Hagerstown Maryland Self Service Portal

Online Access for Inspection Results

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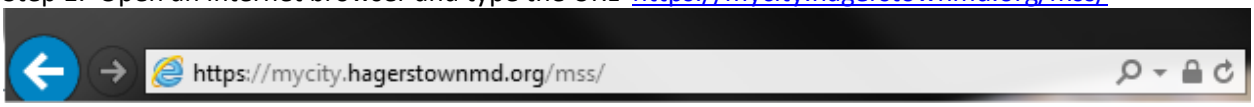
Section 1 - How to Access the Munis Self Service website

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



or

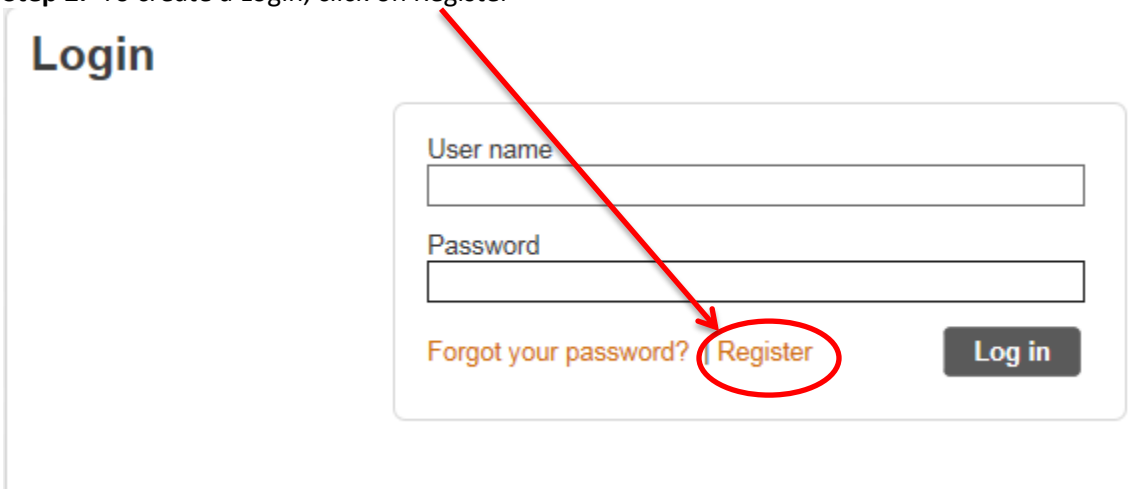
Go to the City of Hagerstown homepage (www.hagerstownmd.org) and click on Online Bill Pay

The follow screen should appear

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

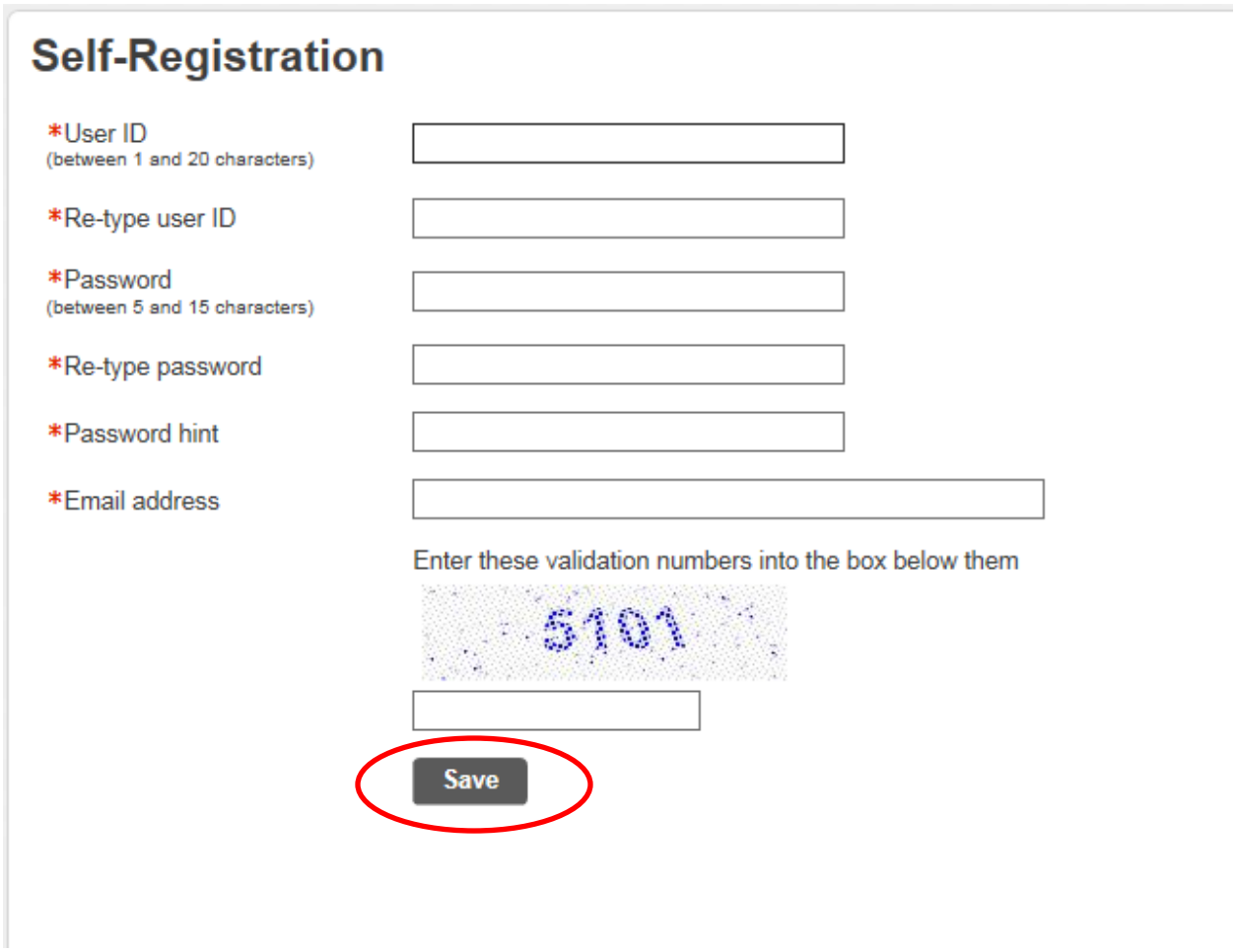
Step 1. If you have no login for the Munis Self Service system, click on Citizen Self Service. If you have an account, go to **Step 6**.

