Hagerstown Maryland Self Service Portal

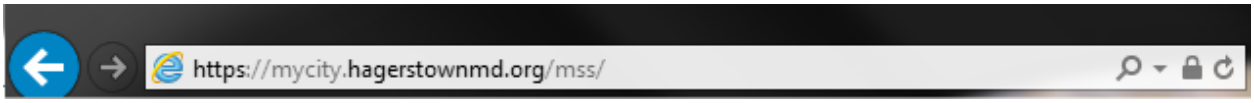
Online Payments for Permits & Business Licenses

Table of Contents

Section	Title	Page
1	How to access the site ----------	5
2	How to create a login ----------	7
3	How to Find a Permit to Pay ----------	11
4	How to Find a Business License to Pay -------	13
5	How to pay fees ----------	15

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

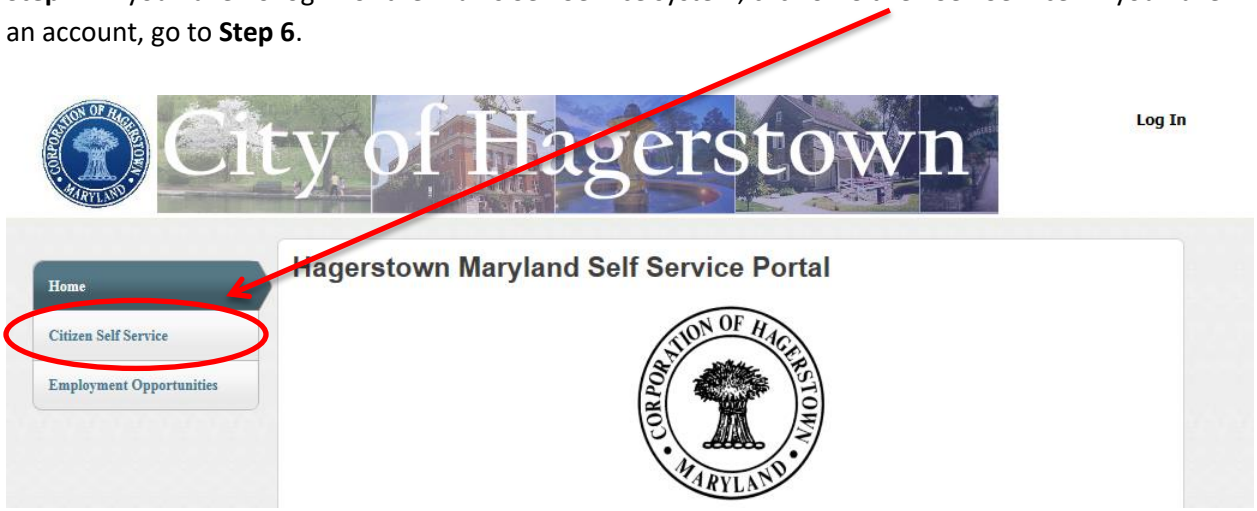
The follow screen should appear

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

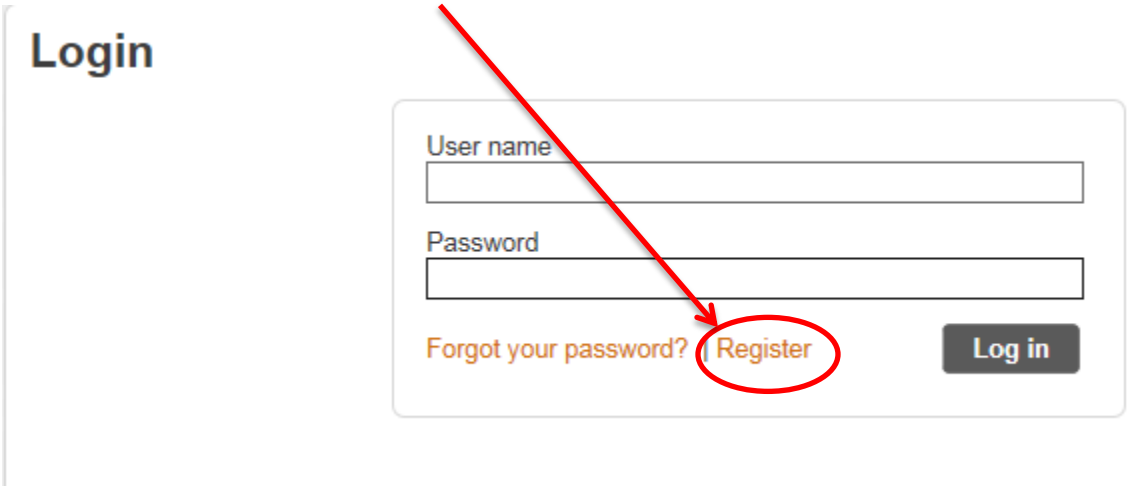
Account exists; go to **page 11** for paying a Permit, **page 13** for a Business License

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**.

