

## Hagerstown Maryland Self Service Portal



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



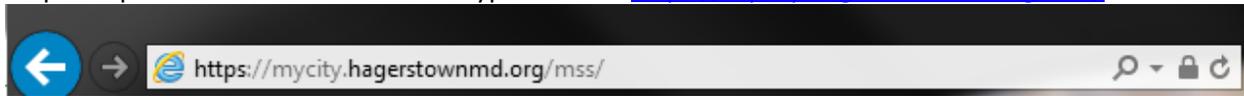
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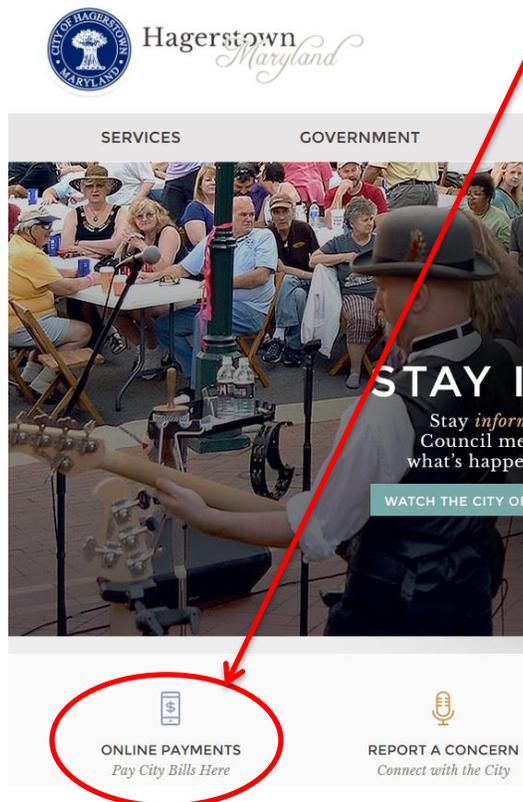
## Section 1 - How to Access the Munis Self Service website

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](http://www.hagerstownmd.org)) and click on Online Bill Pay