Step 2. To create a Login, click on Register

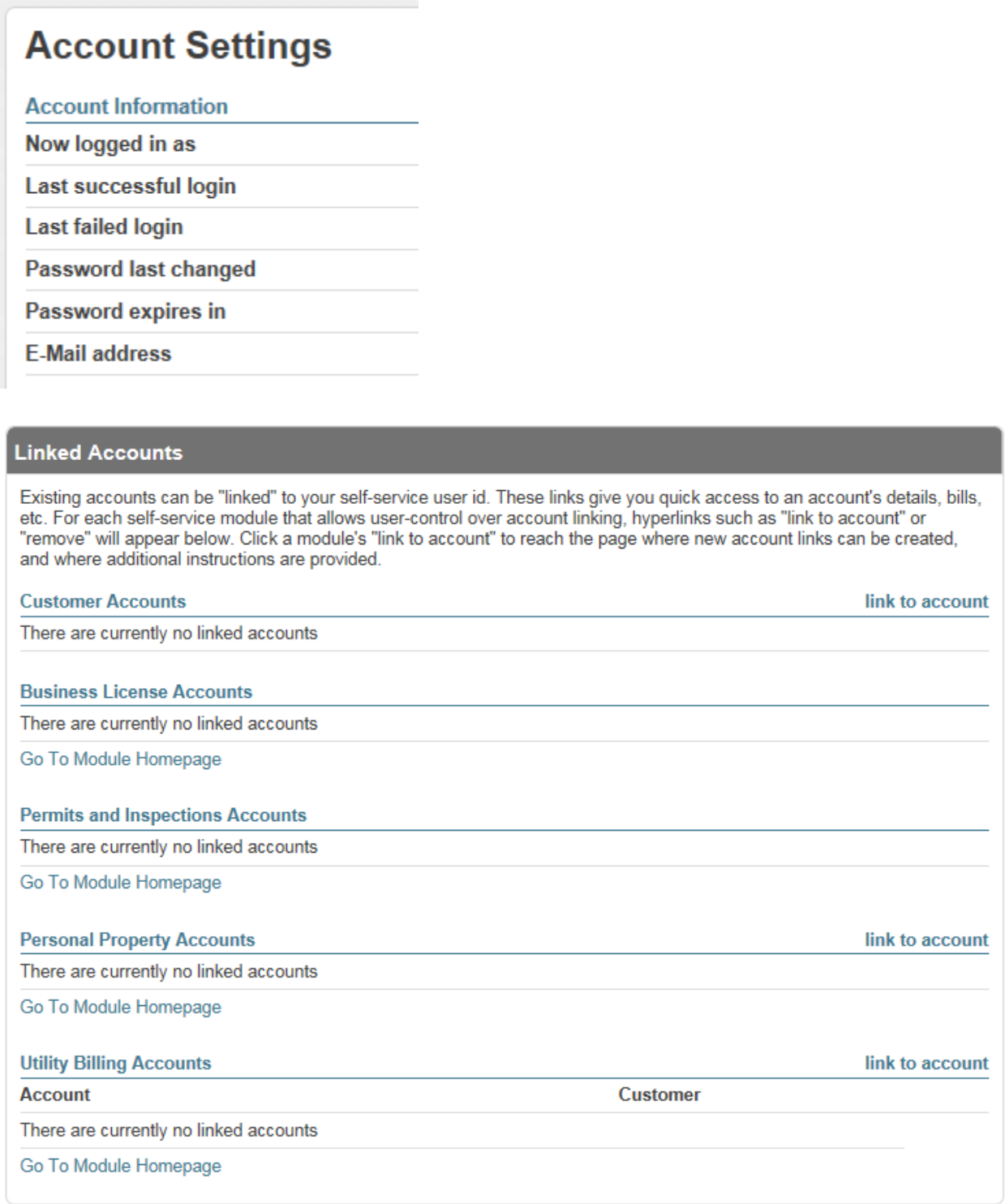


Step 3. Create a user account and click on Save.