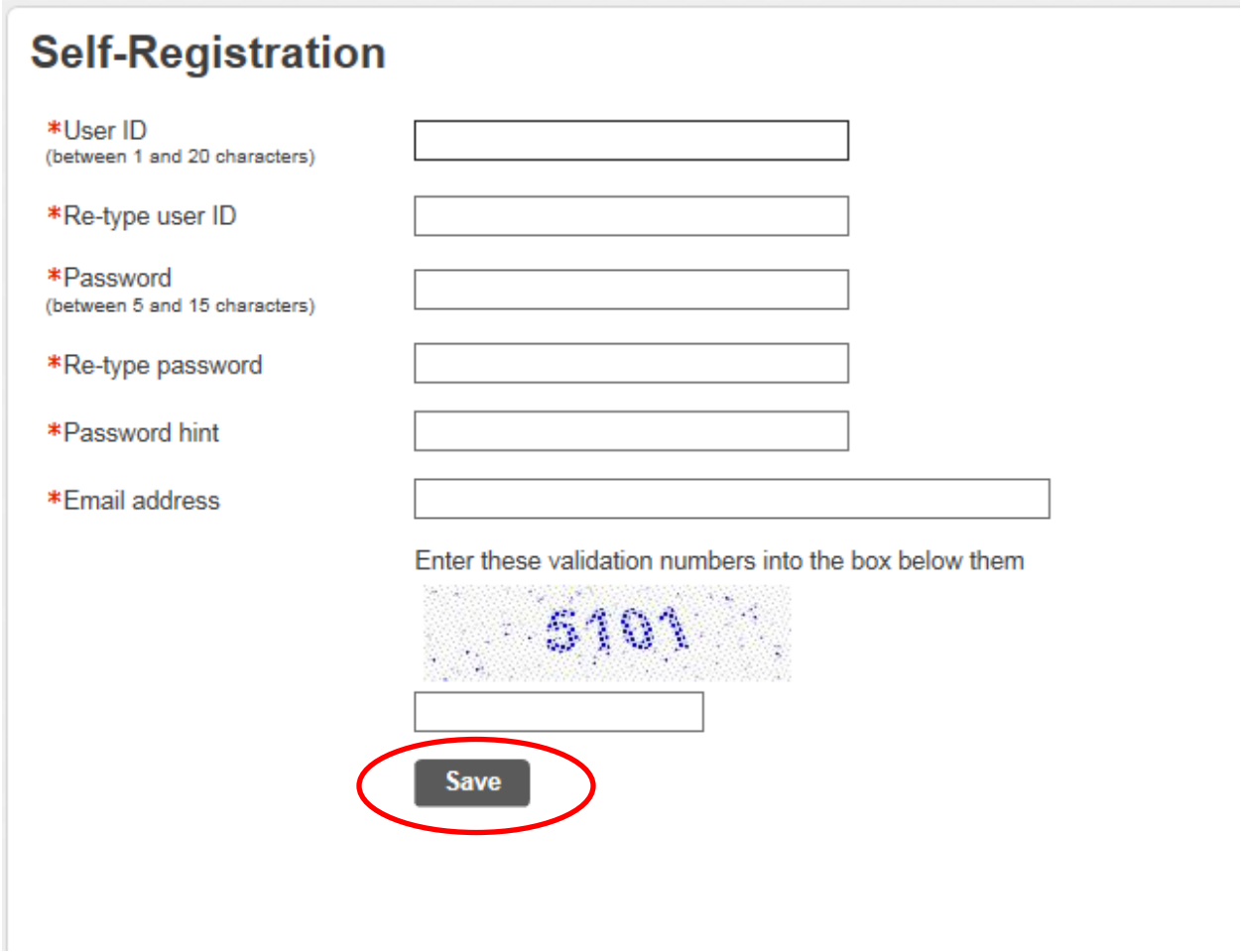


Step 2. To create a Login, click on Register

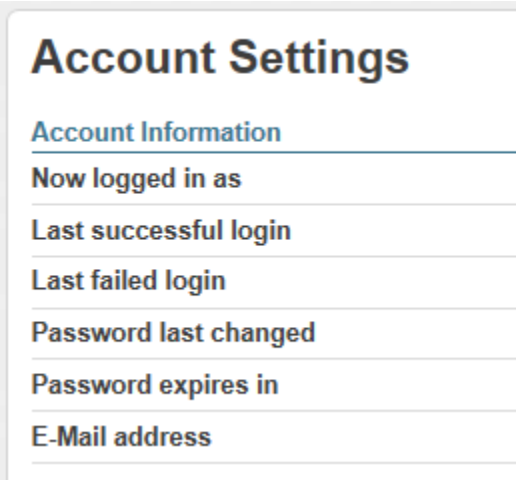


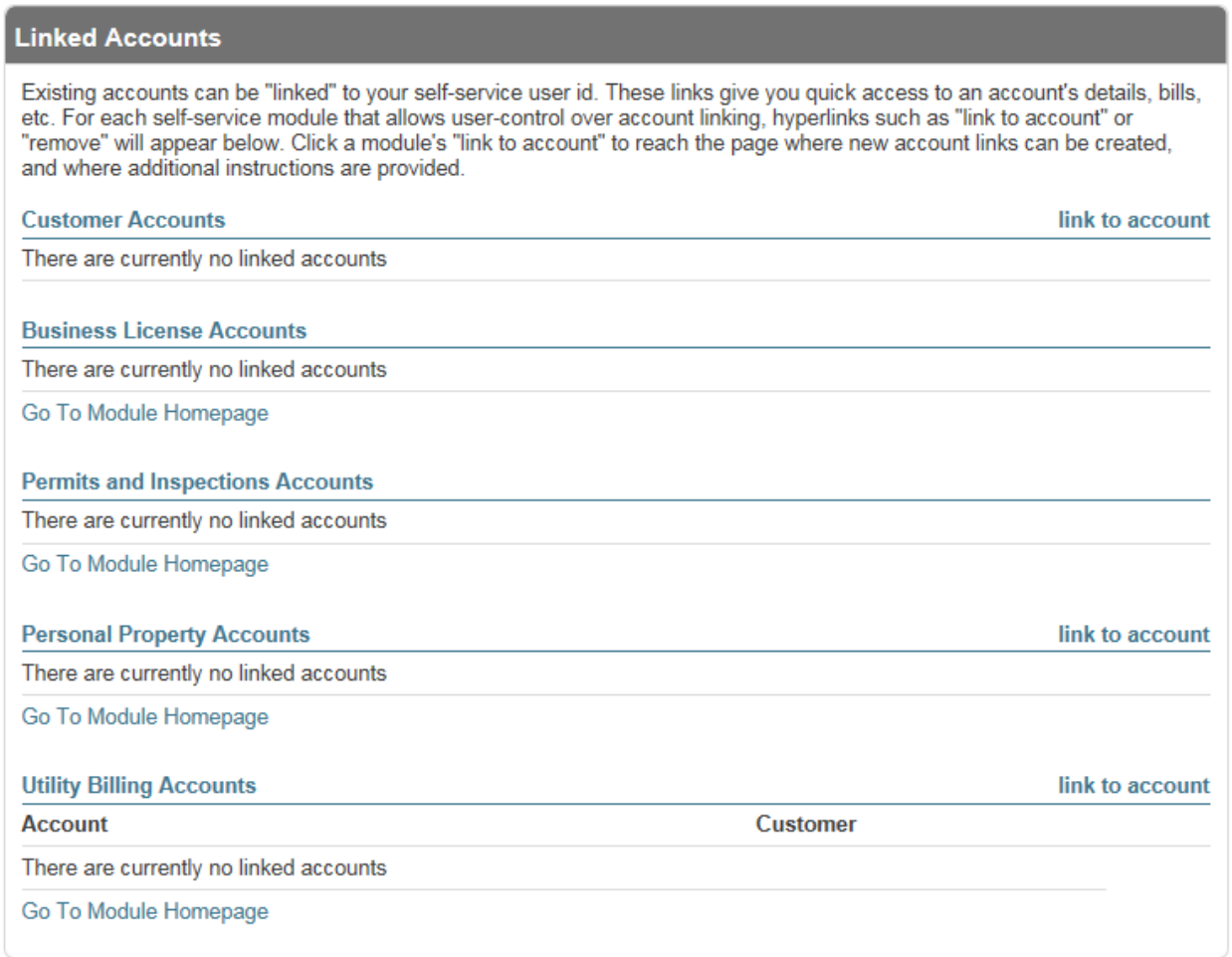
Step 3. Create a user account and click on Save.

