

Hagerstown Maryland Self Service Portal



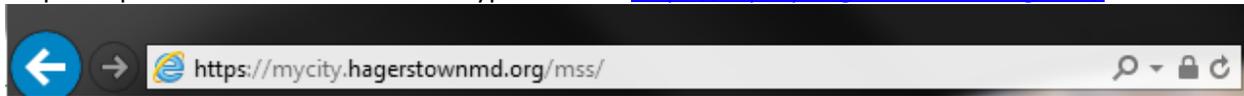
Online Access for Inspection Results

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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

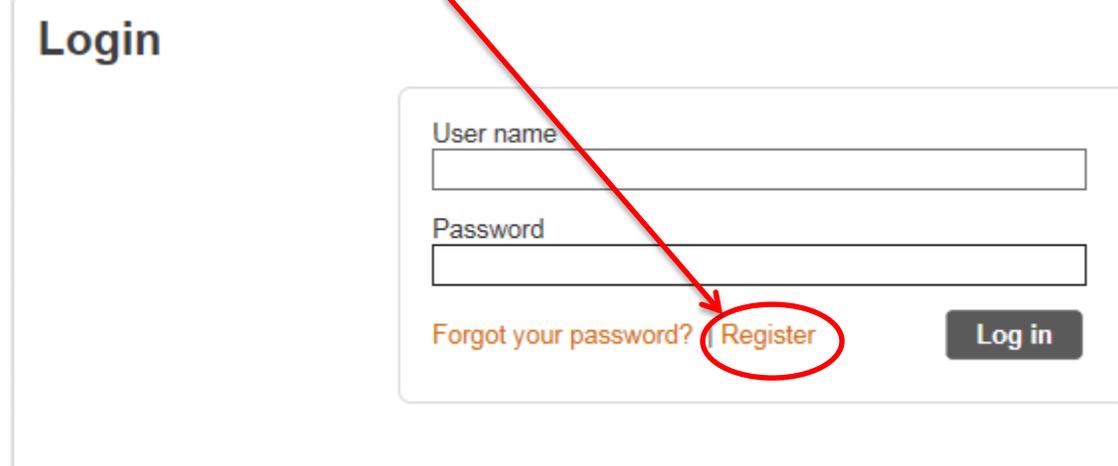


Section 2 – How to create a Login for Munis Self Service

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



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

Business License Accounts

There are currently no linked accounts

[Go To Module Homepage](#)

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

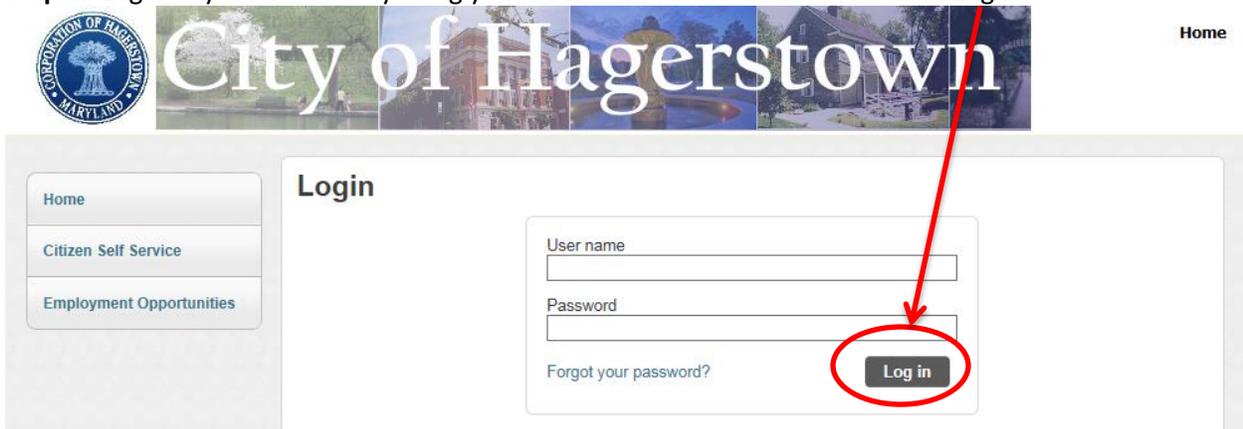
[Go To Module Homepage](#)

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 an Inspection Result in Self Services

Step 1. Click on Citizen Self Service



Step 2. Click on Permits and Inspections



Step 3. Type in the property address. 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 and inspections for the address will be listed as shown below. Knowing the type of inspection notice you received will assist you in identifying the inspection more quickly.

