CITIZEN ACCESS
User Guide

For

Fire Permits

A fire permit is required for the installation of a sprinkler system in either a residential structure or non-residential structure and for the installation of an alarm system in a non-residential structure. A fire permit is also required whenever an inspection is needed for items other than a sprinkler or alarm system. Permit(s) are to be applied for online through the Citizen Access Portal at https://accela.washco-md.net/CitizenAccess/Default.aspx. **A user must be registered in order to apply for permits, schedule inspections or pay fees.**

This screen gives you the option to Sign In, Register for an Account or Lookup information.

Users who are not registered will get this message when trying to apply for a permit, pay fees or schedule an inspection.

Create an Account

Click on the blue link – Create an Account and follow the steps.

Search...

Sign In
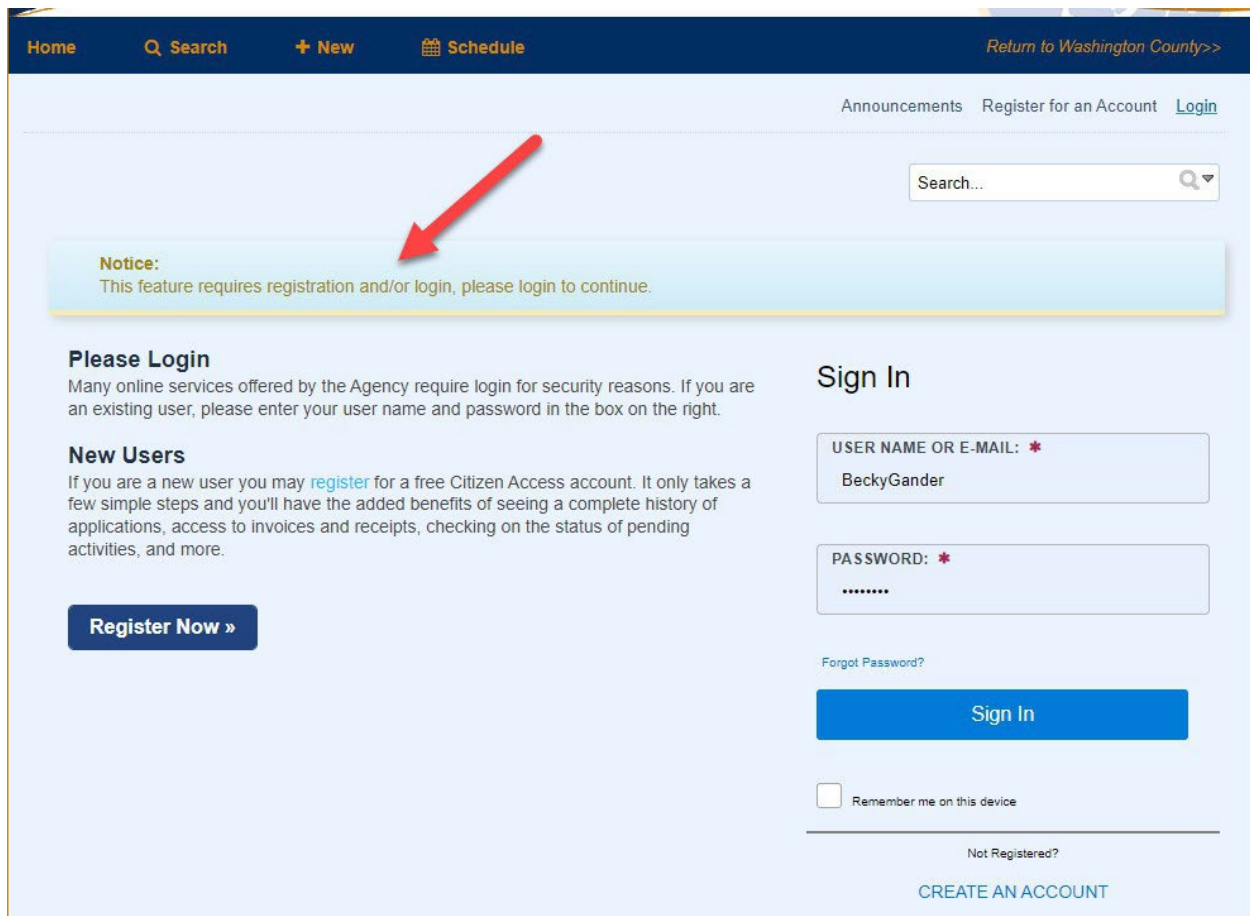
USER NAME OR E-MAIL: *

BeckyGander

PASSWORD: *

••••••••

Forgot Password?
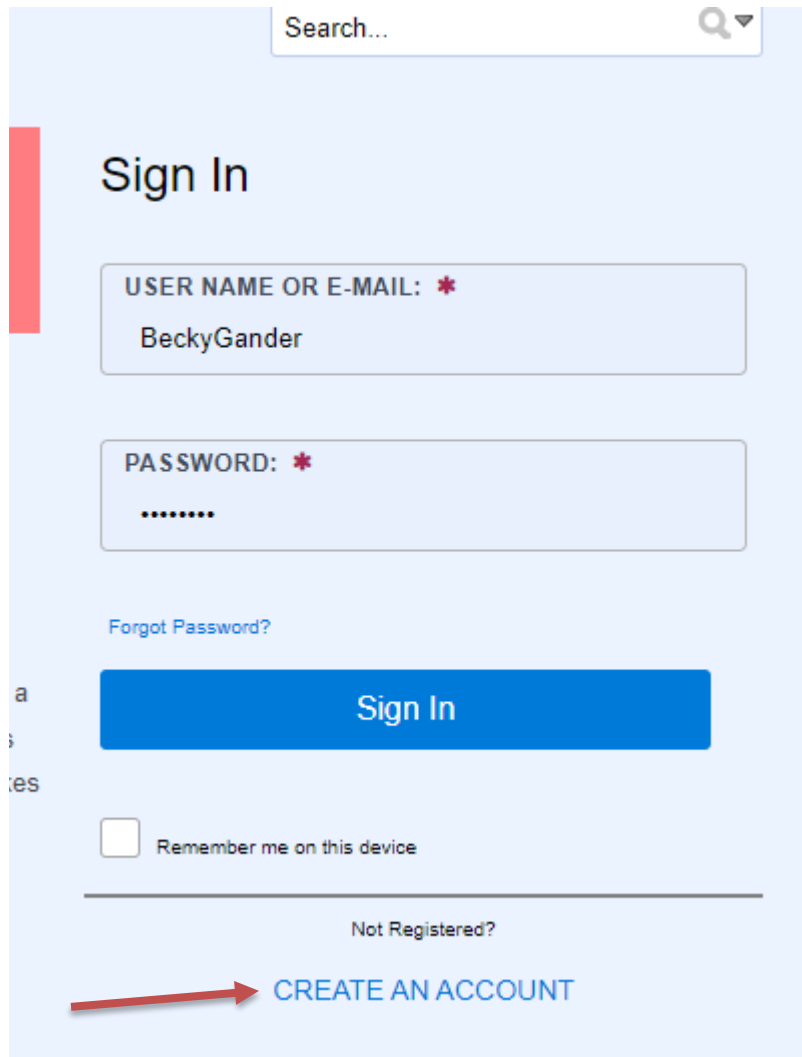
Sign In

☐ Remember me on this device

Not Registered?

CREATE AN ACCOUNT