Make sure to write down the login and password information.



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

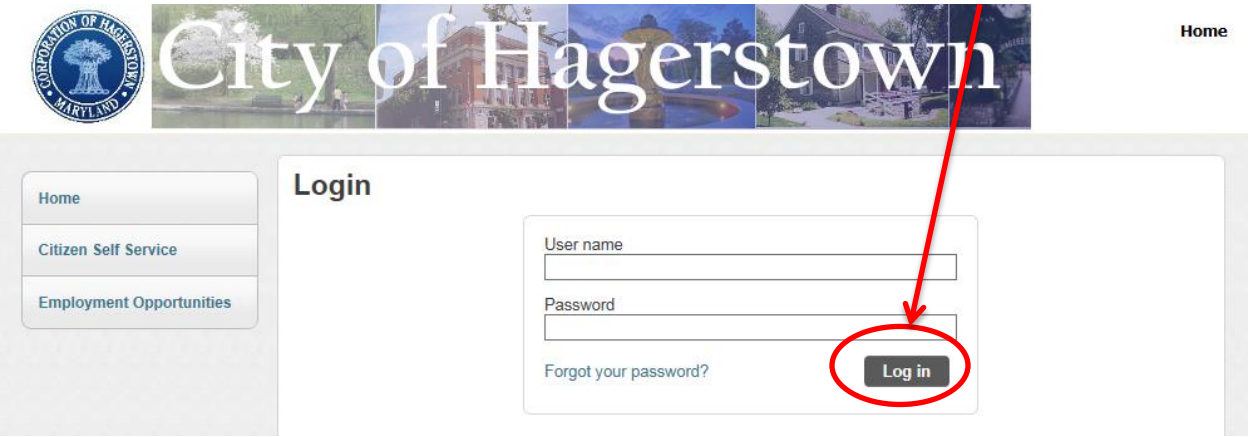




Step 5. To return to the Home page, click on Home

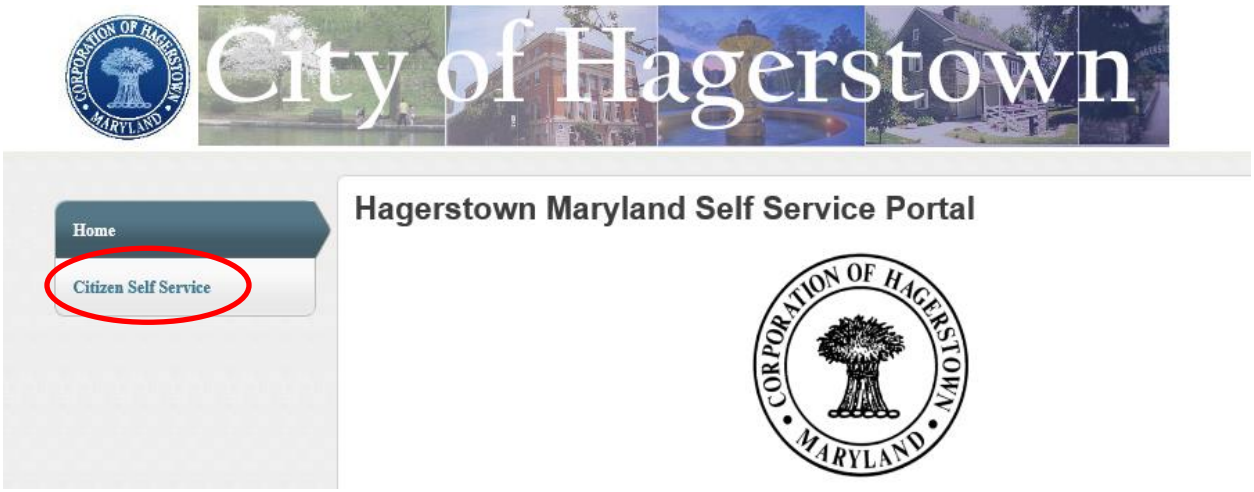
Once Home is clicked, you will be on the Main Screen for Munis Self Service. You will be logged into this system automatically after the account has been successfully created. You can skip **Step 6**.