Make sure to write down the login and password information.



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**

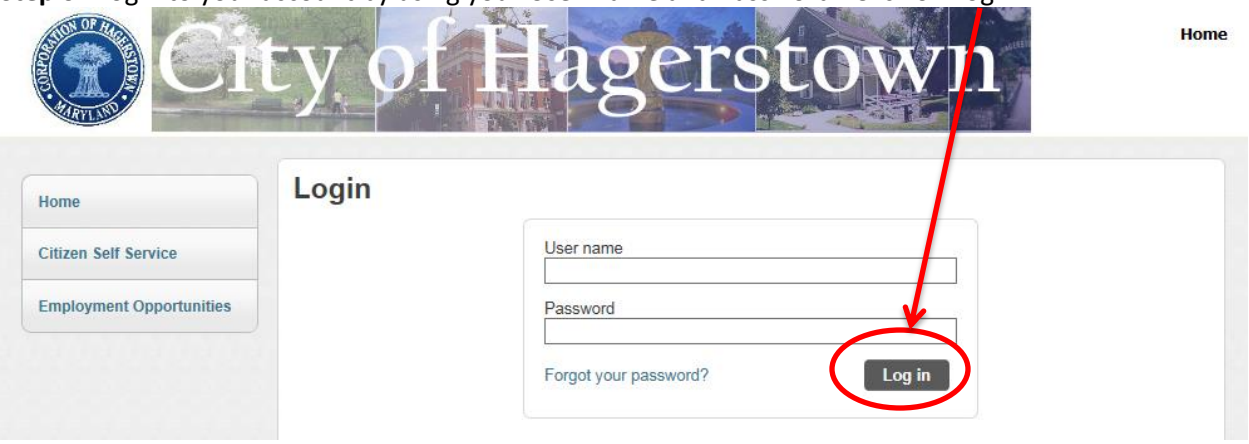
Account	Customer
There are currently no linked accounts	

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.