Step 1 of 2: Login Information

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

✱ Required Fields

USER NAME: ✱

E-MAIL ADDRESS: ✱

Must enter a E-mail Address:

PASSWORD: ✱

Must enter a Password:

TYPE PASSWORD AGAIN: ✱

ENTER SECURITY QUESTION: ✱
Select ▼

ANSWER: ✱

☐ I have read, understand, and agree to the Terms of Service ↗

CONTINUE

Step 2 of 2: Contact Details – <mark>Select Applicant</mark> and fill in the required fields and click Submit when finished.

A green banner will populate stating your account is successfully registered.

Your account is successfully registered.

Congratulations. You have successfully registered an account.
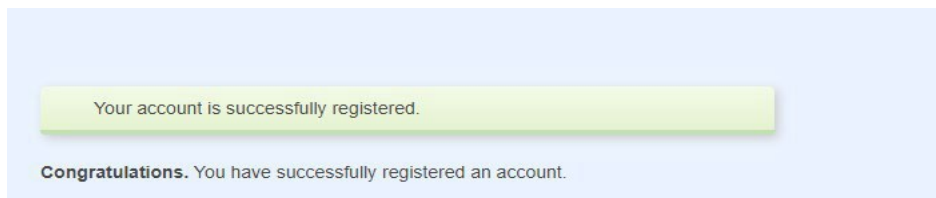
Applying for a Permit

Before applying for a permit, the user must be registered for an account. Permit requirements may vary depending on the type of permit being applied for. You will be required to upload PDF documents and fill in certain fields on the screen in order for the permit to go through. The screens will prompt you for this information. Once your permit has been successfully submitted, the system will automatically generate a "record number" for your reference.

