

Hagerstown Maryland Self Service Portal



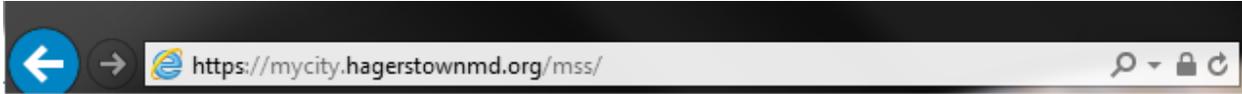
Online Payments for Permits & Business Licenses

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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/>

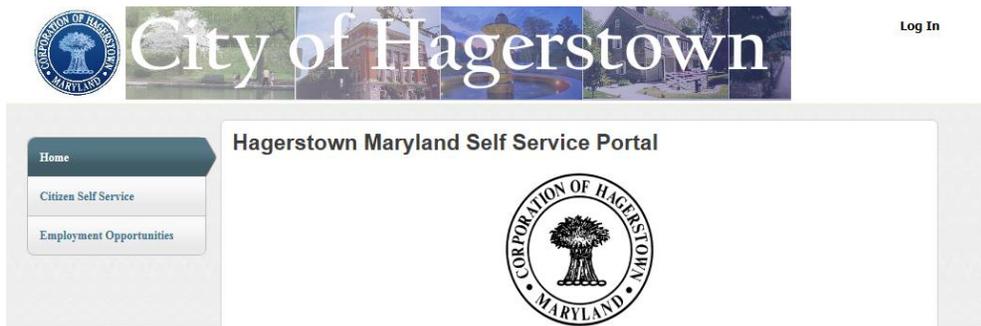


or

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



The follow screen should appear



To create an account, go to **page 7**

Account exists; go to **page 11** for paying a Permit, **page 13** for a Business License

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" page. On the left is the heading "Login". On the right is a form with two input fields: "User name" and "Password". Below the "Password" field is a link "Forgot your password?" and a link "Register" which is circled in red. To the right of the "Register" link is a "Log in" button.

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

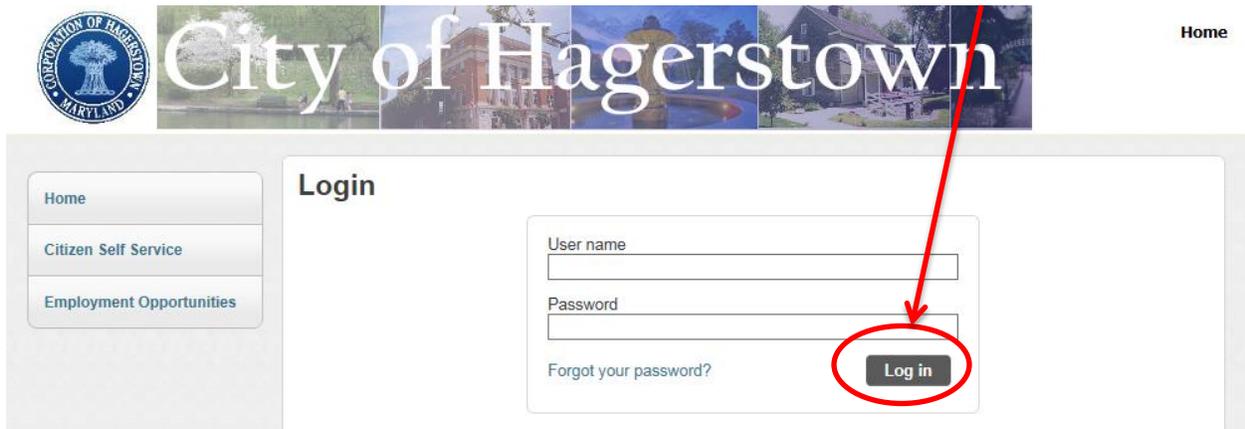
[Go To Module Homepage](#)

