

CITIZEN ACCESS

User Guide

for

Licenses and

Registrations

To access the Citizen Portal, go to the link <https://aca-prod.accela.com/WASHCOMD/Default.aspx>

This screen gives you the option to Sign In, Create an Account or Lookup information. **A user must be registered to apply for a license or registration.**

Washington County

MARYLAND

[Home](#) [Search](#) [New](#) [Schedule](#) [Return to Washington County >>](#)

[Announcements](#) [Register for an Account](#) [Login](#)

Welcome to the Accela Citizen Access Portal!

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

We are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

Please note email addresses below are for questions and support only - applications should be submitted through the Citizen Access portal and will no longer be accepted via email.

Questions about Permits or Inspections?
Call 240-313-2460 or email permsupport@washco-md.net
Questions about Land Development or Comprehensive Planning?
Call 240-313-2430 or email askplanning@washco-md.net

What would you like to do today?
To get started, select one of the services listed below. View the [Citizen Access Guidance](#) for step-by-step directions for Land Development or the [Citizen Access Guide](#) for step-by-step directions for Permitting.

General Information

- [Lookup Property Information](#)
- [Create an Application](#)

Comprehensive Planning

- [Search Applications](#)

Sign In

USERNAME OR EMAIL:*

BeckyGander

PASSWORD:*

.....

[Forgot Password?](#)