Washington County
MARY

Home   Q Search   + New   Schedule

Permit Application

Permitting fees are no longer req
A permit tech will contact you wi
continue to pay

Land Development Application

Forest Exemption Application
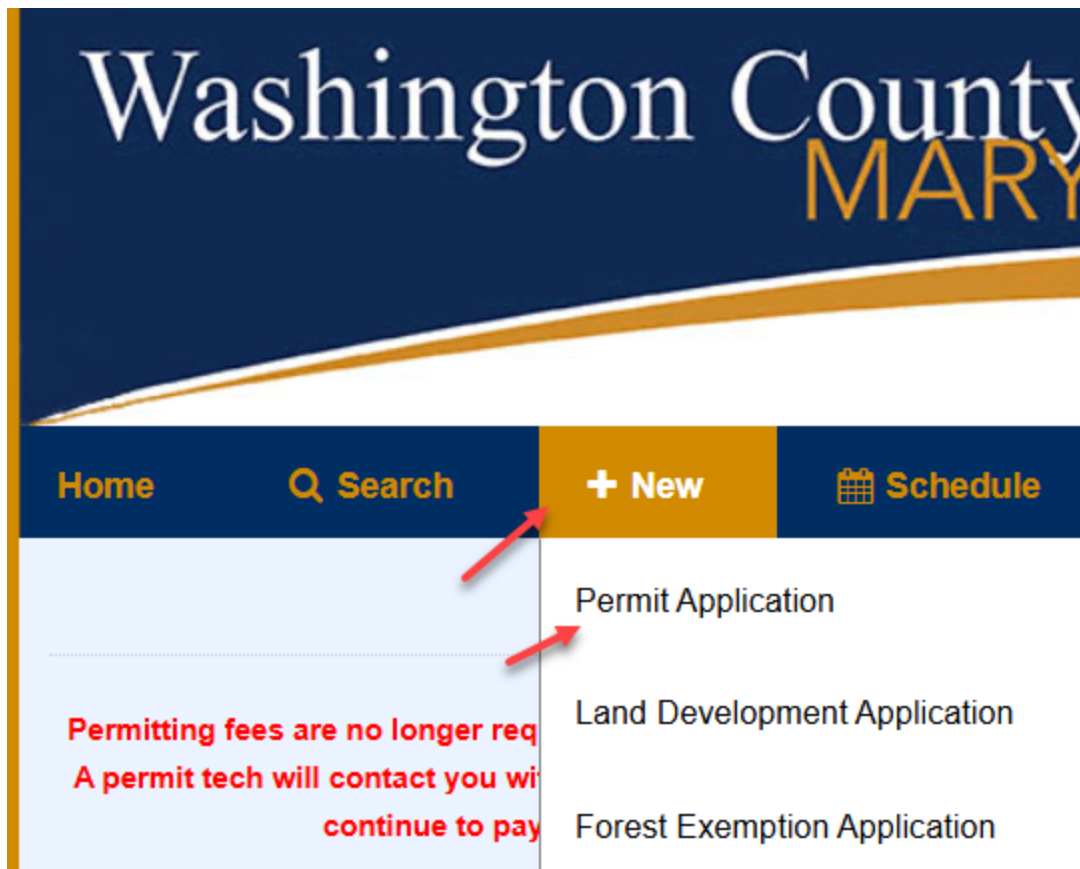
Disclaimer - Check the box for the disclaimer and click on Continue Application

Select a License - Click on the drop-down arrow and select None Applicable

Home   Q Search   + New   🗓 Schedule

Announcements   Logged in

Effective September 9, 2024
Permitting fees are no longer required to be paid at time of permit application and have been
A permit tech will contact you with the total amount due once the permit has been processe
continue to pay fees online once you have been notified of fees due.

Effective Immediately
All new residential one and two family dwellings and additions to existing one and two fami
must comply with the residential provisions of the 2021 IECC Code.
The Energy Efficiency Form is required to be completed at time of permit application su

Select a License

Select a license for this record from the list below. The available permit record type
account.

* Licenses:

--Select--

--Select--

Contractor EL-M-1551

Contractor M-M-1111

Contractor PL-M-0792   cation »

None Applicable

Record Type – Click on the drop-down arrow beside Permits - Fire Prevention and click the button for Fire Prevention Permit

Address

Enter the address OR Tax Acct ID number (you do not need to enter both). When entering the address, you only need to put the street number and the street name. Do not put road, drive, etc. in the street name field or it will not populate the address. Once the fields have been filled in, select Search.

Once you select Search, the address, Tax Acct ID and Owner information should all populate. If you get zero results, check your Tax Acct ID or Address to make sure it is entered correctly.