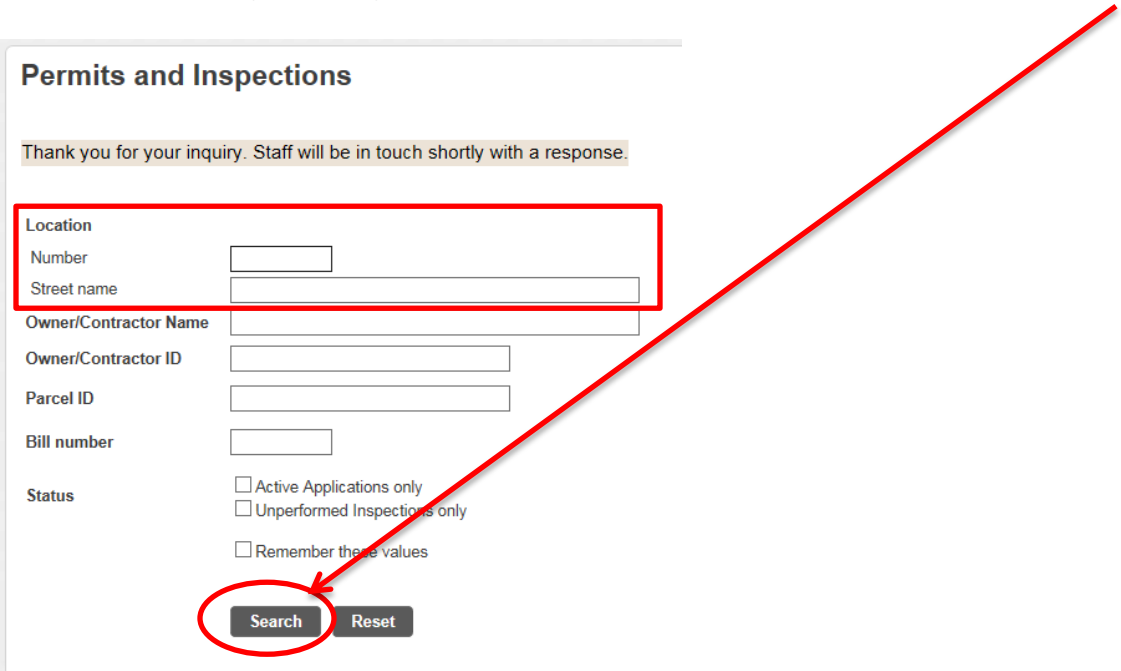


Section 3 – How to Search for an Inspection Result in Self Services

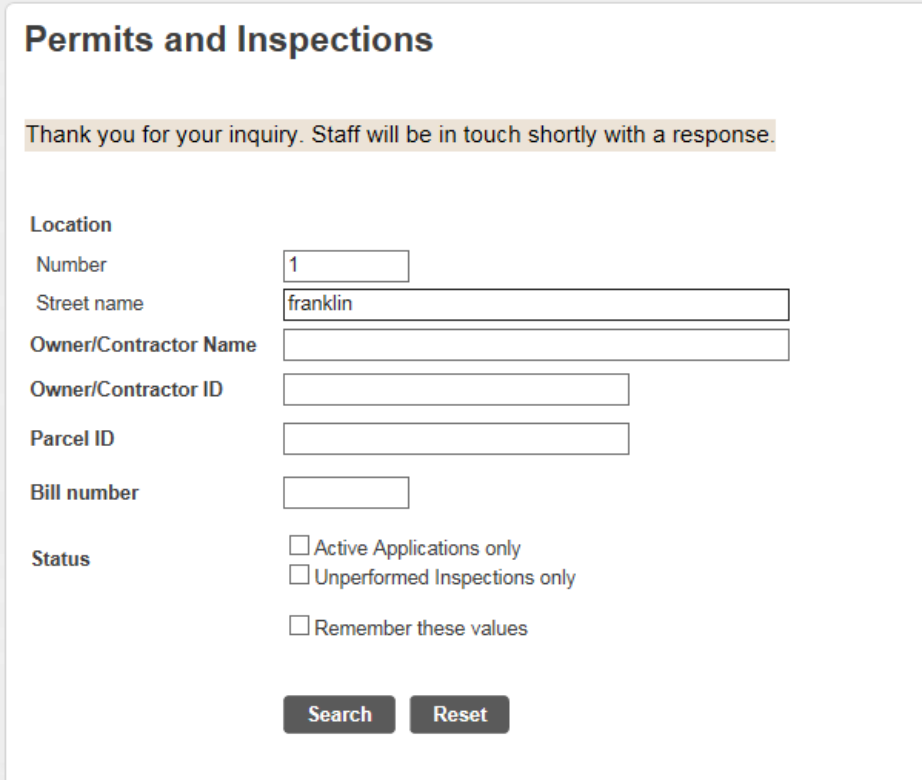
Step 1. Click on Citizen Self Service

Step 2. Click on Permits and Inspections

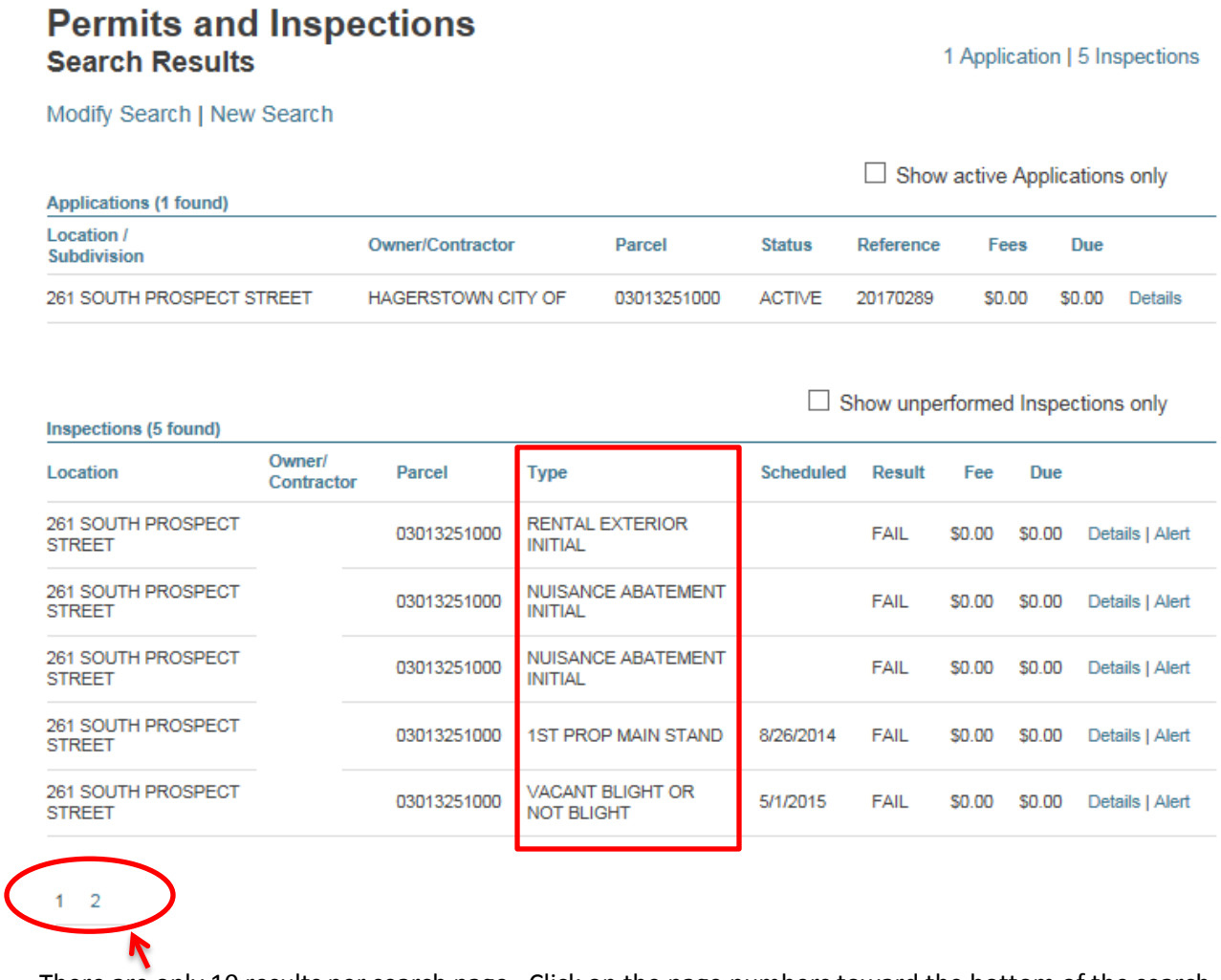
Step 3. Type in the property address. The form is not case sensitive. **Do not enter pre directional information such as (N, S, E, W)**. Once the address is entered, click on Search