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



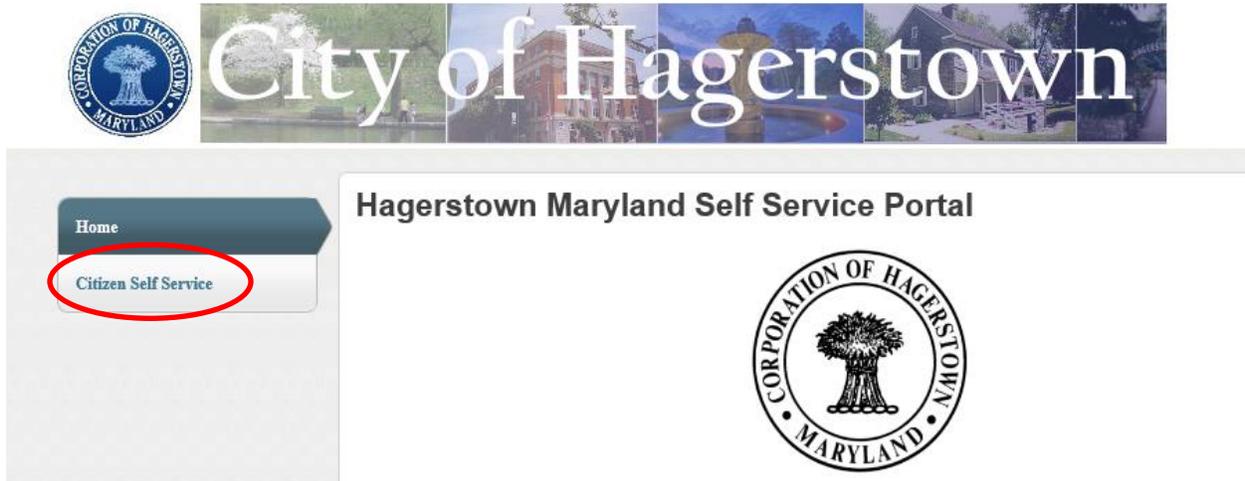
Once Home is clicked, you will be on the Main Screen for Munis Self Service. You will be logged into this system automatically after the account has been successfully created. You can skip **Step 6**.

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



Section 3 – How to Find a Permit to Pay

Step 1. Click on Citizen Self Service



Step 2. Enter the information from the permit application. The application number will bring up the permit quickly. Then click on Search.

Permits and Inspections

[Apply Online](#)

You can search for permits and inspections by entering any known information in the different categories below. If you are looking for a specific permit, the quickest way to locate it is by entering the application number. Otherwise enter what you have and scroll through the records returned to locate the one you are searching for.

Location

Number

Street name

Owner/Contractor Name

Owner/Contractor ID

Parcel ID

Application reference

Status

Active Applications only

Unperformed Inspections only

Remember these values

Search

Reset

Step 3. Once you typed in the search criteria, you will get the following screen. Click on details.

Permits and Inspections Search Results

1 Application | 0 Inspections

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

Show active Applications only

Applications (1 found)

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
504 EAST FIRST STREET STAT	MARI HOLDINGS MD LLC / HEB-N-CO CONSTRUCTION LLC	17014528001	ACTIVE	20171195	\$19,463.75	\$19,363.75	Details

Show unperformed Inspections only

Inspections * (0 found)

Found no Inspections matching the search criteria.

* List only includes inspections with no associated application.

Step 4. When the Details screen is displayed, all outstanding fees will be checked. Check the boxes for the fees to be paid and click on Pay at the bottom of the page.

Permits and Inspections Application reference: 20171195

4 Permits | 5 Inspections

Status	ACTIVE / NEW
Project/Activity	COM CONVERSION HD
Location	504 EAST FIRST STREET STAT HAGERSTOWN
Owner	MARI HOLDINGS MD LLC
Parcel ID	17014528001

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

Permits (4 found)

<input type="checkbox"/>	Permit Type	Status	Total Fees	Balance Due		
<input checked="" type="checkbox"/>	Pay BLD A C NR	REVIEWING	\$15,555.00	\$15,455.00	Details	Alert
<input type="checkbox"/>	Pay COO	REVIEWING	\$0.00	\$0.00	Details	Alert
<input checked="" type="checkbox"/>	Pay FM REVIEW	FEE	\$3,888.75	\$3,888.75	Details	Alert
<input checked="" type="checkbox"/>	Pay TECH \$20	FEE	\$20.00	\$20.00	Details	Alert