Fire Prevention Permit

1 Location	2 Contacts	3 Work Details	4 Documents	5 Review

Step 1: Location > Location

Address

Street No.:	Direction:	Street Name:	Street Type:	Unit No.:
747	--Select-▼	Northern	Avenue ▼	

City:	State:	Zip:
Hagerstown	MD	21742

Search **Clear**

Tax Acct ID

* Tax Acct ID Number:

21010081

Election District:	Planning Sector:	Liber:	Folio:	CAMA Plat Number:
21	1	6875	41	

Map:	Grid:	Parcel:	Lot:
300	11	603	

Search **Clear**

Owner

Owner Name: ⑦

WASHINGTON COUNTY COMMISSIONE

At this step, you can either Save and resume later to finish the application at a later time or click on Continue Application to proceed

Owner

Owner Name: ⓘ

WASHINGTON COUNTY COMMISSIONE

Address Line 1:

BOARD OF

Address Line 2:

100 W WASHINGTON STREET

City:

HAGERSTOWN

State:

MD

Zip:

21740

Search **Clear**

Save and resume later

Continue Application »

Contacts:

Enter the applicant's information.

- **Applicant –** The individual who is entering the permit information. Not the person or company the permit is for.
- **Agent –** Someone who represents the company the permit is for.
- **Field Notification –** Someone who will receive notifications when the permit has been issued and when inspections have been scheduled and completed. This only works for valid email addresses.
- **Licensed Professional –** A contractor licensed in the State of Maryland

You may either select the applicant from the registered account you are using or add a new applicant. When selecting from Account, you may see multiple options depending on how your account is set up. Select the one you want and then click Continue.

If you choose to add a new contact, you will need the contact information for that person. Anything with a red asterisk is a required field and must be filled in before continuing.

Contact Information

* First: * Last:

Name of Business:

* Address Line 1:

* City: * State: * Zip:

Main Phone: Mobile Phone: Fax:

E-mail:

Continue   **Clear**   Discard Changes

Once the applicant information is complete, you will see the name listed and a green check that the contact has been added successfully.

Work Details:

Application Name is optional and can be left blank or filled in

Detailed Description – should accurately reflect the scope of work being applied for
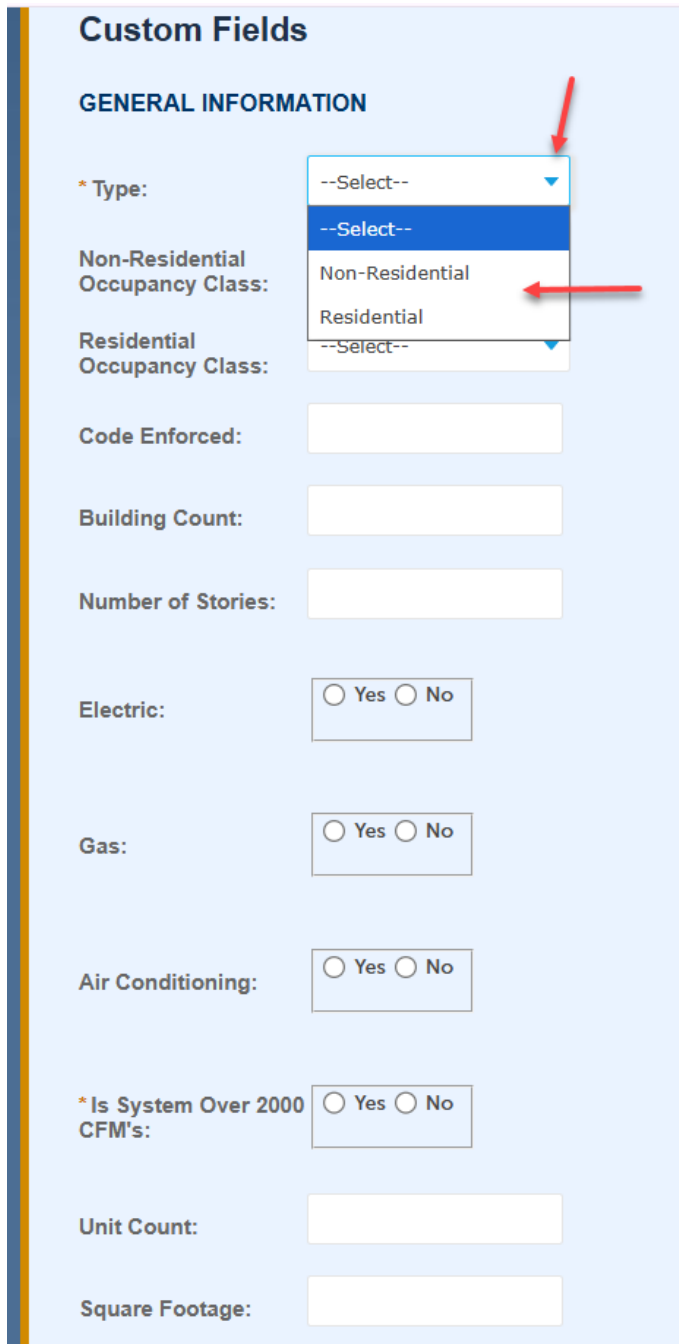
Custom Fields:

Will vary depending on the type of permit you are applying for. Any field marked with a red asterisk is a required field and must be filled in to proceed.

