAL	CITY OF HAGERSTOWN		PASS	\$0.00	\$0.00	Details Alert

Click on View Application Information to view more information about the permit

If this is not the permit you were looking for, click on Search Results to return to the list of permits for the address searched.

Permits and Inspections
Application reference 20120791

Status	COMPLETE / COMPLETE
Project/Activity	ELECTRICAL COMMERCIAL
Location	1 EAST FRANKLIN STREET HAGERSTOWN
Owner	CITY OF HAGERSTOWN
Parcel ID	22022245001

[View Application Information](#) [View Issue Alerts](#) [View Plan Reviews](#)

Permits (1 found)

	Permit Type	Status
☐ Pay	ELECTRICAL	ISSUED

Inspections (1 found)

	Inspection Type	Owner/Contractor	Scheduled
☐ Pay	EC FINAL	CITY OF HAGERSTOWN	

* Indicates pending web payments exist that are not reflected in the balance due. Additional payments cannot be made until pending payments have been made.

Below is the Application Information.

Permits and Inspections

Application reference 20153119

General

Return to Application details

Status	COMPLETE / COMPLETE
Received	12/4/2015
Applicant	CITY OF HAGERSTOWN
Owner	CITY OF HAGERSTOWN
Owner ID	276531
Location	1 EAST FRANKLIN STREET HAGERSTOWN
Parcel ID	22022245001
Unit	
Subdivision	
Lot	

Project Details

Project/Activity	PLUMBING COMMERCIAL
Description	REPLACE BOILER #1
Contractor	
Business	
Zoning	CITY CENTER-MIXED USE
Existing Use	GOVERNMENT
Proposed Use	GOVERNMENT
Estimated Start Date	
Estimated Cost	\$0.00

To return to the previous screen, click on Return to Application details

After you return to the Application Details screen. Click on the Details link in the Permits category to view more information about this issued permit.

Permits and Inspections

Application reference 20153119

1 Permit | 1 Inspection

Status	COMPLETE / COMPLETE
Project/Activity	PLUMBING COMMERCIAL
Location	1 EAST FRANKLIN STREET HAGERSTOWN
Owner	CITY OF HAGERSTOWN
Parcel ID	22022245001

[View Application Information](#) [View Issue Alerts](#) [View Plan Reviews](#)

Permits (1 found)

☐	Permit Type	Status	Total Fees	Balance Due	
☐ Pay	PLBP PERMI	ISSUED	\$0.00	\$0.00	Details

You will see the information listed below. To return to the previous screen, click on Return to Application Details.

Permits and Inspections

Permit #20153430

[Return to Application Details](#)

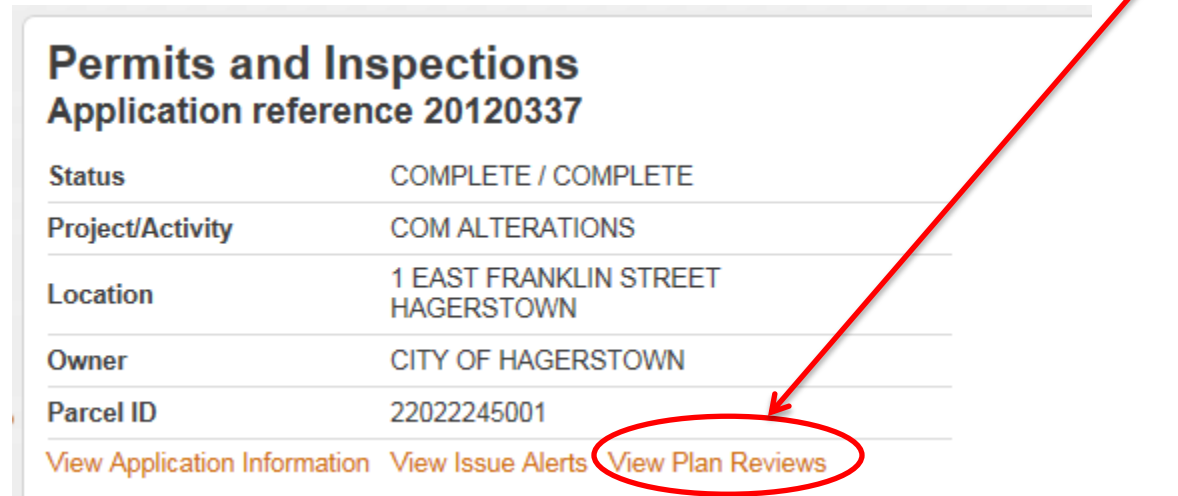
Permit Details

Status	ISSUED
Permit Type	PLUMBING PERMIT
Permit Level	0
Issued	12/4/2015
Expires	6/1/2016
Contractor	BEAVER MECHANICAL CONTRACTORS, INC.
Contractor ID	46005