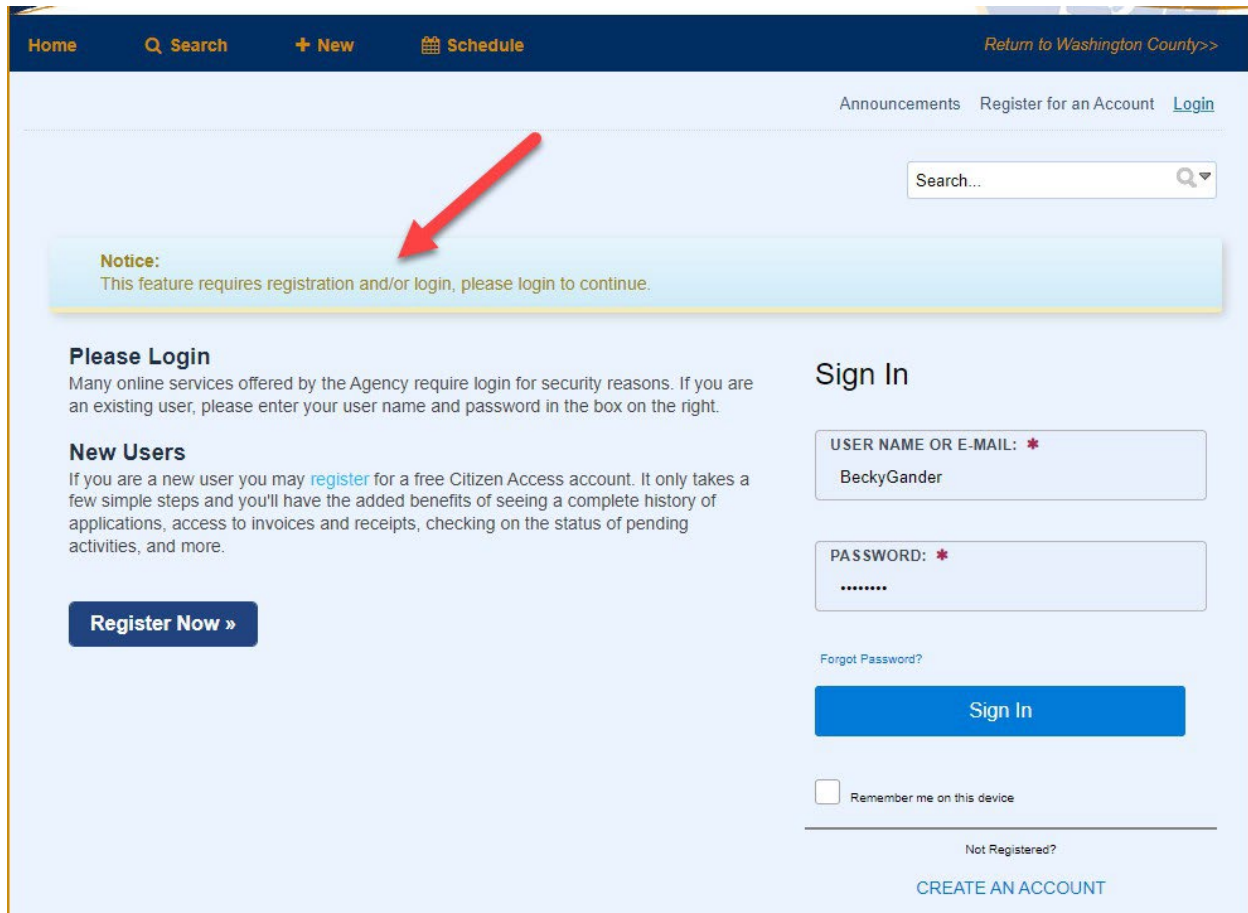
SIGN IN

☐ Remember me on this device

Not Registered?

[CREATE AN ACCOUNT](#)

Users who are not registered will get this message when trying to apply for a license or registration.



The screenshot shows a web application interface with a dark blue header. The header contains navigation links: Home, Search, New, and Schedule. On the right side of the header, there is a link to 'Return to Washington County>>'. Below the header, there are links for 'Announcements', 'Register for an Account', and 'Login'. A search bar is located on the right side of the page. A red arrow points to a light blue banner with the text: 'Notice: This feature requires registration and/or login, please login to continue.' Below the banner, there are two main sections: 'Please Login' and 'Sign In'. The 'Please Login' section contains text explaining that many online services require login for security reasons and provides a 'Register Now »' button. The 'Sign In' section contains a form with fields for 'USER NAME OR E-MAIL' (containing 'BeckyGander') and 'PASSWORD' (containing '*****'). There is a 'Forgot Password?' link and a 'Sign In' button. At the bottom, there is a 'Remember me on this device' checkbox and a 'Not Registered? CREATE AN ACCOUNT' link.

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Announcements Register for an Account Login

Search...

Notice:
This feature requires registration and/or login, please login to continue.

Please Login
Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

Sign In

USER NAME OR E-MAIL: *
BeckyGander

PASSWORD: *

[Forgot Password?](#)

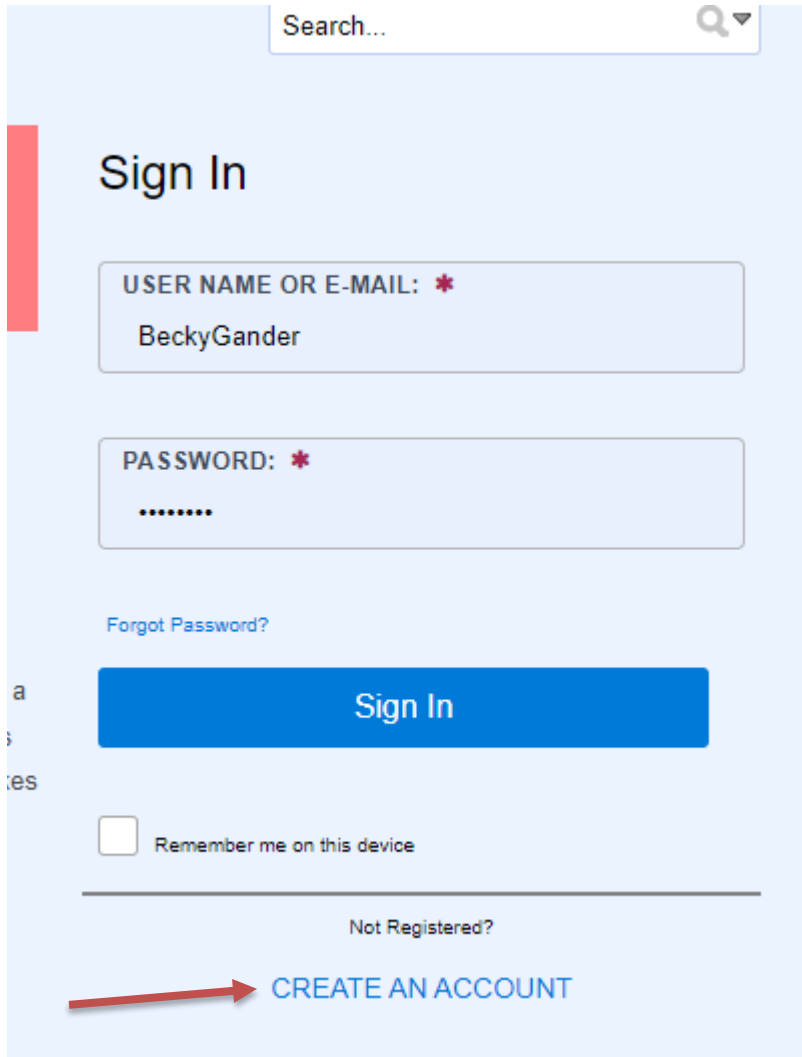
[Sign In](#)

