



TREASURER'S OFFICE

Guide to using the Washington County Citizen Self Service Portal

Step 1: Go to the County Website

1. Open your web browser (Chrome, Edge, Firefox, Safari, etc.).
2. In the address bar at the top, type: www.washco-md.net and press Enter.
3. This will take you to the Washington County, Maryland home page.

Step 2: Open the Tax Payment Portal

1. On the County's home page, look for and click on "Pay Property Taxes."
 - o This will take you to the Citizen Self Service tax payment page.

Step 3: Choose the Type of Bill You Want to Pay

On the next page, you will see several options. Click on the type of bill you want to pay:

- General Billing – For general invoices issued by the County.
- Personal Property Tax – For businesses only.
 - o This is used for taxes on business-owned furniture, fixtures, and equipment.
- Real Estate Property Tax – For taxes on land and buildings (homes, commercial property, etc.).
- Utility Billing – For County utility bills such as water or sewer (if applicable).

Click the correct option to continue.

Step 4: Paying Real Estate Property Taxes – Search Tips

When you choose Real Estate Property Tax, you must search for your property before paying. You can search by parcel identification number *or* by address, **but not both.**

Option A: Search by Parcel Identification Number

- Enter your parcel identification number without any hyphens (dashes).
 - o Example: If your bill shows 0123-4567, enter it as 01234567.
- Do not type the property address in any other field if you use the parcel number.

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WWW.WASHCO-MD.NET

Option B: Search by Address

If you prefer to search by address, follow these rules carefully:

1. House Number
 - In the house number field, enter numbers only.
 - Example: Enter: 1001
2. Street Name
 - In the street name field, enter only the street name.
 - Example: Type “Winchester” or “Franklin”
 - Do not include words like *Road, Avenue, Circle, Drive, Court, Street, Lane*, etc.
 - So, if your address is “1001 Winchester Road,” enter:
 - House Number: 1001
 - Street Name: Winchester
3. Do not enter both the parcel number and the address at the same time. Use one method only.

Step 5: Select Your Account and Make Payment

1. After entering your search information, click Search.
2. Select the correct property or account from the search results.
3. Review the bill details to confirm you have the right account.
4. Follow the on-screen instructions to:
 - Add the bill to your cart (if applicable).
 - Enter your payment information (such as credit/debit card or electronic check).
 - Confirm and submit your payment.
 - Note there is a 3.3% fee for paying either a credit or debit card. The fee for paying by E-Check is capped at \$1.95.
5. Print or save your payment confirmation page or email for your records.

Helpful Reminders

- Double-check that you have selected the correct bill type (General Billing, Personal Property Tax for businesses, Real Estate Property Tax, or Utility Billing).
- When paying Real Estate Property Taxes, remember:
 - No hyphens in parcel numbers.
 - Use either parcel number or address, not both.
 - For addresses:
 - House number = numbers only
 - Street name = name only, no extra words like “Road” or “Avenue.”

If you have trouble finding your bill, review how you entered the parcel number or address using the rules above and try again.