Description	Based on	Amount/Quantity	Fee
PLUMBING PERMIT FEE	ITEM	.0000	\$0.00
BALANCE DUE			\$0.00

Section 6 – Building Permit Plan Reviews

For Building permit applications ONLY, there is a Plan Review conducted on these projects. Click View Plan Reviews to see more details about the plan reviews



Permits and Inspections
Application reference 20120337

Status	COMPLETE / COMPLETE
Project/Activity	COM ALTERATIONS
Location	1 EAST FRANKLIN STREET HAGERSTOWN
Owner	CITY OF HAGERSTOWN
Parcel ID	22022245001

[View Application Information](#) [View Issue Alerts](#) [View Plan Reviews](#)

After clicking on View Plan Reviews, all of the reviewers will be listed in the screen as seen below. Building Permit Applications may 1 or more than 7 reviewers depending on the scope of the project.

Plan Reviews					
Department	Review Cycle	Reviewer	Status	Completed	
PLANNING DEPARTMENT	1	STEPHEN BOCKMILLER			View Comments
CITY ENGINEER	1	JAMES BENDER			View Comments
POTOMAC EDISON	1	POTOMAC EDISON			View Comments
WATER FUND	1	KIM RIDENOUR	APPROVED	8/26/2016	View Comments
WASTEWATER FUND	1	ED NORMAN	APPROVED	8/24/2016	View Comments
FIRE DEPARTMENT	1	DOUG DEHAVEN			View Comments
CODE ADMINISTRATION	1	BLAINE MOWEN			View Comments

Plan reviews that have been completed will be indicated in the Status and Completed column. If this column is listed for a reviewer, that means the review as not been completed.

At times, there may be plan review comments with the approval. These are referred to as **Approved with Conditions**. Only once all reviewers have **approved** or **approved with conditions** will the permit application be completed in the Plan Review section.

Permits and Inspections

Plan Reviews

[Return to view permits and inspections](#)

Status	COMPLETE / COMPLETE
Project/Activity	COM ALTERATIONS
Location	1 EAST FRANKLIN STREET HAGERSTOWN
Owner	CITY OF HAGERSTOWN
Parcel ID	22022245001

[View All Comments](#)

Plan Reviews

Department	Review Cycle	Reviewer	Status	Completed	
FIRE DEPARTMENT	1	DOUG DEHAVEN	APPROVED WITH CONDITIONS	2/25/2012	View Comments
CODE ADMINISTRATION	1	BLAINE MOWEN	APPROVED WITH CONDITIONS	2/16/2012	View Comments

The Fire Marshal reviews will be mailed to the applicant and attached to the issued permit. Code Administration & other Department comments will be attached to the issued permit. You can view Code Administration comments by clicking on View Comments

Plan Review Comments

Department	Completed	Comment
CODE ADMINISTRATION	2/16/2012	1. All work, when completed, must be in compliance with the Maryland Accessibility Code. All latching door hardware must be lever-type or otherwise in accordance with the Maryland Accessibility Code. 2. The PCAD Work Area new countertop must not exceed 44 inches above the finished floor, from finished floor to top of the counter surface. The counter must be constructed to allow forward approach and forward reach in accordance with the Maryland Accessibility Code. 3. All new framing must be inspected and approved prior to closing and covering any areas. 4. A ceiling close-in inspection is required. 5. All electrical work must be completed by a City of Hagerstown licensed electrician. An electrical permit and inspection approvals are required. 6. All methods of construction are subject to field inspection and approval. 7. A final inspection is required when all work is completed. The permit applicant is responsible for scheduling the inspection.