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



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)

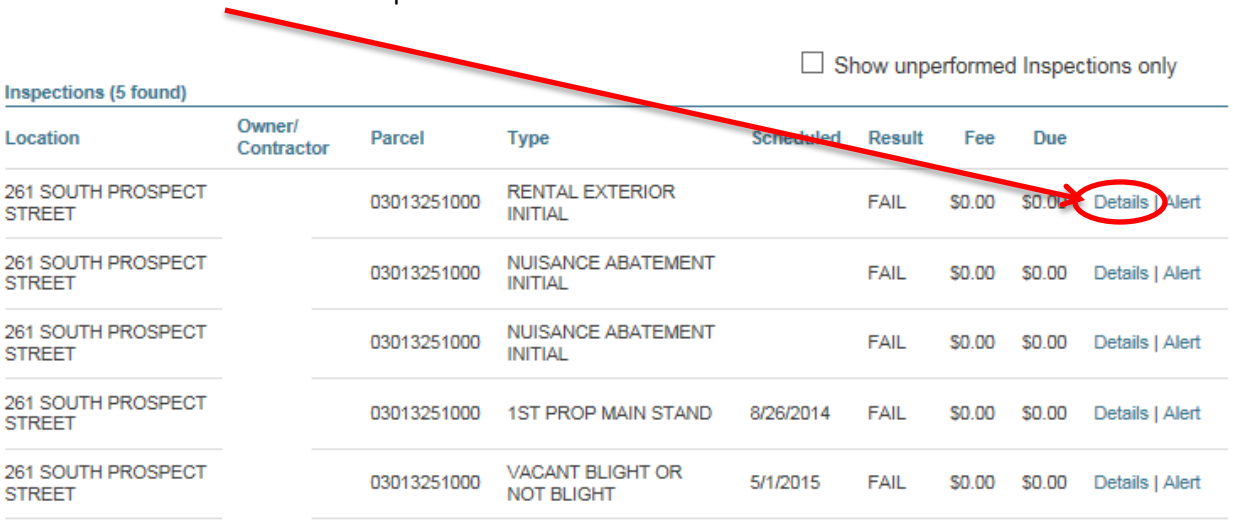
Location	Owner/ Contractor	Parcel	Type	Scheduled	Result	Fee	Due	
261 SOUTH PROSPECT STREET		03013251000	RENTAL EXTERIOR INITIAL		FAIL	$0.00	$0.00	Details | Alert
261 SOUTH PROSPECT STREET		03013251000	NUISANCE ABATEMENT INITIAL		FAIL	$0.00	$0.00	Details | Alert
261 SOUTH PROSPECT STREET		03013251000	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.