Inspections (5 found)

<input type="checkbox"/>	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due		
<input type="checkbox"/>	Pay BC FRAMING	MARI HOLDINGS MD LLC			\$0.00	\$0.00	Details	Alert
<input type="checkbox"/>	Pay BC INSULATION	MARI HOLDINGS MD LLC			\$0.00	\$0.00	Details	Alert
<input type="checkbox"/>	Pay BC FIRE SEPARATION	MARI HOLDINGS MD LLC			\$0.00	\$0.00	Details	Alert
<input type="checkbox"/>	Pay BC BUILDING FINAL	MARI HOLDINGS MD LLC			\$0.00	\$0.00	Details	Alert
<input type="checkbox"/>	Pay FIRE MARSHAL FINAL	MARI HOLDINGS MD LLC			\$0.00	\$0.00	Details	Alert

[Pay](#)

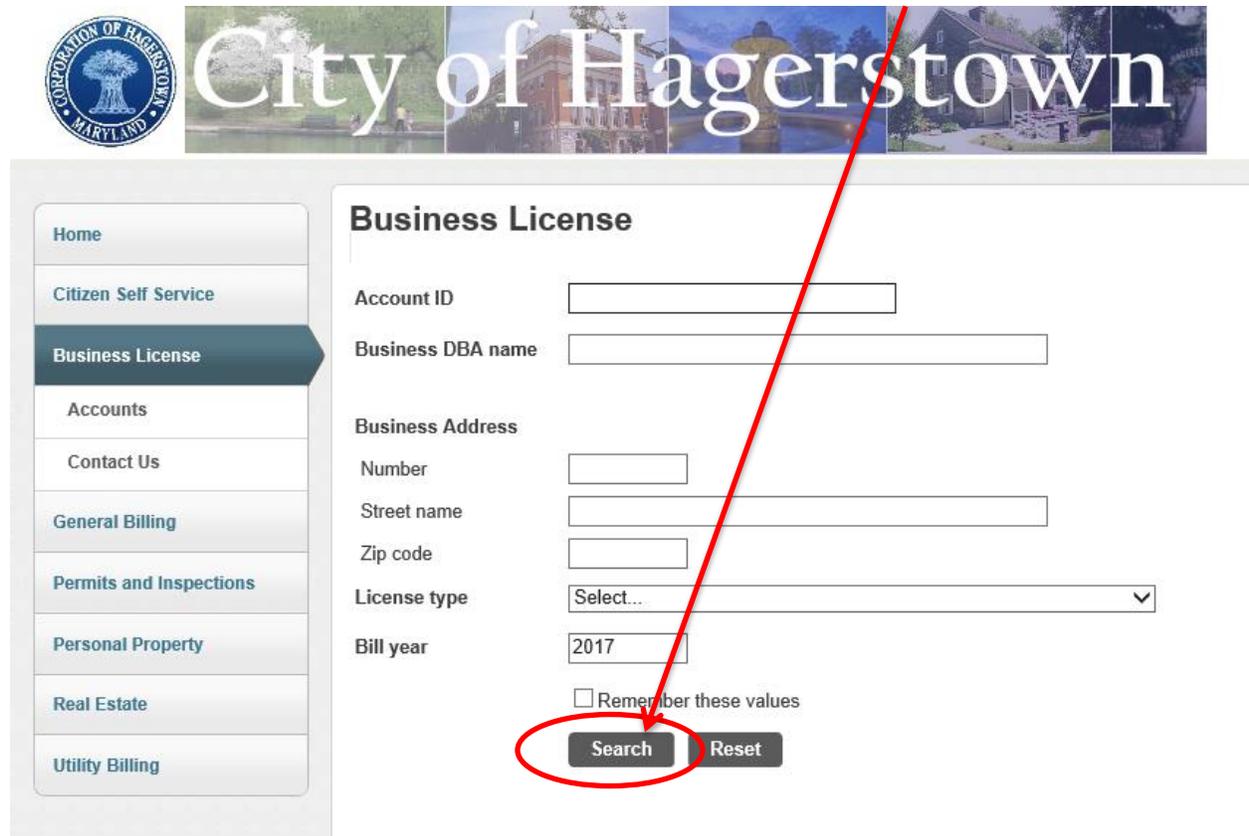
select Permits/Inspections you would like to pay now, then click "Pay"

* Indicates pending web payments exist that are not reflected in the Payments/Credits amount at this time.
Additional payments cannot be made until pending payments have been processed.