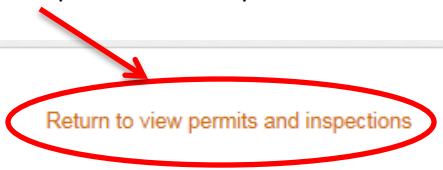
To return to the main permit application screen, click on Return to view permits and inspections

Permits and Inspections

Plan Reviews

Status	COMPLETE / COMPLETE
Project/Activity	COM ALTERATIONS
Location	1 EAST FRANKLIN STREET HAGERSTOWN
Owner	CITY OF HAGERSTOWN
Parcel ID	22022245001

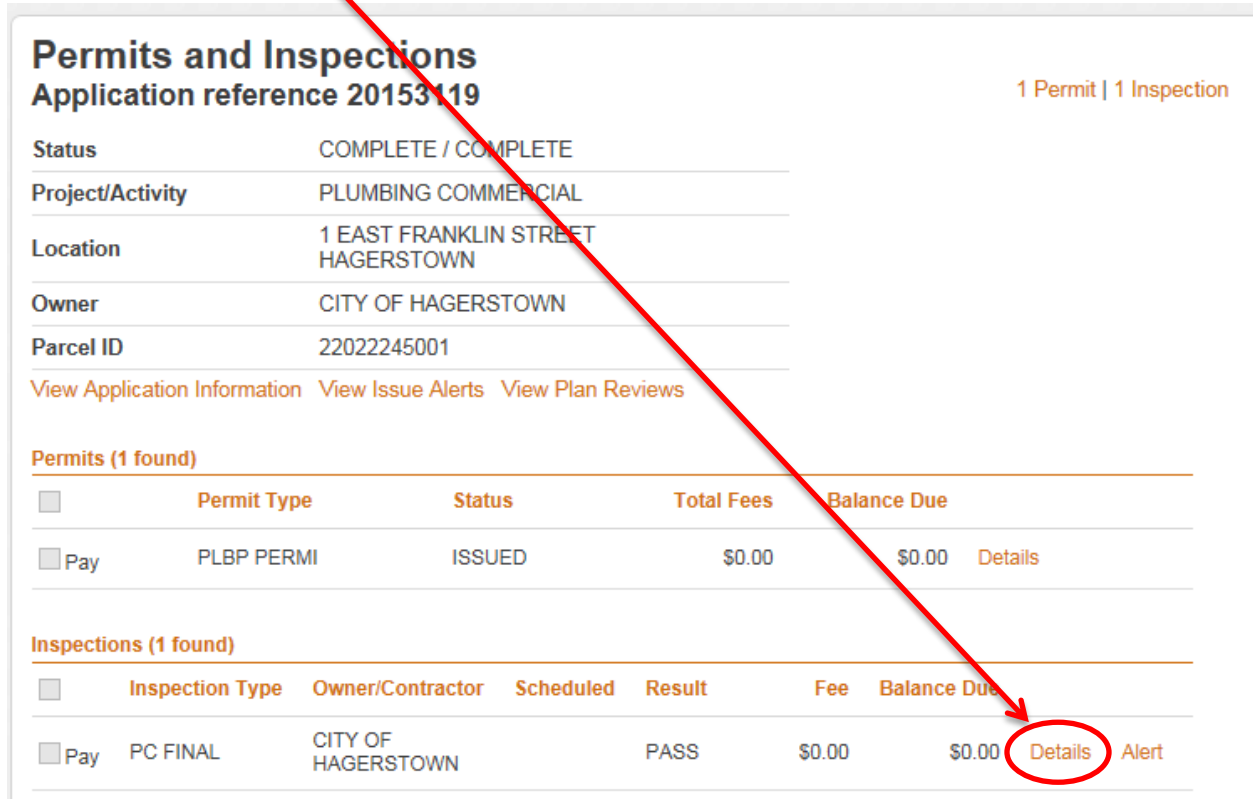
[View All Comments](#)



[Return to view permits and inspections](#)

Section 7 – How to View Permit Inspection Results

The Application Detail screen will also indicate if an inspection PASS or FAIL. To view more details about the inspection, click on Details



Permits and Inspections
Application reference 20153119 1 Permit | 1 Inspection

Status COMPLETE / COMPLETE

Project/Activity PLUMBING COMMERCIAL

Location 1 EAST FRANKLIN STREET
HAGERSTOWN

Owner CITY OF HAGERSTOWN

Parcel ID 22022245001

[View Application Information](#) [View Issue Alerts](#) [View Plan Reviews](#)

Permits (1 found)

☐	Permit Type	Status	Total Fees	Balance Due	
☐ Pay	PLBP PERMI	ISSUED	\$0.00	\$0.00	Details

Inspections (1 found)

☐	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
☐ Pay	PC FINAL	CITY OF HAGERSTOWN		PASS	\$0.00	\$0.00	Details Alert

After clicking on Details, you will be able to see the type of inspection conducted, who conducted the inspection, the date of the inspection, and the inspection results.