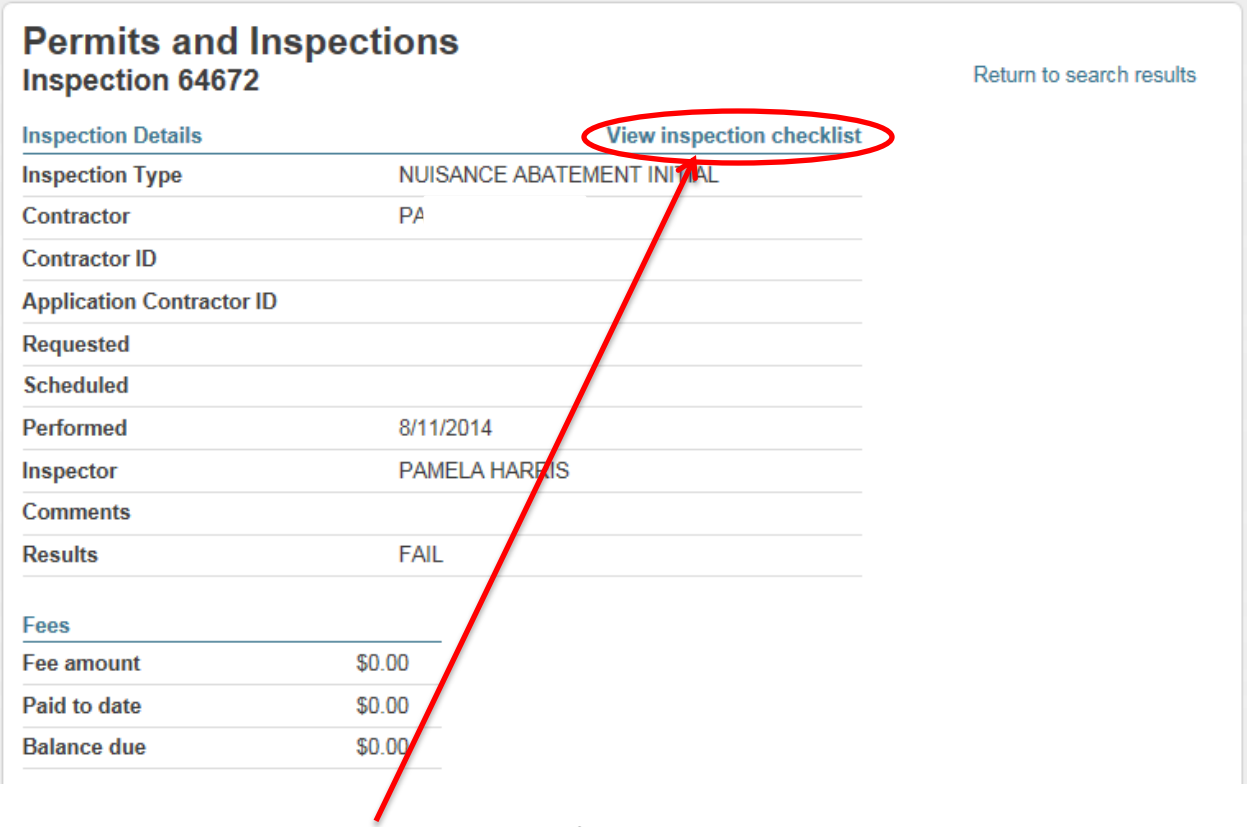


☐ Show unperformed Inspections only

Inspections (5 found)

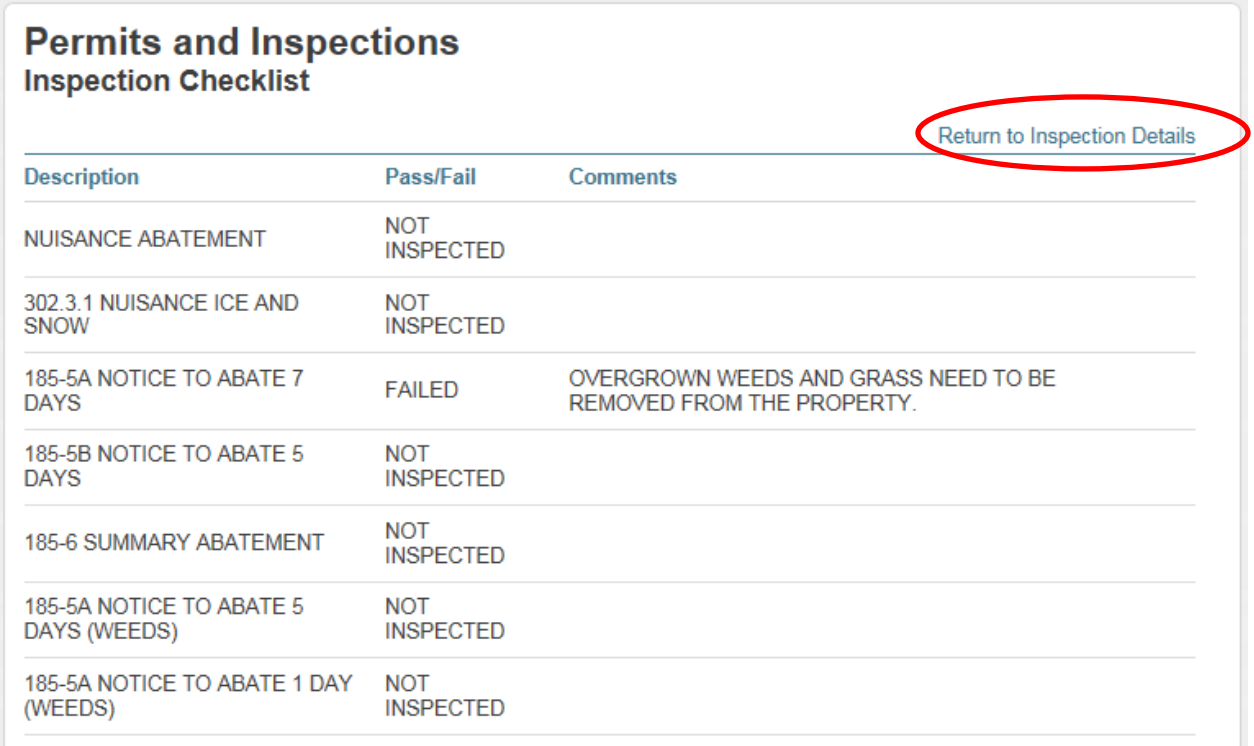
Location	Owner/ Contractor	Parcel	Type	Scheduled	Result	Fee	Due	
261 SOUTH PROSPECT STREET		03013251000	RENTAL EXTERIOR INITIAL		FAIL	$0.00	$0.00	Details | Alert
261 SOUTH PROSPECT STREET		03013251000	NUISANCE ABATEMENT INITIAL		FAIL	$0.00	$0.00	Details | Alert
261 SOUTH PROSPECT STREET		03013251000	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.