Go to **Page 15** for How to Pay Fees.

Section 4 – How to Find a Business License to Pay

Step 1. Enter in the information known. Reminder, if search by address, only put in the street name, not the suffix. The bill year would be for the start of the license year. Click on search.



City of Hagerstown

Business License

Home
Citizen Self Service
Business License
Accounts
Contact Us
General Billing
Permits and Inspections
Personal Property
Real Estate
Utility Billing

Account ID

Business DBA name

Business Address

Number

Street name

Zip code

License type

Bill year

Remember these values

Search **Reset**

Example - **1 E. Franklin St.** would be ...

Business License

Account ID

Business DBA name

Business Address

Number

Street name

Zip code

License type

Bill year

Remember these values

Search **Reset**

The following screen will appear after clicking on Search.

Business License Search Results

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

1 Found

Location	Owner	Account ID	Cycle/Month/Year	Category	Type	
229 WAKEFIELD ROA	A VIRGINIA MOYER	02496	RENT, 6 2017	RENT	RENT	Details Pay Bill

If you click on Details, see below.

If you click on Pay Bill, go to **page 15**

The following screen appears once Detail is clicked

Business License Bill Detail

[View Bill](#)

Bill Year	2017
Bill	20171211
Owner	

		View payments/adjustments
Charge	Description	Amount
RLLATE	RENTAL LICENSE LATE FEE	\$50.00
RLLATE	RENTAL LICENSE LATE FEE	\$50.00
RLUNIT	RENTAL UNIT CHARGE	\$75.00
SUBTOTAL		\$175.00
Fees		\$100.00
Payments/Adjustments		\$0.00
Total Unpaid Balance		\$175.00
TOTAL DUE		\$175.00

[Pay](#)

To pay the license fee, click on the Pay button. Go to **page 15** for How to Pay Fees.

Section 5 – How to Pay Fees

Step 2. Enter the required information and click on Continue.
(Step 1 was identifying which fee to pay)

Enter in the required information on this screen.

Pay Bills

Step 2 of 4: Please enter the payment information

Step 1 **2** 3 4

Enter the details needed to process this payment.

Credit card

Card type 

Card number

Card ID (CVV) number [Where is this?](#)

Expiration date  

Step 3. Enter the billing information and click Continue.

Pay Bills

Step 3 of 4: Billing address

Step 1 2 **3** 4

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name *

Last name *

Address line 1 *

Address line 2

City *

State * two letter abbreviation

Zip code *

Contact phone number *

E-Mail
for your e-mail confirmation

Remember these values

* indicates required field

Step 4. Verify the information is correct and click submit.

Permits Payment Review

Pay Bills

Step 4 of 4: Review

Step 1 2 3 4

Please review the information below. Make changes if necessary, then submit your payment request.

Payment Amount

Bill Description	Due Now	Payment Amount
Permit fee: BLD A C NR 20171195	\$15,455.00	\$15,455.00
Permit fee: FM REVIEW 20171195	\$3,888.75	\$3,888.75
Permit fee: TECH \$20 20171195	\$20.00	\$20.00
Subtotal		\$19,363.75
Total		\$19,363.75

Payment Method [change](#)

Visa *****23456

Billing Address [change](#)

Name _____

Address _____

Phone Number _____

E-mail _____

Business License Payment Review

Pay Bills

Step 4 of 4: Review

Step 1 2 3 4

Please review the information below. Make changes if necessary, then submit your payment request.

Payment Amount

Bill Description	Due Now	Payment Amount
Business License 20171211	\$175.00	\$175.00
Subtotal		\$175.00
Total		\$175.00

Payment Method [change](#)

Visa *****23456

Billing Address [change](#)

Name _____

Address _____

Phone Number _____

E-mail _____