Permits and Inspections

Inspection 90341

Inspection Details

Inspection Type	PC FINAL
Contractor	CITY OF HAGERSTOWN
Contractor ID	
Application Contractor ID	
Requested	
Scheduled	
Performed	2/2/2016
Inspector	JAMES SPRECHER
Comments	
Results	PASS

Fees

Fee amount	\$0.00
Paid to date	\$0.00
Balance due	\$0.00

View inspection checklist

Return to Application Details

To return to the main application screen, click on Return to Application Details

Once a permit is inspected, the results will be listed in the Result's column. The results could be PASS, FAIL, PP (Partial Pass), or CP (Conditional Pass)

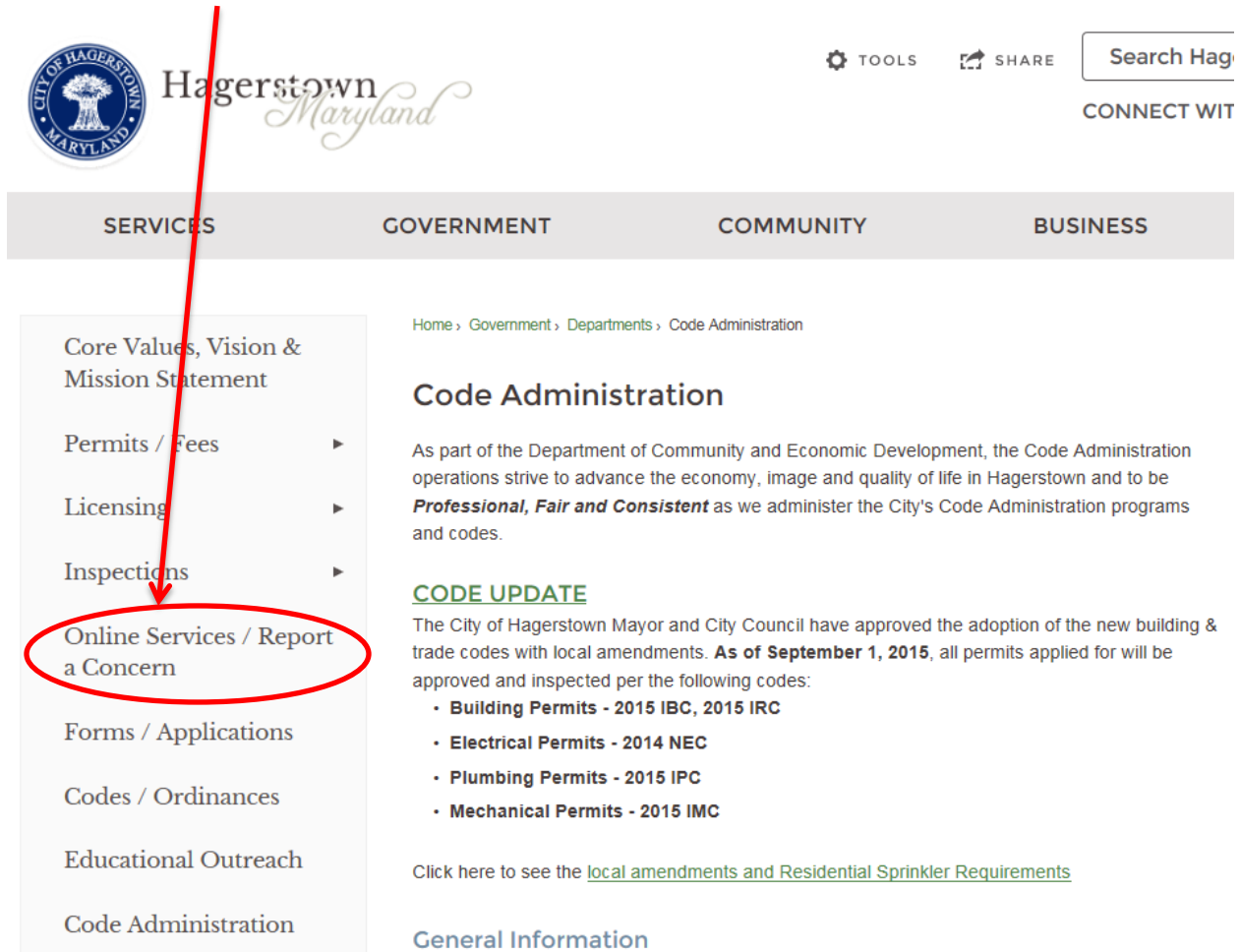
Inspections (6 found)