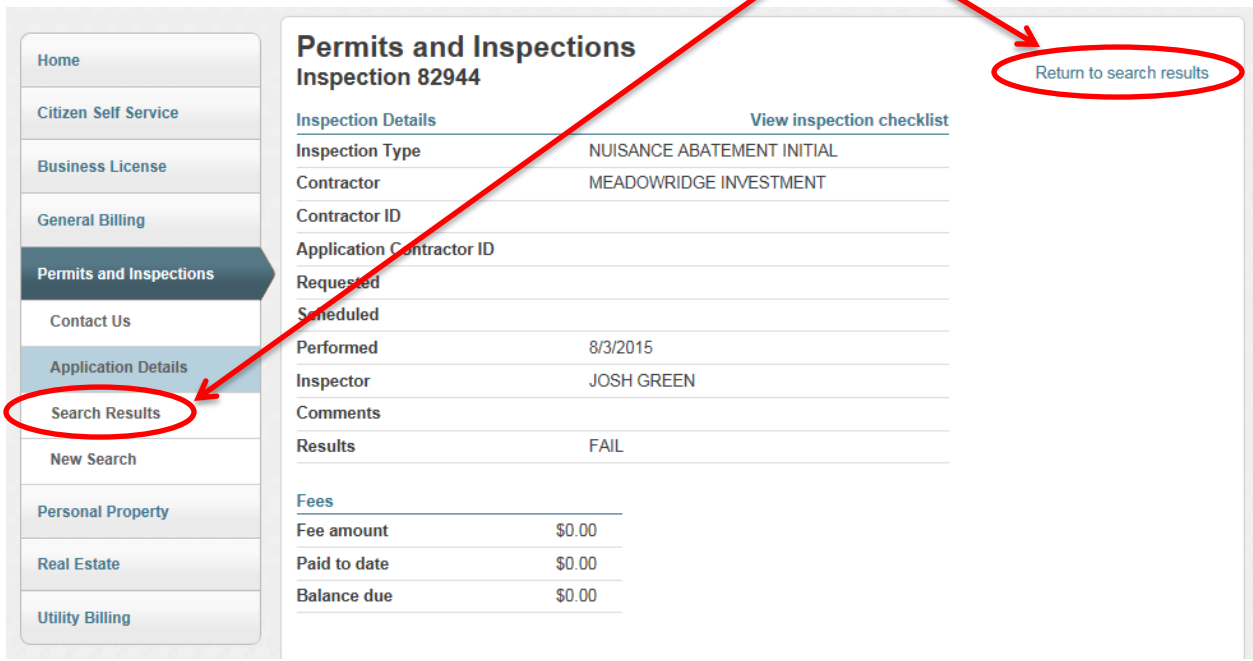
By clicking on View inspection checklist, more information about property maintenance inspections can be obtained, seen on the next page.

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



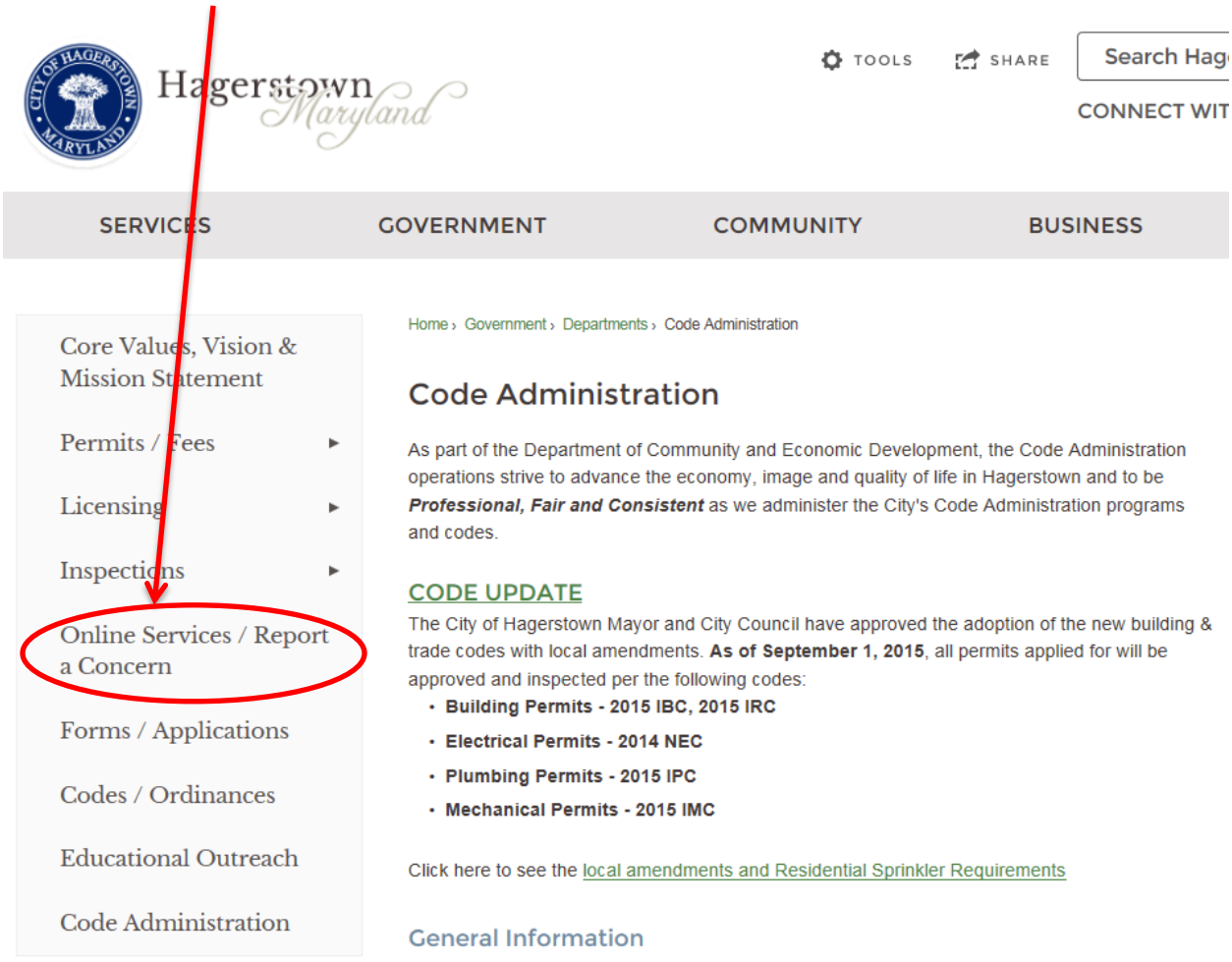
To return to the previous page, click on Return to Inspection Details