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

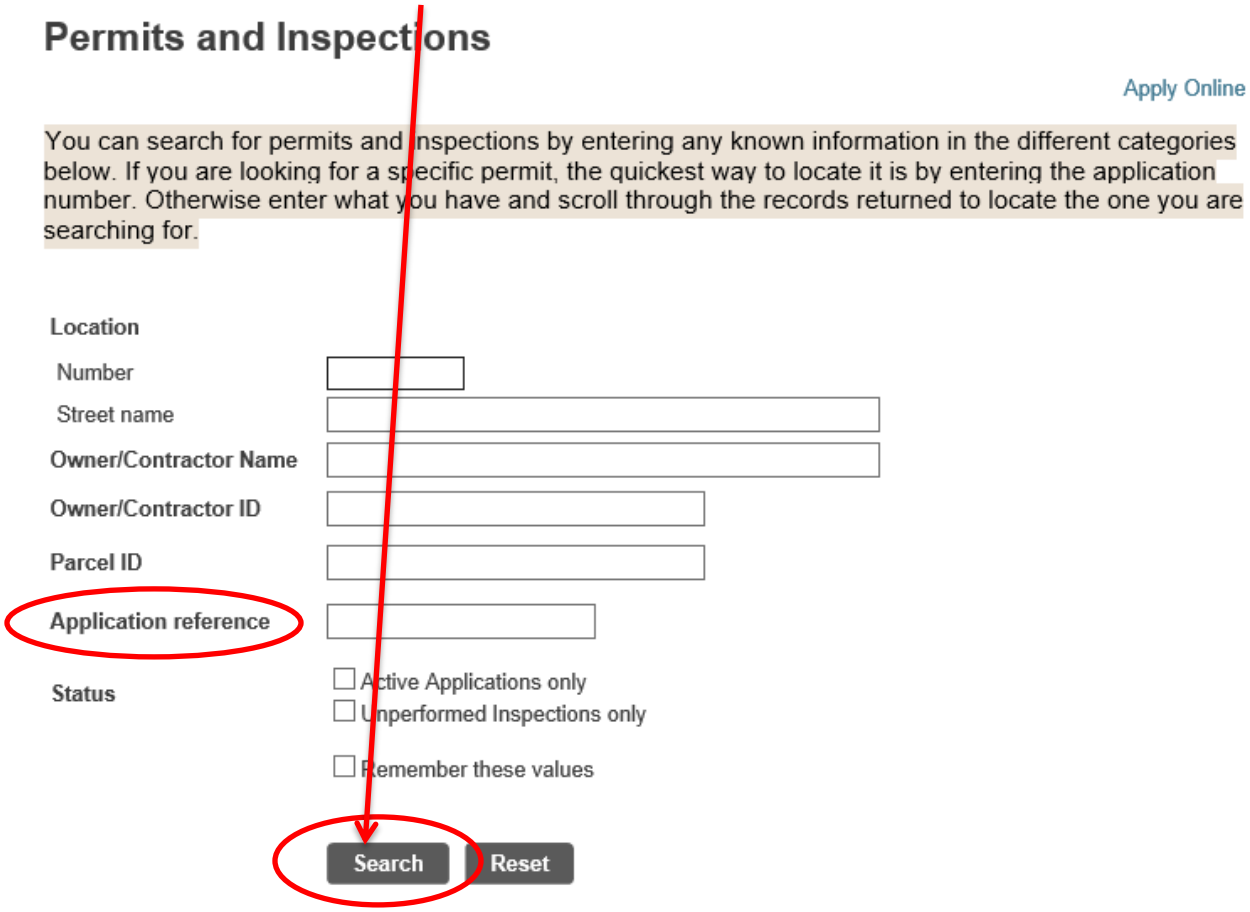


Section 3 – How to Find a Permit to Pay

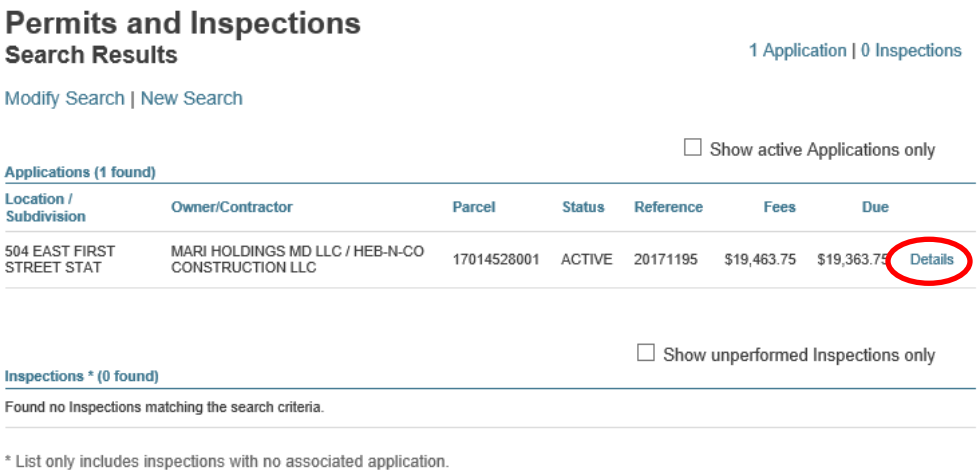
Step 1. Click on Citizen Self Service



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



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

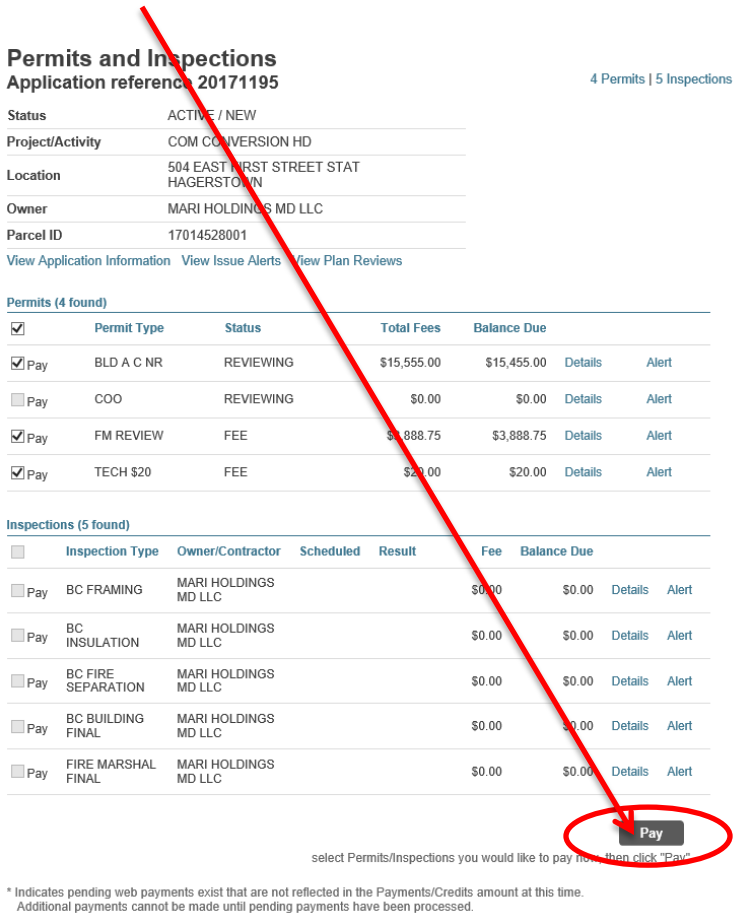
☐ Show unperformed Inspections only

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)

	Permit Type	Status	Total Fees	Balance Due		
☑ Pay	BLD A C NR	REVIEWING	$15,555.00	$15,455.00	Details	Alert
☐ Pay	COO	REVIEWING	$0.00	$0.00	Details	Alert
☑ Pay	FM REVIEW	FEE	$3,888.75	$3,888.75	Details	Alert