Type is either Non-Residential or Residential

Fire Type is the type of permit being applied for

TYPE INFORMATION

*Fire Type: --Select--

                                --Select--

Residential   Alarm System
Construction Type:
                                Annual Inspection   Select the Fire Type that applies to the permit you are
Sprinkler System   Mobile Food Unit   submitting
Installed:
                                Special Event

                                Sprinkler

Sprinkler System   ◯ Yes ◯ No
Existing:

Designated Area: --Select--

Save and resume later   **Continue Application »**

18

Construction Type is the structure that the sprinkler or alarm system is being installed in. This list will either be a residential or non-residential list based on the Type selected under General Information

TYPE INFORMATION

* Fire Type: Sprinkler

Residential   --Select--
Construction Type:

                           Apartment

Sprinkler System   Bed and Breakfast
Installed:
                           Condominium

                           Demo

                           Fence

Sprinkler System
Existing: Garage-Carport

                           Mobile Home

Designated Area: Mobile Home Replacement

                           Mobile Home Storage

                           Modular Home

                           Other

                           Porch-Deck-Slab

                           Retaining Wall

   Save and resume   Sea Container-Storage Boxes

                           Semi-Detached Home

                           Service Request

                           Short Term Rentals

                           Solar Panels

Home   Stick Built Home

Select the Construction Type that applies to the permit you are submitting. Example - new single family dwelling - select Stick Built Home

Continue Application »

Home   ment   MD Public Records   Red Cross, W

TYPE INFORMATION

* Fire Type: Sprinkler ▼

Residential
Construction Type: Stick Built Home ▼

Sprinkler System
Installed: ○ Yes ○ No

Can leave these blank or answer Yes/No

Sprinkler System
Existing: ○ Yes ○ No

Designated Area: None ▼

Can leave blank or select None
from the drop down list

Save and resume later   Continue Application »

Documents:

Your permit submission will require plans to be uploaded as part of the permit submittal. You will upload them at this step by clicking on Add and selecting the document(s) from your device.

NOTE: Files must be in PDF format. Plans must be uploaded as one pdf document and not as individual pages.

Fire Prevention Permit

1	2 Contacts	3 Work Details	4 Documents	5 Review	6 Pay Fees	7

Step 4:Documents>Documents

If the Fire Type = Alarm System then Alarm System Plans will be required prior to proceeding with application.

If the Fire Type = Sprinklers then Sprinkler Plans will be required prior to proceeding with application.

*indicates a required field.

Attachment

If required, upload *IECC Form* as Document Type *Application Documents*.

The maximum file size allowed is **400 MB**.

Building Plans must be uploaded as a single PDF file, not individual pages. PDF attachments are required. Filename(s) cannot contain the following characters: exclamation mark (!), asterisk (*), apostrophe ('), backslash (\), semicolon (;), colon (:), at symbol (@), ampersand (&), equals (=), plus (+), dollar sign ($) comma (,), forwardslash (/), question mark (?), percentage (%), pound (#), front bracket ([), end bracket]), double quote ("), less than (<), greater than (>), or the pipe symbol (|).

Name	Type	Document Status	Size	Latest Update	Status Date	Upload Date	Action
No records found.							

Add

Save and resume later

Continue Application »

Click on Add and select the file from your device.

File Upload   ✕

The maximum file size allowed is **400 MB**.

Building Plans must be uploaded as a sin
file, not individual pages. PDF attachmen
required. Filename(s) cannot contain the
characters: exclamation mark (!), asterisk
apostrophe ('), backslash (\), semicolon (;
(:), at symbol (@), ampersand (&), equals
(+), dollar sign ($) comma (,), forwardslas
question mark (?), percentage (%), pound
front bracket ([), end bracket (]), double q
less than (<), greater than (>), or the pipe
(|).