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

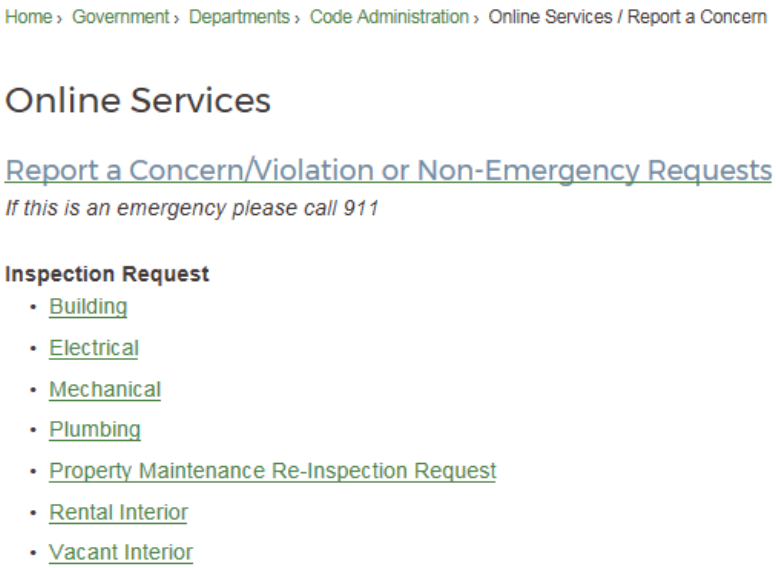


Section 5 - How to Request an Inspection online

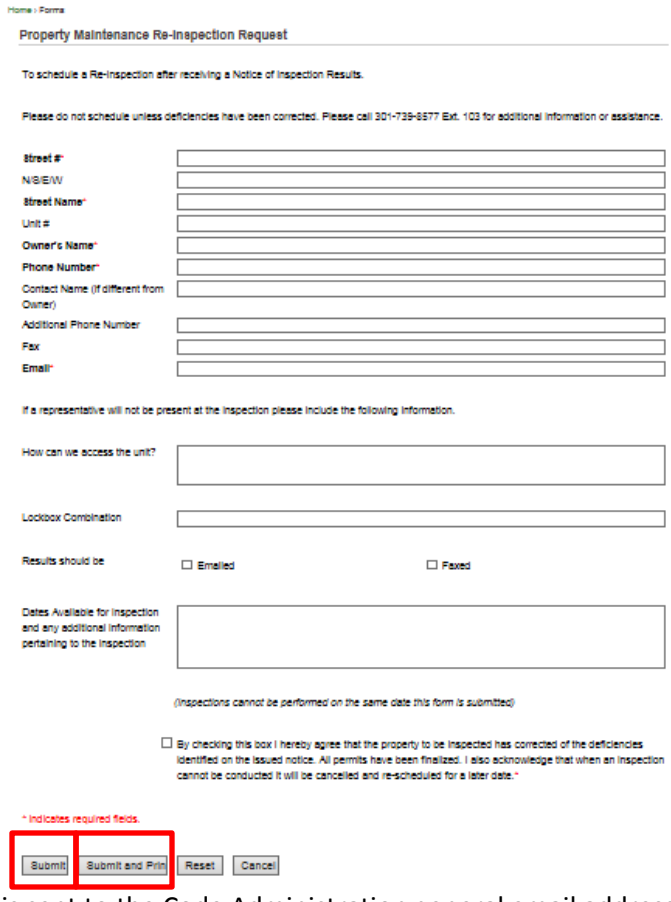
Step 1. Go to the City of Hagerstown Code Administration homepage (www.hagerstowncode.org) and click on Online Services



Step 2. Select type of inspection request.



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



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