Permits and Inspections Search Results

1 Application | 5 Inspections

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

Show active Applications only

Applications (1 found)

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
261 SOUTH PROSPECT STREET	HAGERSTOWN CITY OF	03013251000	ACTIVE	20170289	\$0.00	\$0.00	Details

Show unperformed Inspections only

Inspections (5 found)

Location	Owner/ Contractor	Parcel	Type	Scheduled	Result	Fee	Due	
261 SOUTH PROSPECT STREET		03013251000	RENTAL EXTERIOR INITIAL		FAIL	\$0.00	\$0.00	Details Alert
261 SOUTH PROSPECT STREET		03013251000	NUISANCE ABATEMENT INITIAL		FAIL	\$0.00	\$0.00	Details Alert
261 SOUTH PROSPECT STREET		03013251000	NUISANCE ABATEMENT INITIAL		FAIL	\$0.00	\$0.00	Details Alert
261 SOUTH PROSPECT STREET		03013251000	1ST PROP MAIN STAND	8/26/2014	FAIL	\$0.00	\$0.00	Details Alert
261 SOUTH PROSPECT STREET		03013251000	VACANT BLIGHT OR NOT BLIGHT	5/1/2015	FAIL	\$0.00	\$0.00	Details Alert

1 2

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 inspection.

Section 4 - How to identify more Inspection information

The list of inspections on the Munis Self Services Permits and Inspections Search Results screen is shown below. Click on details on the inspection result to obtain more information.

Show unperformed Inspections only

Inspections (5 found)

Location	Owner/ Contractor	Parcel	Type	Scheduled	Result	Fee	Due	
261 SOUTH PROSPECT STREET		03013251000	RENTAL EXTERIOR INITIAL		FAIL	\$0.00	\$0.00	Details Alert
261 SOUTH PROSPECT STREET		03013251000	NUISANCE ABATEMENT INITIAL		FAIL	\$0.00	\$0.00	Details Alert
261 SOUTH PROSPECT STREET		03013251000	NUISANCE ABATEMENT INITIAL		FAIL	\$0.00	\$0.00	Details Alert
261 SOUTH PROSPECT STREET		03013251000	1ST PROP MAIN STAND	8/26/2014	FAIL	\$0.00	\$0.00	Details Alert
261 SOUTH PROSPECT STREET		03013251000	VACANT BLIGHT OR NOT BLIGHT	5/1/2015	FAIL	\$0.00	\$0.00	Details Alert

More information about the inspection will be shown on the next screen.

Permits and Inspections

Inspection 64672

[Return to search results](#)

Inspection Details [View inspection checklist](#)

Inspection Type	NUISANCE ABATEMENT INITIAL
Contractor	PA
Contractor ID	
Application Contractor ID	
Requested	
Scheduled	
Performed	8/11/2014
Inspector	PAMELA HARRIS
Comments	
Results	FAIL

Fees

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

By clicking on View inspection checklist, more information about property maintenance inspections can be obtained, seen on the next page.

Permit related inspections do not utilize the inspection checklist screen. All information about permit related inspections will be displayed on the screen above.

Permits and Inspections Inspection Checklist

[Return to Inspection Details](#)

Description	Pass/Fail	Comments
NUISANCE ABATEMENT	NOT INSPECTED	
302.3.1 NUISANCE ICE AND SNOW	NOT INSPECTED	
185-5A NOTICE TO ABATE 7 DAYS	FAILED	OVERGROWN WEEDS AND GRASS NEED TO BE REMOVED FROM THE PROPERTY.
185-5B NOTICE TO ABATE 5 DAYS	NOT INSPECTED	
185-6 SUMMARY ABATEMENT	NOT INSPECTED	
185-5A NOTICE TO ABATE 5 DAYS (WEEDS)	NOT INSPECTED	
185-5A NOTICE TO ABATE 1 DAY (WEEDS)	NOT INSPECTED	

To return to the previous page, click on [Return to Inspection Details](#)

If the inspection results were not found that you were looking for, click on either area to return to the search results screen.

Permits and Inspections
Inspection 82944

[Inspection Details](#) [View inspection checklist](#)

Inspection Type	NUISANCE ABATEMENT INITIAL
Contractor	MEADOWRIDGE INVESTMENT
Contractor ID	
Application Contractor ID	
Requested	
Scheduled	
Performed	8/3/2015
Inspector	JOSH GREEN
Comments	
Results	FAIL