The follow screen should appear



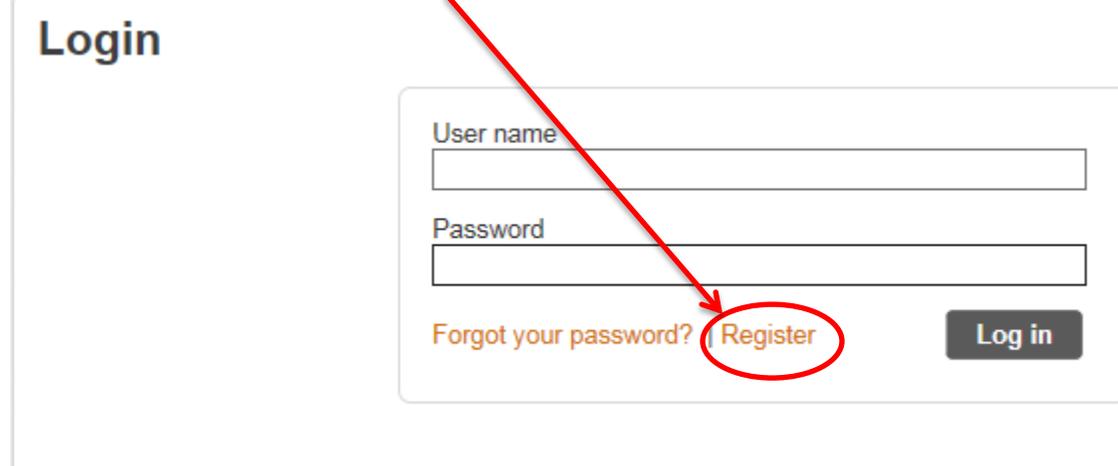


## Section 2 – How to create a Login for Munis Self Service

**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

#### 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](#)

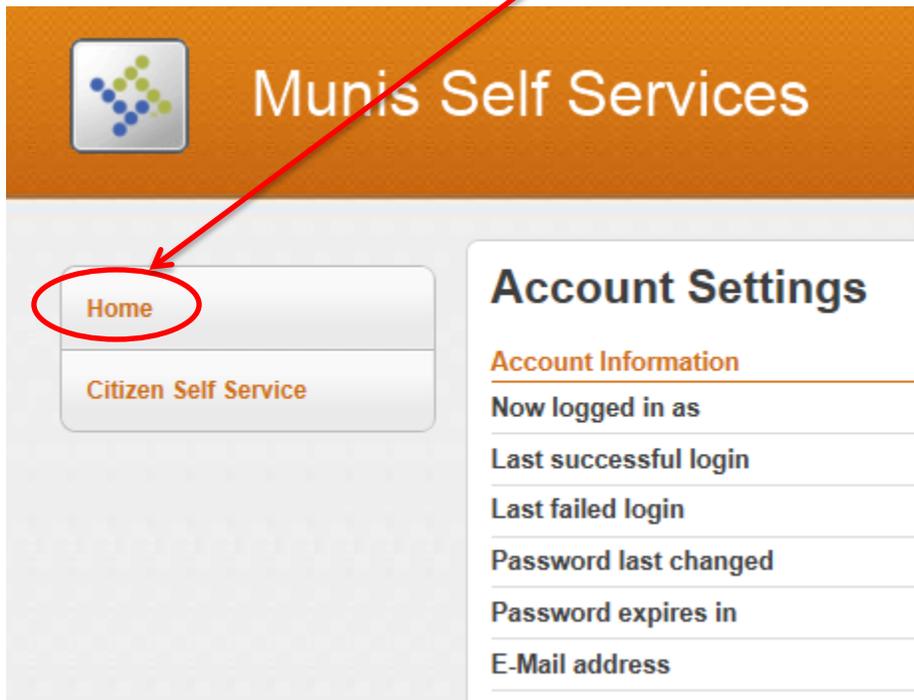
Account

Customer

There are currently no linked accounts

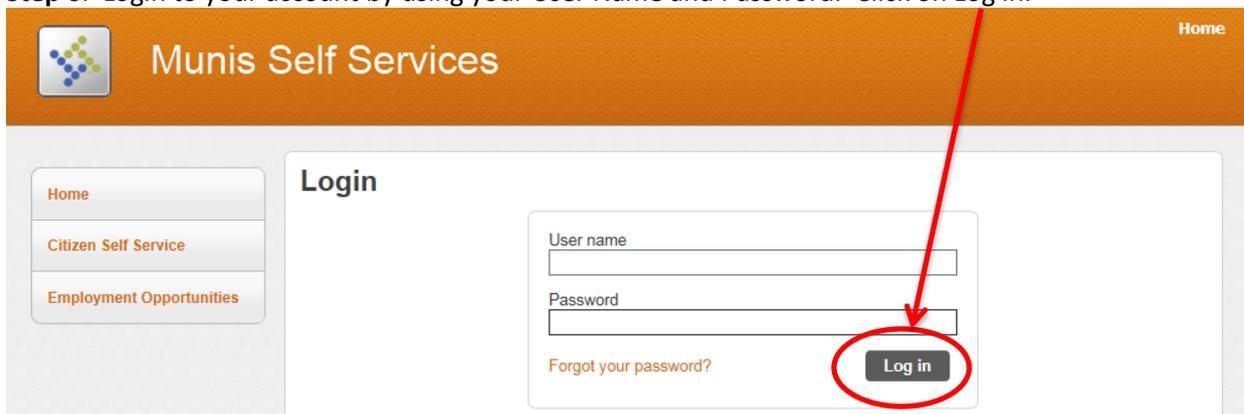
[Go To Module Homepage](#)

**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	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100428	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20112989	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	COMPLETE	20120337	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120375	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120791	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	ACTIVE	20121150	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20132615	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	ACTIVE	20140667	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	ACTIVE	20140788	\$0.00	\$0.00	<a href="#">Details</a>