☐	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due		
☐ Pay	PC UNDERGROUND	CITY OF HAGERSTOWN			\$0.00	\$0.00	Details	Alert
☐ Pay	PC SEWER	CITY OF HAGERSTOWN			\$0.00	\$0.00	Details	Alert
☐ Pay	PC WATER	CITY OF HAGERSTOWN			\$0.00	\$0.00	Details	Alert
☐ Pay	PC ROUGH	CITY OF HAGERSTOWN			\$0.00	\$0.00	Details	Alert
☐ Pay	PC CEILING	CITY OF HAGERSTOWN			\$0.00	\$0.00	Details	Alert
☐ Pay	PC FINAL	CITY OF HAGERSTOWN			\$0.00	\$0.00	Details	Alert

Permits that have a result will be listed as seen below. FAIL, PP, or CP results and will not have further information to why the inspection was not a PASS. Owner/Contractor must visit the job site to see correction notice left on site.

Section 8 - How to Request an Inspection online

Step 1. Go to the City of Hagerstown Code Administration homepage (www.hagerstowncode.org) and click on Online Services



The screenshot shows the City of Hagerstown Code Administration website. The top navigation bar includes links for SERVICES, GOVERNMENT, COMMUNITY, and BUSINESS. The left sidebar contains a list of links: Core Values, Vision & Mission Statement; Permits / Fees; Licensing; Inspections; Online Services / Report a Concern (circled in red); Forms / Applications; Codes / Ordinances; Educational Outreach; and Code Administration. The main content area displays the 'Code Administration' page, which includes a 'CODE UPDATE' section and a 'General Information' section.

Home » Government » Departments » Code Administration

Code Administration

As part of the Department of Community and Economic Development, the Code Administration operations strive to advance the economy, image and quality of life in Hagerstown and to be **Professional, Fair and Consistent** as we administer the City's Code Administration programs and codes.

CODE UPDATE

The City of Hagerstown Mayor and City Council have approved the adoption of the new building & trade codes with local amendments. **As of September 1, 2015**, all permits applied for will be approved and inspected per the following codes:

- **Building Permits - 2015 IBC, 2015 IRC**
- **Electrical Permits - 2014 NEC**
- **Plumbing Permits - 2015 IPC**
- **Mechanical Permits - 2015 IMC**

Click here to see the [local amendments and Residential Sprinkler Requirements](#)

General Information

Step 2. Select type of inspection request.

Online Services

[Report a Concern/Violation or Non-Emergency Requests](#)

If this is an emergency please call 911

Inspection Request

- [Building](#)
- [Electrical](#)
- [Mechanical](#)
- [Plumbing](#)
- [Rental Interior](#)
- [Vacant Interior](#)

Step 3. Complete the form and click Submit or Submit and Print

Building Permit Inspection Request

Only one property location per submission

Permit #:

B - *

Street #*

N/S/E/W

Street Name*

Unit/Suite #

Contractor*

Contact Person (if different from contractor)

Phone #

Email*

Type of Inspection Requested*

- | | |
|--|--|
| ☐ Footing/Piers | ☐ Insulation |
| ☐ Foundation | ☐ Ceiling closure |
| ☐ Slab | ☐ Final |
| ☐ Backfill | ☐ Other |
| ☐ Framing | |

Other Inspection Type

Location of area to inspect

Inspections are conducted in the order received and requests received before 3:00 p.m. will be conducted on the next business day. Request received after 3:00 PM on Friday will not be reviewed until Monday afternoon therefore they will be added to the Tuesday's inspection schedule. Due to time constraints, request received will not result in a phone call.

* indicates required fields.

The inspection request is sent to the appropriate inspector and to the Code Administration general email address.