Fees

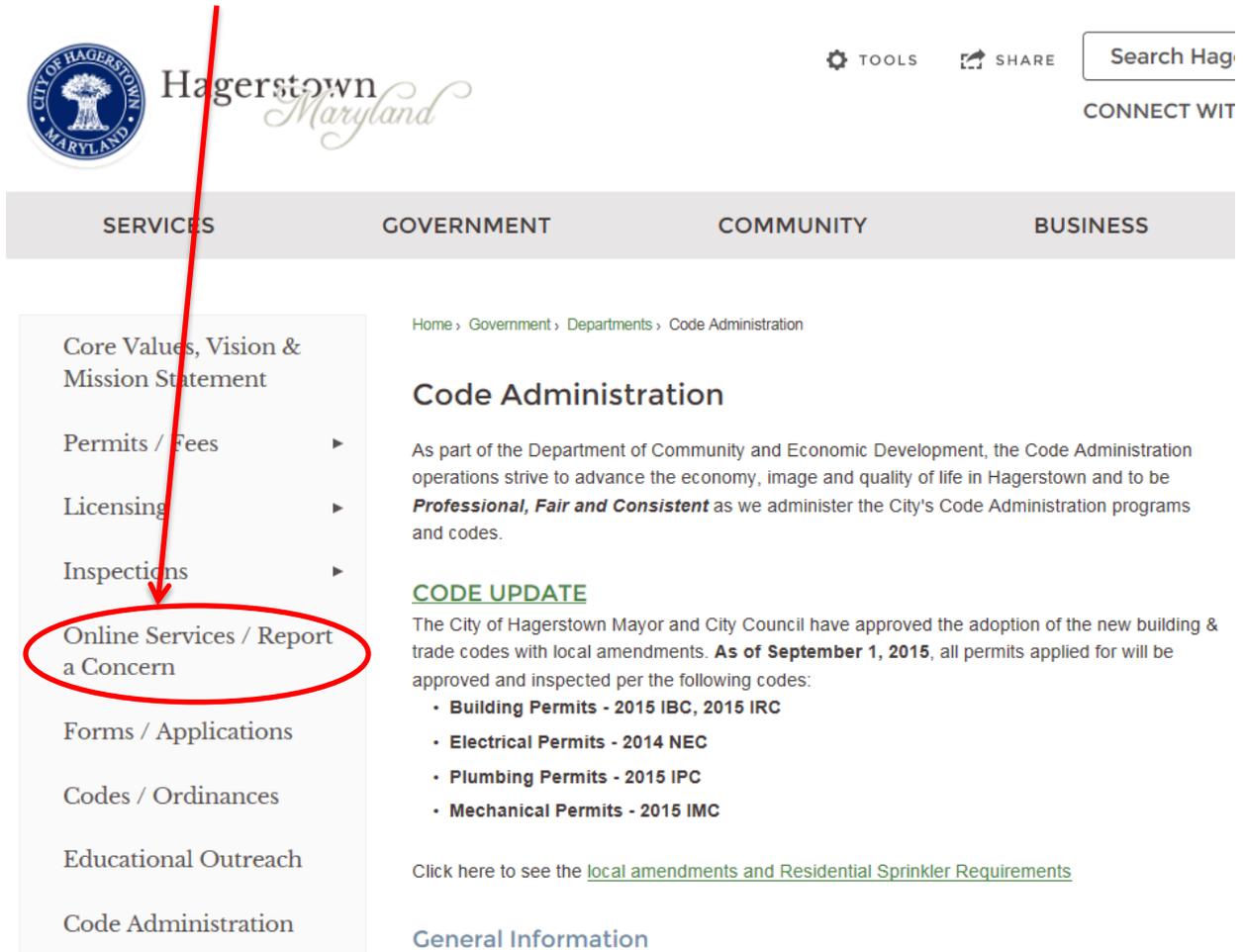
Fee amount	\$0.00
Paid to date	\$0.00
Balance due	\$0.00

Search Results

[Return to search results](#)

Section 5 - 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. At the top left is the City of Hagerstown logo and the text "Hagerstown Maryland". To the right are "TOOLS" and "SHARE" icons, a search bar labeled "Search Hag", and the text "CONNECT WITH". Below this is a navigation bar with four categories: "SERVICES", "GOVERNMENT", "COMMUNITY", and "BUSINESS". On the left is a sidebar menu with the following items: "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". A red arrow points from the "Online Services / Report a Concern" link to the "Inspections" link in the top navigation bar. The main content area shows the breadcrumb "Home > Government > Departments > Code Administration", the title "Code Administration", and a paragraph describing the department's mission. Below this is a "CODE UPDATE" section with a list of permit codes: Building Permits - 2015 IBC, 2015 IRC; Electrical Permits - 2014 NEC; Plumbing Permits - 2015 IPC; and Mechanical Permits - 2015 IMC. At the bottom of the main content area is a link to "local amendments and Residential Sprinkler Requirements" and a "General Information" section.

Step 2. Select type of inspection request.

[Home](#) › [Government](#) › [Departments](#) › [Code Administration](#) › [Online Services / Report a Concern](#)

Online Services

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

If this is an emergency please call 911

Inspection Request

- [Building](#)
- [Electrical](#)
- [Mechanical](#)
- [Plumbing](#)
- [Property Maintenance Re-Inspection Request](#)
- [Rental Interior](#)
- [Vacant Interior](#)

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

Home › Forms

Property Maintenance Re-Inspection Request

To schedule a Re-Inspection after receiving a Notice of Inspection Results.

Please do not schedule unless deficiencies have been corrected. Please call 301-739-6577 Ext. 103 for additional information or assistance.

Street #*

N/E/S/W

Street Name*

Unit #

Owner's Name*

Phone Number*

Contact Name (if different from Owner)

Additional Phone Number

Fax

Email*

If a representative will not be present at the inspection please include the following information.

How can we access the unit?

Lockbox Combination

Results should be Emailed Faxed

Dates Available for inspection and any additional information pertaining to the inspection

(Inspections cannot be performed on the same date this form is submitted)

By checking this box I hereby agree that the property to be inspected has corrected of the deficiencies identified on the issued notice. All permits have been finalized. I also acknowledge that when an inspection cannot be conducted it will be cancelled and re-scheduled for a later date.*

* Indicates required fields.

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