☑ Pay	TECH $20	FEE	$20.00	$20.00	Details	Alert

Inspections (5 found)

	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due		
☐ Pay	BC FRAMING	MARI HOLDINGS MD LLC			$0.00	$0.00	Details	Alert
☐ Pay	BC INSULATION	MARI HOLDINGS MD LLC			$0.00	$0.00	Details	Alert
☐ Pay	BC FIRE SEPARATION	MARI HOLDINGS MD LLC			$0.00	$0.00	Details	Alert
☐ Pay	BC BUILDING FINAL	MARI HOLDINGS MD LLC			$0.00	$0.00	Details	Alert
☐ Pay	FIRE MARSHAL FINAL	MARI HOLDINGS MD LLC			$0.00	$0.00	Details	Alert

Pay

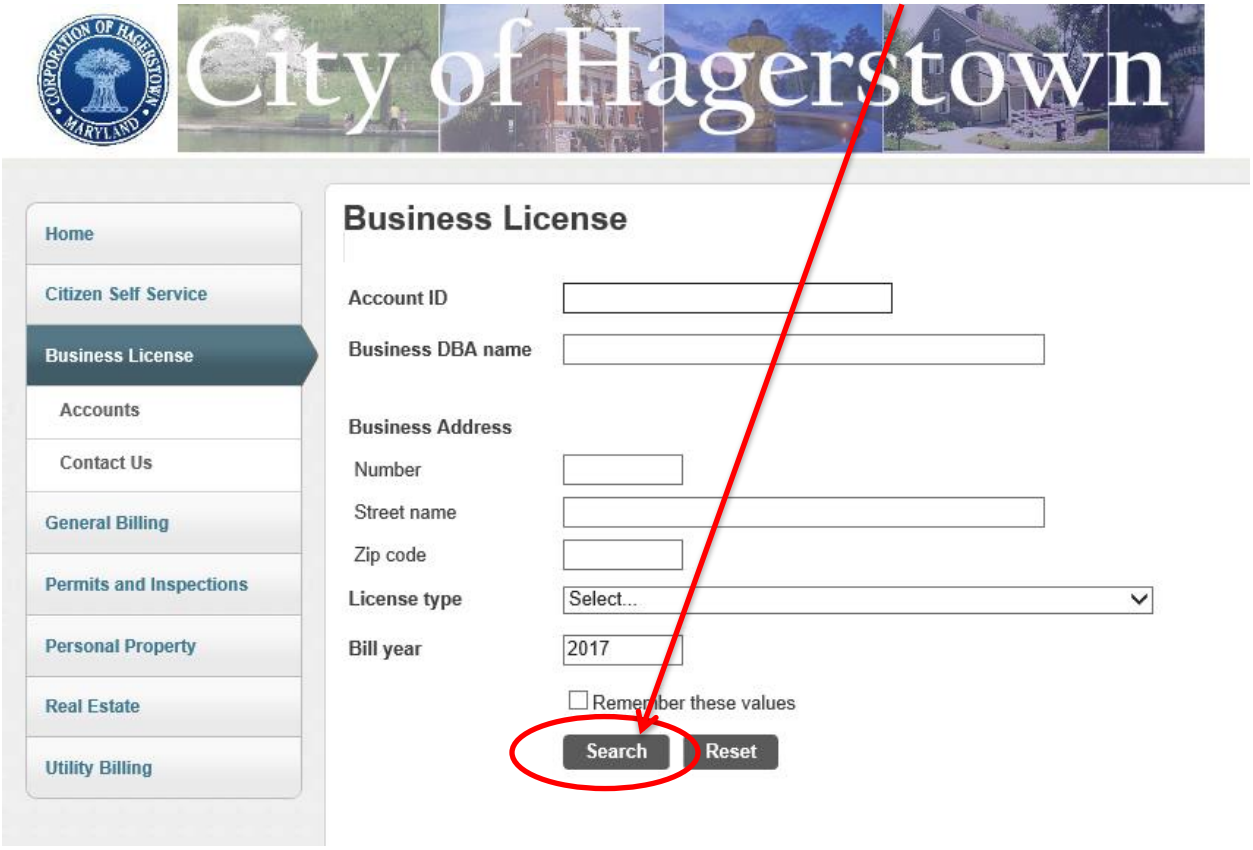
select Permits/Inspections you would like to pay now, then click "Pay"

* 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.