| Continue | **Add** | Remove All | Cancel |
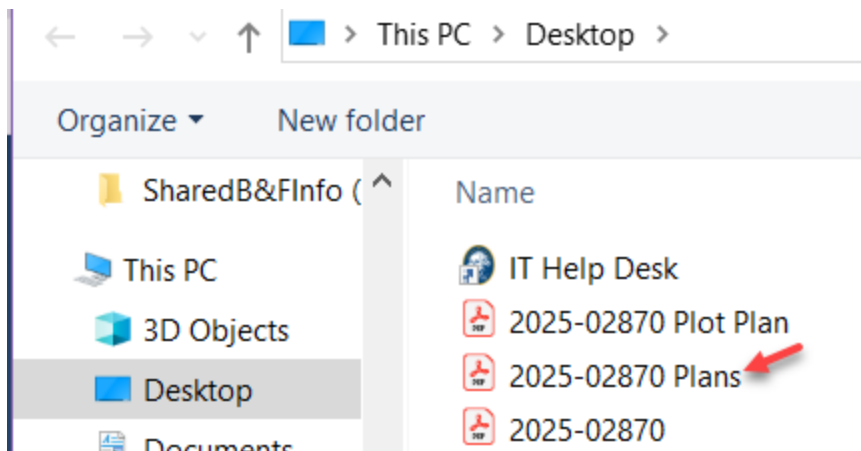
Once the file is uploaded at 100%, click on Continue.
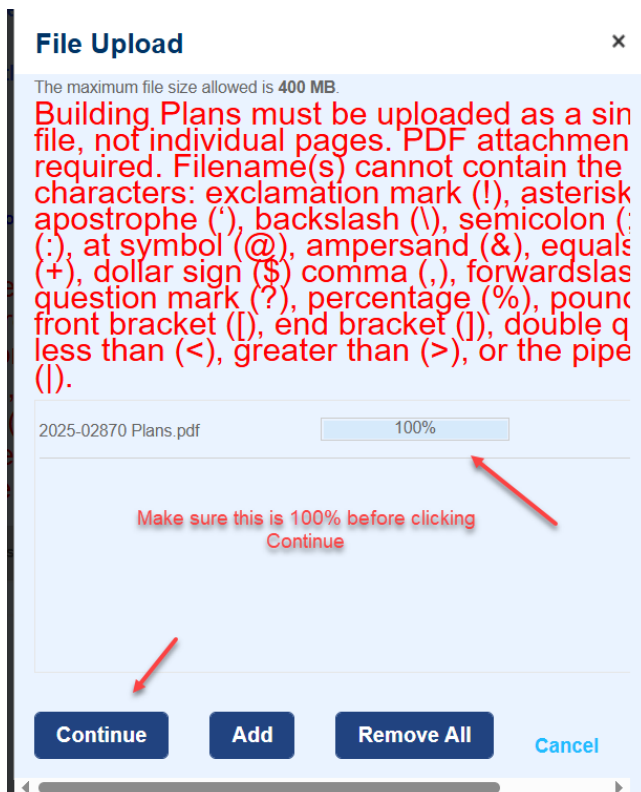
Once the document is uploaded, you will need to select the Document Type by clicking on the drop-down arrow.

Step 4: Documents > Documents

If the Fire Type = Alarm System then Alarm System Plans will be required prior to proceeding with application.

If the Fire Type = Sprinklers then Sprinkler Plans will be required prior to proceeding with

--Select--
Affidavit
Alarm Plans
Application Documents
Certificate of Insurance
Certified Jurisdiction Letter
Child Care Administration Application
Citation
Copy of State License
Drivers License
Floor Plan
Home Occupation Affidavit
Intent of Use
Manual J, D and S
Photo of Lettered Vehicle
Plans
Plot Plan
Site Plan
Sprinkler Plans
State Fire Marshal Approval

* indicates a required field.

ocument Type *Application Documents*.

e uploaded as a single PDF file, not individual pages.
required. Filename(s) cannot contain the following
n mark (!), asterisk (*), apostrophe ('), backslash (\),
, at symbol (@), ampersand (&), equals (=), plus (+),
(,), forwardslash (/), question mark (?), percentage (%),
t ([), end bracket (]), double quote ("), less than (<),
pipe symbol (|).

	Size	Latest Update	Status Date	Upload Date	Action

--Select--

File:

Remove

2025-02870 Plans.pdf

100%

Save **Add** **Remove All**

Save and resume later

Continue Application »

24

After making your selection, verify the Document Type and the File that was uploaded are correct and click Save and Continue Application.

Attachment

If required, upload *IECC Form* as Document Type *Application Documents*.

The maximum file size allowed is **400 MB**.
Building Plans must be uploaded as a single PDF file, not individual pages. PDF attachments are required. Filename(s) cannot contain the following characters: exclamation mark (!), asterisk (*), apostrophe ('), backslash (\), semicolon (;), colon (:), at symbol (@), ampersand (&), equals (=), plus (+), dollar sign ($) comma (,), forwardslash (/), question mark (?), percentage (%), pound (#), front bracket ([), end bracket (]), double quote ("), less than (<), greater than (>), or the pipe symbol (|).