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	Details
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100335	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100428	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20112989	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	COMPLETE	20120337	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120375	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120791	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	ACTIVE	20121150	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20132615	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	ACTIVE	20140667	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	ACTIVE	20140788	\$0.00	\$0.00	<a href="#">Details</a>

1 2 3

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	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20100428	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20112989	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN / CITY OF HAGERSTOWN	22022245001	COMPLETE	20120337	\$0.00	\$0.00	<a href="#">Details</a>
1 EAST FRANKLIN STREET	CITY OF HAGERSTOWN	22022245001	COMPLETE	20120375	\$0.00	\$0.00	<a href="#">Details</a>

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)**

<input type="checkbox"/>	Permit Type	Status	Total Fees	Balance Due	
<input type="checkbox"/> Pay	PLBP PERMI	ISSUED	\$0.00	\$0.00	<a href="#">Details</a>

**Inspections (1 found)**

<input type="checkbox"/>	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
<input type="checkbox"/> Pay	PC FINAL	CITY OF HAGERSTOWN		PASS	\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Alert</a>

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)**

<input type="checkbox"/>	Permit Type	Status
<input type="checkbox"/> Pay	ELECTRICAL	ISSUED

**Inspections (1 found)**

<input type="checkbox"/>	Inspection Type	Owner/Contractor	Scheduled
<input type="checkbox"/> 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 processed.

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

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

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

**Permits (1 found)**

	Permit Type	Status	Total Fees	Balance Due	
<input type="checkbox"/>	PLBP PERMI	ISSUED	\$0.00	\$0.00	<a href="#">Details</a>

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**

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

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

## 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			<a href="#">View Comments</a>
CITY ENGINEER	1	JAMES BENDER			<a href="#">View Comments</a>
POTOMAC EDISON	1	POTOMAC EDISON			<a href="#">View Comments</a>
WATER FUND	1	KIM RIDENOUR	APPROVED	8/26/2016	<a href="#">View Comments</a>
WASTEWATER FUND	1	ED NORMAN	APPROVED	8/24/2016	<a href="#">View Comments</a>
FIRE DEPARTMENT	1	DOUG DEHAVEN			<a href="#">View Comments</a>
CODE ADMINISTRATION	1	BLAINE MOWEN			<a href="#">View Comments</a>

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](#)

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

[View All Comments](#)

#### Plan Reviews

Department	Review Cycle	Reviewer	Status	Completed	
FIRE DEPARTMENT	1	DOUG DEHAVEN	APPROVED WITH CONDITIONS	2/25/2012	<a href="#">View Comments</a>
CODE ADMINISTRATION	1	BLAINE MOWEN	APPROVED WITH CONDITIONS	2/16/2012	<a href="#">View Comments</a>

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

Department	Completed	Comment
CODE ADMINISTRATION	2/16/2012	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>3. All new framing must be inspected and approved prior to closing and covering any areas.</li> <li>4. A ceiling close-in inspection is required.</li> <li>5. All electrical work must be completed by a City of Hagerstown licensed electrician. An electrical permit and inspection approvals are required.</li> <li>6. All methods of construction are subject to field inspection and approval.</li> <li>7. A final inspection is required when all work is completed. The permit applicant is responsible for scheduling the inspection.</li> </ol>

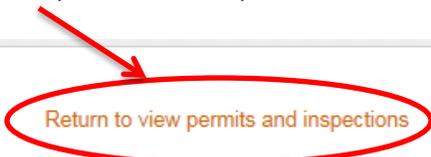
To return to the main permit application screen, click on Return to view permits and inspections