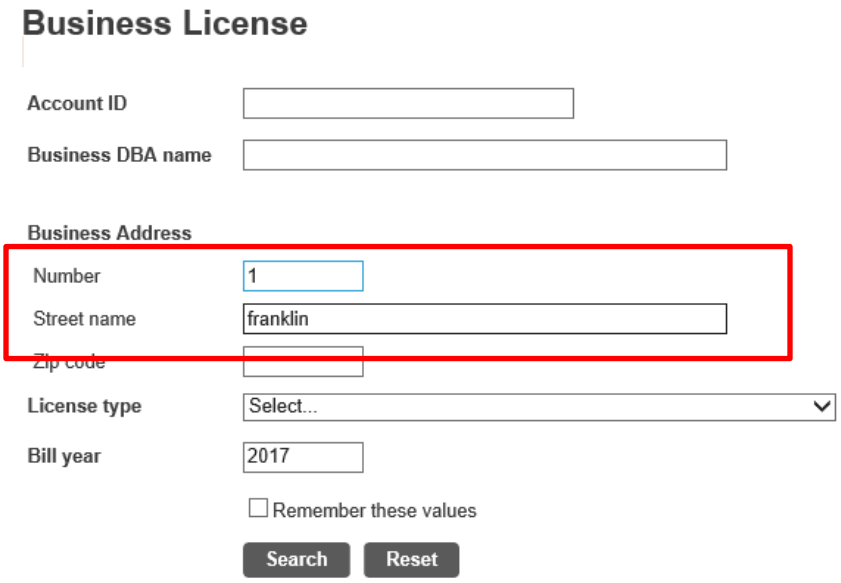
Go to **Page 15** for How to Pay Fees.

Section 4 – How to Find a Business License to Pay

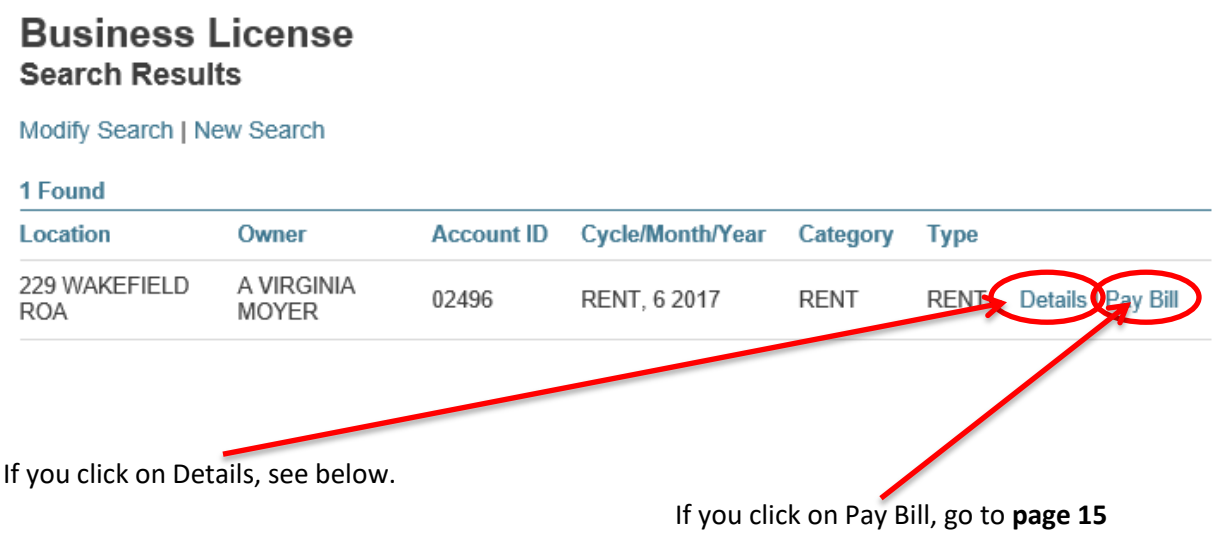
Step 1. Enter in the information known. Reminder, if search by address, only put in the street name, not the suffix. The bill year would be for the start of the license year. Click on search.



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



The following screen will appear after clicking on Search.