Name	Type	Document Status	Size	Latest Update	Status Date	Upload Date	Action
No records found.							

* Type:

Sprinkler Plans ▾

File:

2025-02870 Plans.pdf
100%

Make sure these are correct before clicking Save

Remove

Save **Add** **Remove All**

Save and resume later

Continue Application »

The file should now be attached and shown as an uploaded document

Step 4: Documents > Documents

If the Fire Type = Alarm System then Alarm System Plans will be required prior to proceeding with application.

If the Fire Type = Sprinklers then Sprinkler Plans will be required prior to proceeding with application.

*indicates a required field.

Attachment

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Name	Type	Document Status	Size	Latest Update	Status Date	Upload Date	Action
2025-02870 Plans.pdf	Sprinkler Plans	Uploaded	1.44 MB	07/15/2025	07/15/2025	07/15/2025	Actions ▾

Add

Save and resume later

Continue Application »

26

Review:

This step gives you the opportunity to review all the information you have entered and the option to "Edit" any of those fields or "Continue Application" after checking the box certifying you understand and agree to signing electronically and filing the application.

Fire Prevention Permit

1	2	3 Work Details	4 Documents	5 Review	6 Pay Fees	7 Record Received

Step 5: Review

Save and resume later

Continue Application »

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Fire Prevention Permit

Address   Edit

747 Northern Avenue, Hagerstown, MD 21742

Tax Acct ID   Edit

Tax Acct ID Number: 21010081
Election District: 21
Planning Sector: 1
Liber: 6875
Folio: 41
Map: 300
Grid: 11
Parcel: 603

Owner   Edit

WASHINGTON COUNTY COMMISSIONERS
BOARD OF
100 W WASHINGTON STREET
HAGERSTOWN MD 21740

Applicant   Edit

Becky Gander   E-mail: rgander@washco-md.net
747 Northern Avenue
Hagerstown, MD, 21742

The maximum file size allowed is **400 MB**.

Building Plans must be uploaded as a single PDF file, not individual pages. PDF attachments are required. Filename(s) cannot contain the following characters: exclamation mark (!), asterisk (*), apostrophe ('), backslash (\), semicolon (;), colon (:), at symbol (@), ampersand (&), equals (=), plus (+), dollar sign ($) comma (,), forwardslash (/), question mark (?), percentage (%), pound (#), front bracket ([), end bracket (]), double quote ("), less than (<), greater than (>), or the pipe symbol (|).

Name	Type	Document Status	Size	Latest Update	Status Date	Upload Date	Action
2025-02870 Plans.pdf	Sprinkler Plans	Uploaded	1.44 MB	07/15/2025	07/15/2025	07/15/2025	**Actions** ▼

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

☑ By checking this box, I agree to the above certification.

Date: 07/15/2025

Save and resume later

Continue Application »

Record Submitted:

Upon successful completion of the permit, a screen with a green header should appear letting you know your application has been submitted. The screen will also display the permit number and give you the option to print/view the record.

Once a permit application has been submitted, it will be reviewed/processed by a permit technician in the order in which it was received. You will be notified by the permit technician about any additional information needed and any fees that might be due.

To obtain a copy of the permit receipt, click on Print/View Record and a receipt will populate. **PLEASE NOTE: THIS IS JUST A RECEIPT STATING THE PERMIT HAS BEEN SUBMITTED. IT IS NOT AN APPROVED PERMIT TO COMMENCE WORK**

RECEIPT

Permit Number:	2025-03290	**Date:**	07/15/2025
Permit Type:	Miscellaneous Fire Prevention	**Applicant:**	Becky Gander
Permit Address:	747 Northern Avenue		
Contractor:		**Work Description:**	sprinkler installation for new 2 story single family dwelling

Permit Status: Pending

Fees		Payment
		Transaction #:
Total Fees:		**Payment by:**
Total Payments:	$0.00	
Balance Due:	$0.00	

- PLEASE DO NOT PROCEED WITH ANY WORK UNTIL THE PERMIT IS APPROVED AND ISSUED.
- All fees must be paid prior to permit issuance - EXCEPTION - FEES FOR THE TOWN OF BOONSBORO AND CLEAR SPRING ARE TO BE PAID AT THE TOWN AND NOT ONLINE. All other fees can be paid online with a credit card (Visa/Mastercard).
- All work authorized by a Permit must comply with all applicable ordinances and codes adopted by the County of Washington and the State of Maryland.
- All work authorized by a Permit must comply with all applicable ordinances and codes adopted by Washington County, Maryland and the State of Maryland. Required inspections can be scheduled by calling the IVR at 240-313-2488.
- Permits shall automatically EXPIRE and become void if work is not commenced within 180 days, or if work is suspended or an inspection is not obtained within 180 days.
- The issuance of a Permit shall not serve to legalize other unpermitted construction, improper occupancies, additional dwelling units, or unauthorized land uses not otherwise legally established. All Permits are subject to review and approval by the Division.