☐ Remember me on this device

[Not Registered?](#)
[CREATE AN ACCOUNT](#)

Create an Account

Click on the blue link – [Create an Account](#) and follow the steps on the next page.



The image shows a login page with a light blue background. At the top, there is a search bar with the text "Search..." and a magnifying glass icon. Below the search bar, the heading "Sign In" is displayed. The form contains two input fields: "USER NAME OR E-MAIL: *" with the text "BeckyGander" and "PASSWORD: *" with masked characters "*****". Below the password field is a link "Forgot Password?". A large blue button labeled "Sign In" is positioned below the form. Underneath the button is a checkbox labeled "Remember me on this device". A horizontal line separates the login section from the registration section, which includes the text "Not Registered?". At the bottom, a red arrow points to the blue link "CREATE AN ACCOUNT".

Step 1 of 2: Login Information – Fill in the account details

Search.

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 Type – fill in the required fields and click Submit when finished.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

FIRST: *

Must enter a First:

LAST: *

Must enter a Last:

ADDRESS LINE 1: *

Must enter a Address Line 1:

CITY: *

Must enter a City:

STATE: *
MD

ZIP: *

Must enter a Zip:

MAIN PHONE:
() - -

MOBILE PHONE:

FAX:

E-MAIL:

Submit

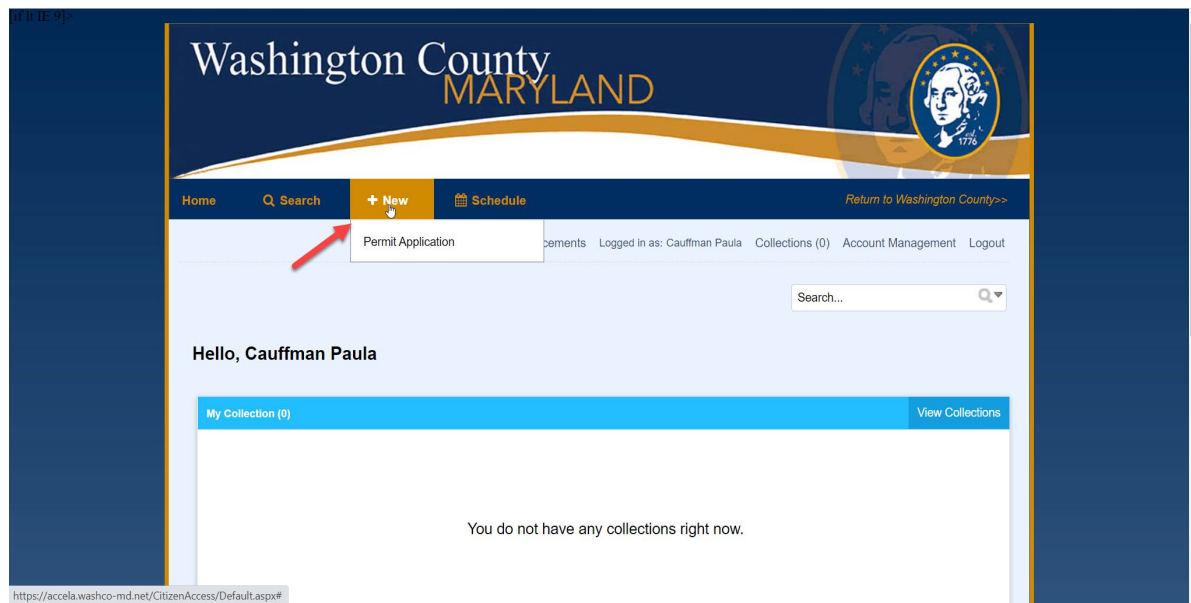
A green banner will populate stating your account is successfully registered.