Business License
Search Results

Modify Search | New Search

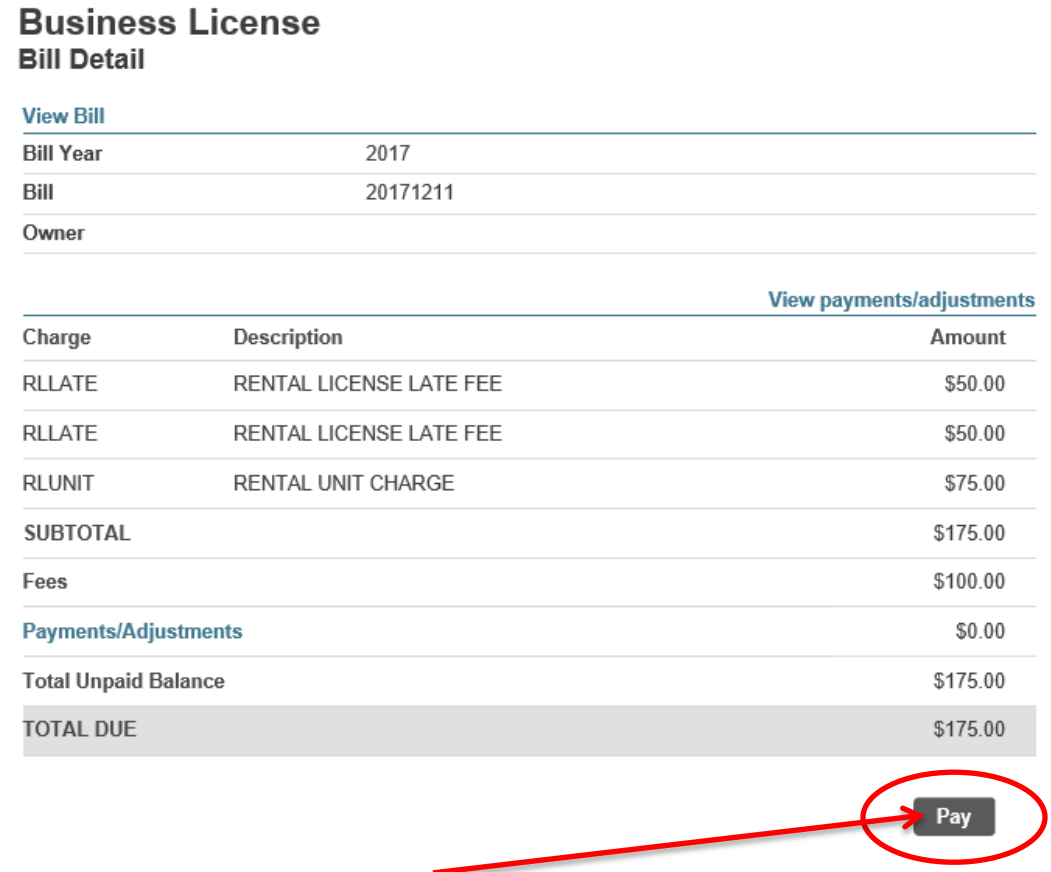
1 Found

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

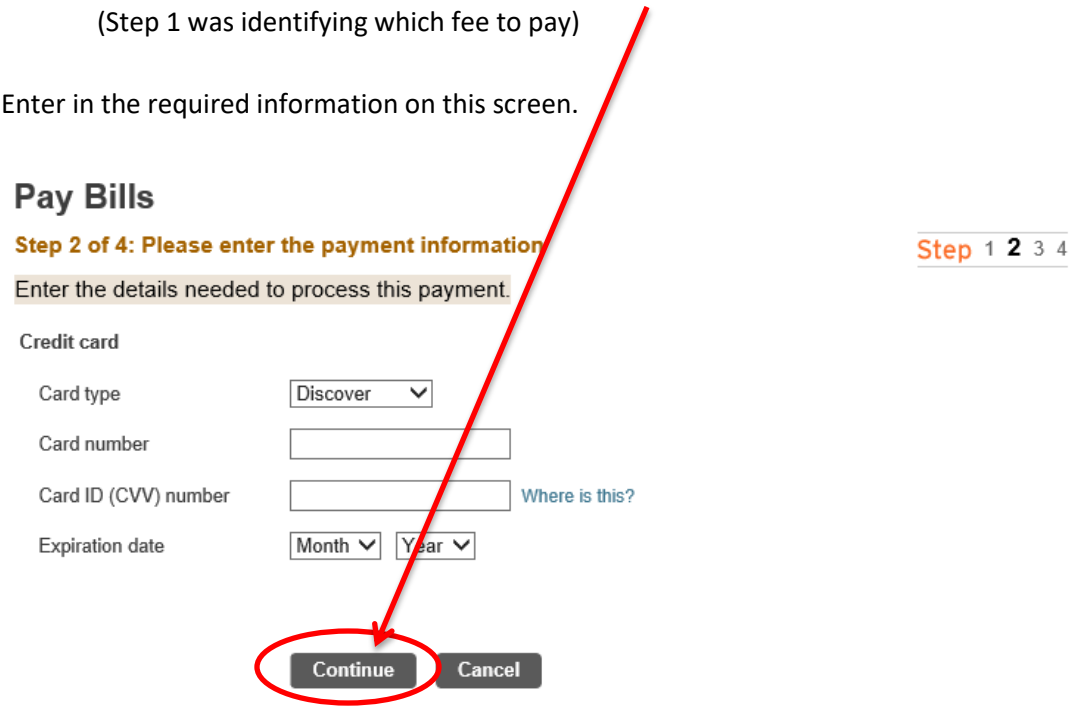
Charge	Description	Amount
RLLATE	RENTAL LICENSE LATE FEE	$50.00
RLLATE	RENTAL LICENSE LATE FEE	$50.00
RLUNIT	RENTAL UNIT CHARGE	$75.00
SUBTOTAL		$175.00
Fees		$100.00
Payments/Adjustments		$0.00
Total Unpaid Balance		$175.00
TOTAL DUE		$175.00