## 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](#)

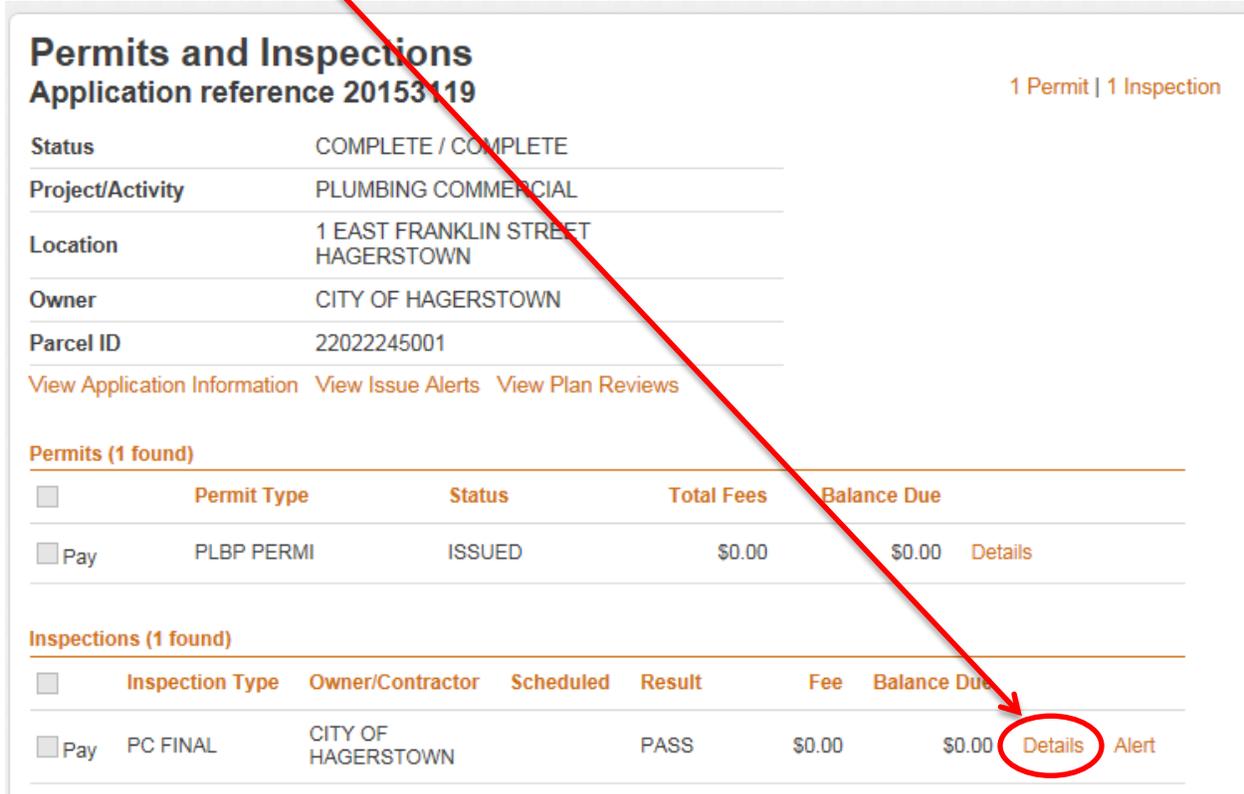


[Return to view permits and inspections](#)



## 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)**

<input type="checkbox"/>	Permit Type	Status	Total Fees	Balance Due	
<input type="checkbox"/> Pay	PLBP PERMI	ISSUED	\$0.00	\$0.00	<a href="#">Details</a>

**Inspections (1 found)**

<input type="checkbox"/>	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
<input type="checkbox"/> Pay	PC FINAL	CITY OF HAGERSTOWN		PASS	\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Alert</a>