**IF YOUR TRADE PERMIT IS ASSOCIATED WITH A BUILDING PERMIT, ALL INSPECTIONS MUST BE SCHEDULED UNDER THE BUILDING PERMIT.

**INSPECTION REQUESTS MUST BE MADE 24 HOURS IN ADVANCE AND NO WORK SHALL BE COVERED UP UNTIL

Paying Fees Online

To Pay Fees online, the payee must be linked to the record as a registered user.   If not, you will need to contact the permitting office so a staff member can assist with this request.

Log in to the Citizens Access Portal and search for your permit number. Click on the Payments tab and select Fees. Total outstanding fees due are shown at the bottom of the page.

Payment can also be made via check made payable to Washington County Treasurer or cash and can be dropped off at 747 Northern Avenue, Hagerstown MD 21742, M-F between 7:30-4:30 pm. Permit number should be referenced on the check. DO NOT send payment directly to the Washington County Treasurer's Office.

Credit cards accepted are: Mastercard and Visa
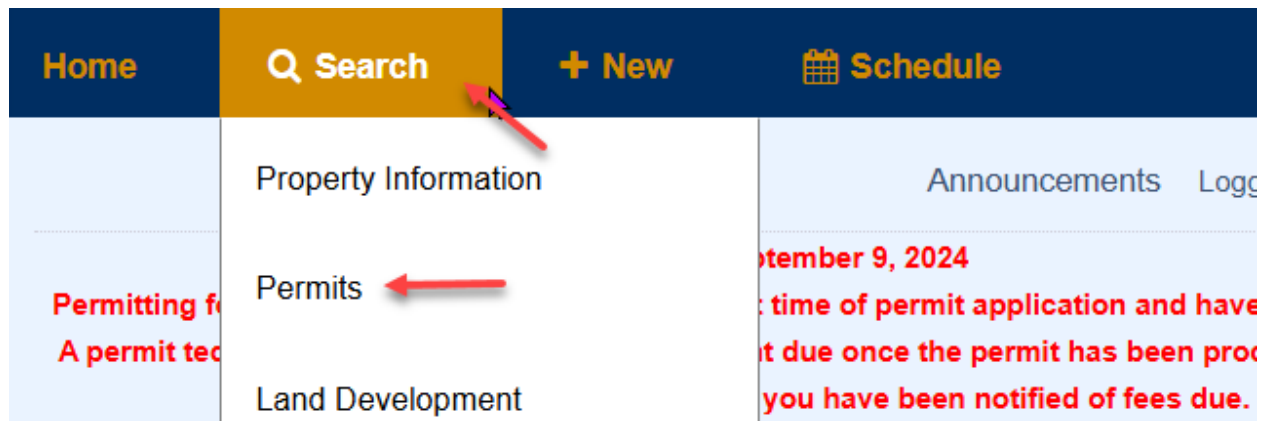
Scroll down until you see General Search and enter the permit number in the Record Number field and click on Search

| | 04/03/2023 | 2023-01878 | Residential Addition-Alteration Permit | Lane HAGERSTOWN MD 21740 | Porch-Deck-Slab | Cl |
| | 03/31/2023 | 2023-01853 | Residential Addition-Alteration Permit | 11416 ISAAC Court Hagerstown MD 21742 | Solar Panels | Cl |

< Prev **1** **2** **3** Next >

Search for Records

Enter information below to search for records.
- Site Address
- Contractor License Information
- Tax Account ID
- Record Information

Select the search type from the drop-down list.

General Search

Record Number:
2025-03290

Record Type:
--Select--

Project Name:

Start Date: (?)
01/01/1991

End Date: (?)
07/15/2025

After clicking Search, the record number should populate.   Click on the Payments Tab and then Fees

Record 2025-03290:
Fire Prevention Permit
Record Status: Approved
File Date: 07/15/2025

Add to collection

Record Info ▼   Payments ▼

Fees

Click Pay Fees and complete the steps for credit card payment. Upon successful payment, you should see a green banner indicating the fees have been paid.

Fees
Outstanding:

Date	Invoice Number	Amount	
07/15/2025	273059	$50.00	Pay Fees

Total outstanding fees: $50.00

Rev: 8/25