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

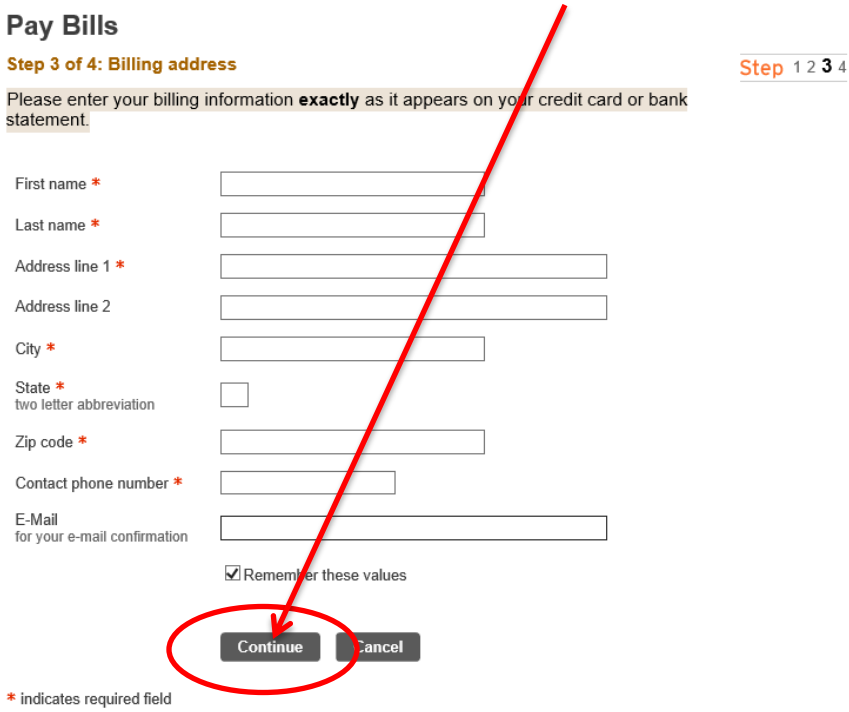
Section 5 – How to Pay Fees

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.

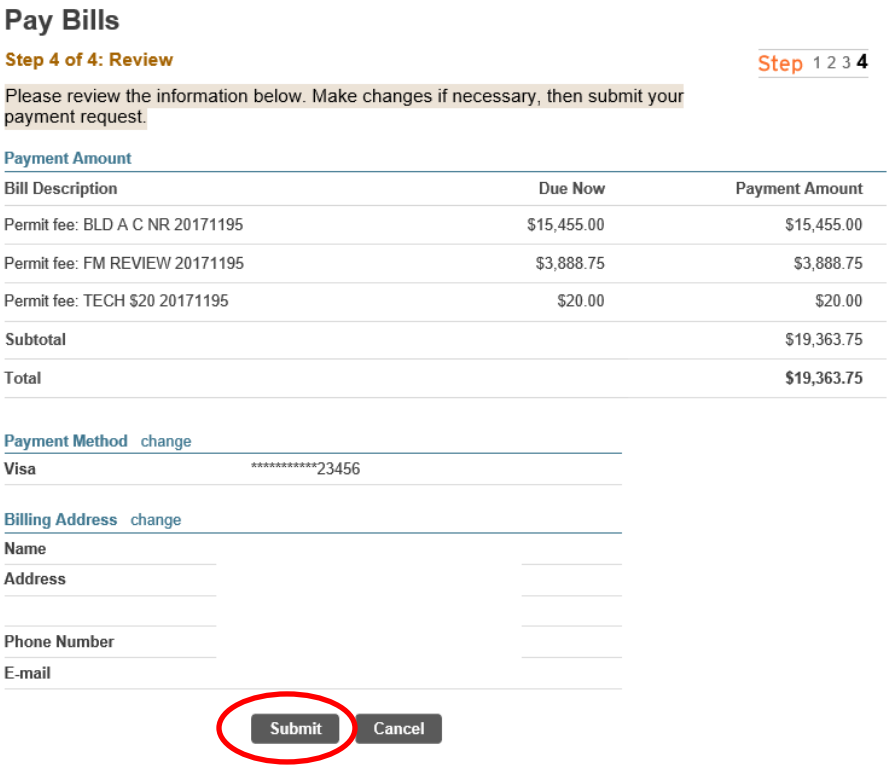


Step 3. Enter the billing information and click Continue.



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

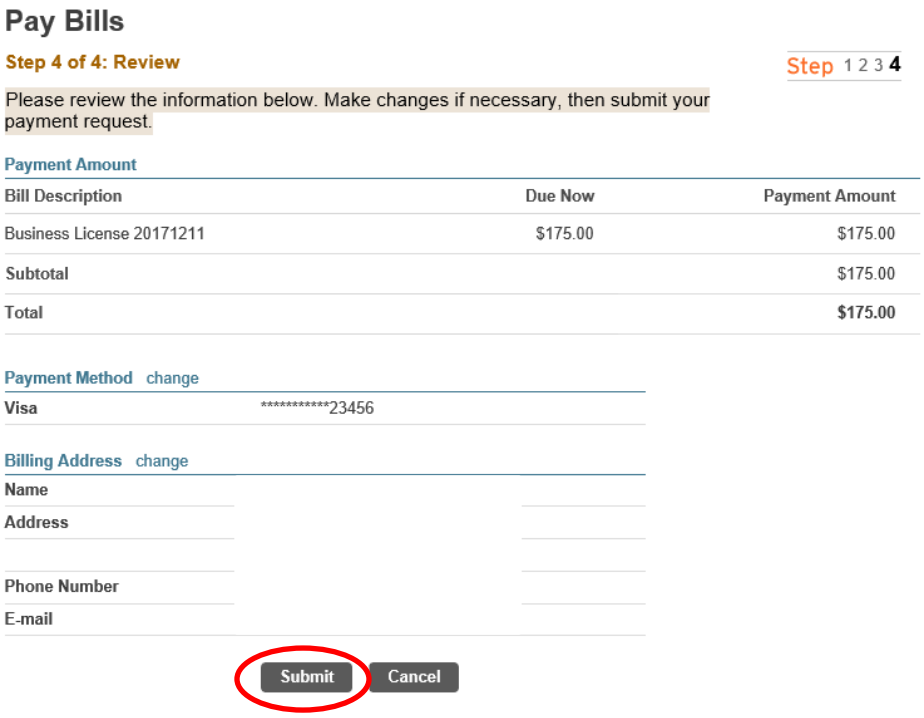
Address

Phone Number

E-mail

Submit Cancel

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

Submit Cancel