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

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

[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)**

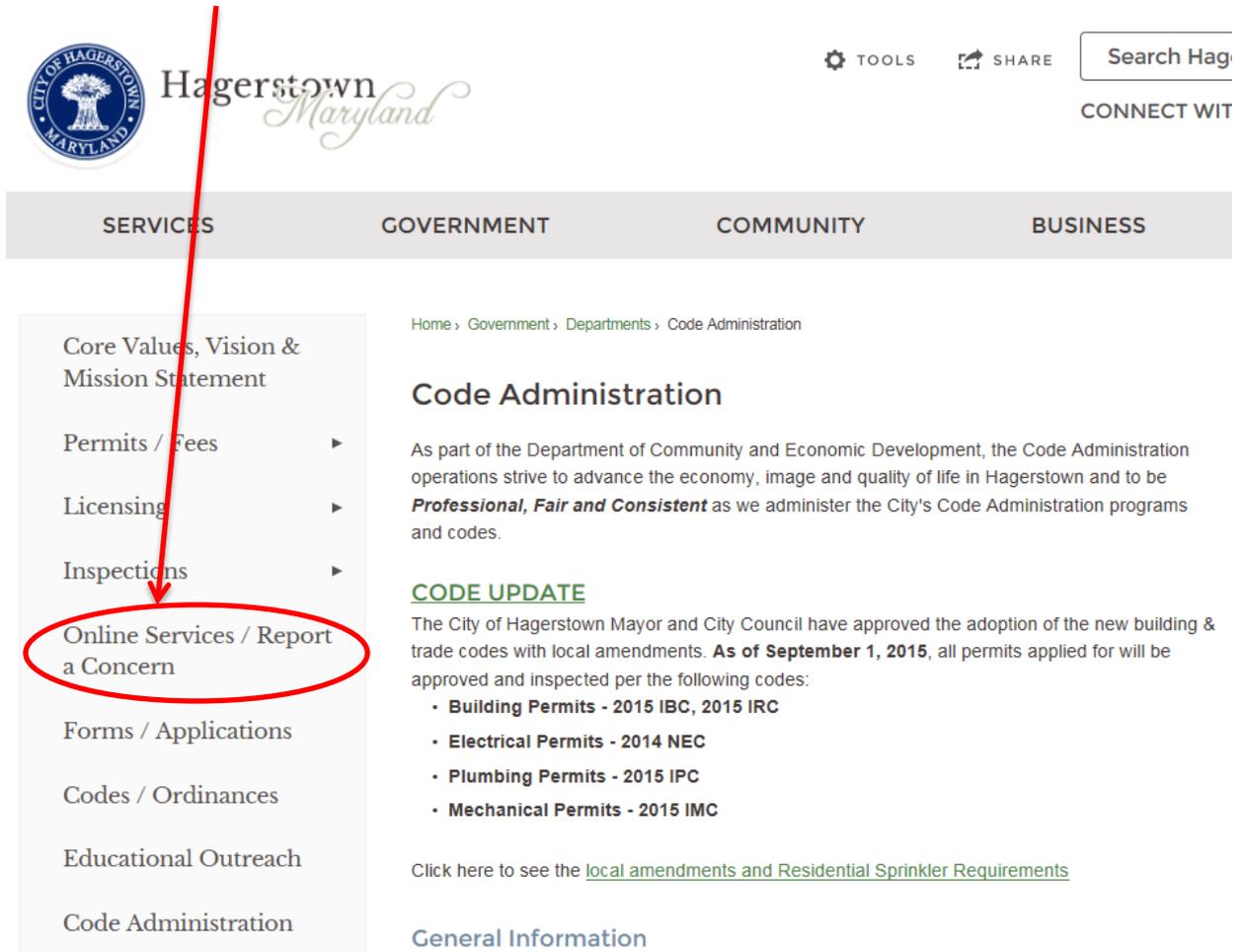
<input type="checkbox"/>	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due		
<input type="checkbox"/> Pay	PC UNDERGROUND	CITY OF HAGERSTOWN			\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/> Pay	PC SEWER	CITY OF HAGERSTOWN			\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/> Pay	PC WATER	CITY OF HAGERSTOWN			\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/> Pay	PC ROUGH	CITY OF HAGERSTOWN			\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/> Pay	PC CEILING	CITY OF HAGERSTOWN			\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/> Pay	PC FINAL	CITY OF HAGERSTOWN			\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>

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](http://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", "SHARE", and a search box labeled "Search Hag". Below this is a navigation bar with "SERVICES", "GOVERNMENT", "COMMUNITY", and "BUSINESS". A dropdown menu is open under "SERVICES", listing: "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 circled item to the "Inspections" link in the top navigation bar. The main content area shows the breadcrumb "Home > Government > Departments > Code Administration", the heading "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). A link for "local amendments and Residential Sprinkler Requirements" is provided. At the bottom is a "General Information" section.

**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.