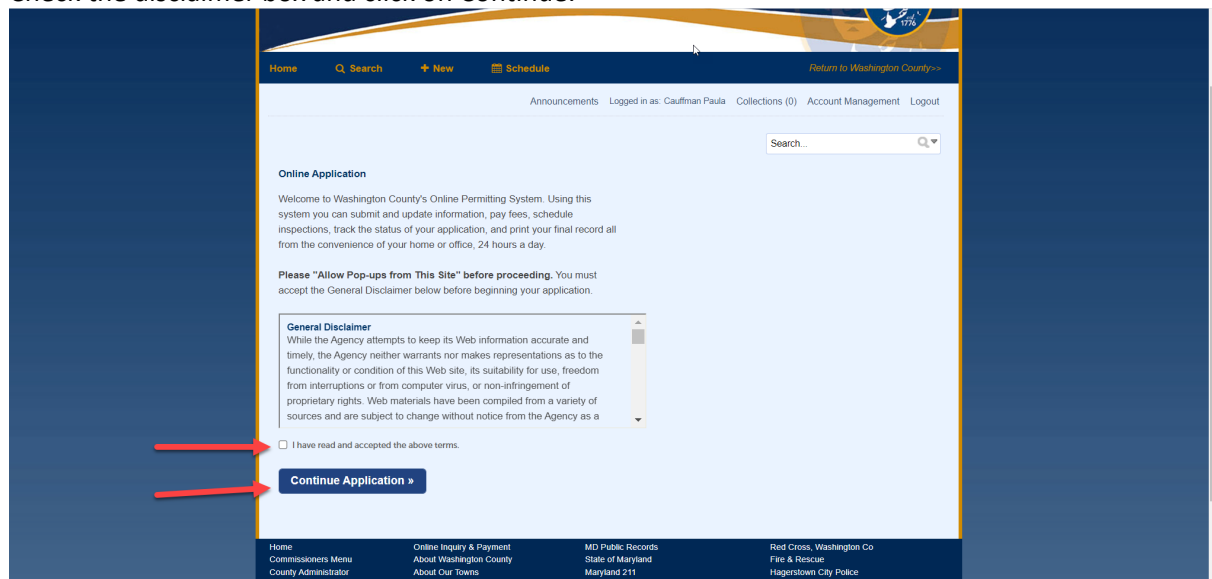
Your account is successfully registered.

Congratulations. You have successfully registered an account.

To apply for a license or registration, click on the **New** tab at the top of the screen and select Permit Application



Check the disclaimer box and click on Continue.



Click on the arrow next to **Permits – Licenses and Registrations** and select the type of license/registration you are applying for.

Announcements Logged in as: Cauffman Paula Collections (0) Account Management Logout

Search...

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Search

- PERMITS - LICENSES & REGISTRATIONS
 - Electrical Master Registration
 - Electrical Restricted License
 - Gas Certified License
 - Gas Master License
 - Mechanical Journeyman Registration
 - Mechanical Master Registration
 - Plumbing Apprentice License
 - Plumbing Drain Cleaner Registration
 - Plumbing Journeyman License
 - Plumbing Master Licenses
 - Plumbing Pump Installers License
 - Plumbing Water Cond Install License
- PERMITS - NON-RESIDENTIAL
- PERMITS - RESIDENTIAL
- PERMITS - MISCELLANEOUS
- PERMITS - BOONSBORO - NON-RESIDENTIAL
- PERMITS - BOONSBORO - RESIDENTIAL
- PERMITS - CLEAR SPRING - NON-RESIDENTIAL
- PERMITS - CLEAR SPRING - RESIDENTIAL
- PERMITS - FUNKSTOWN - NON-RESIDENTIAL
- PERMITS - FUNKSTOWN - RESIDENTIAL
- PERMITS - HANCOCK - NON-RESIDENTIAL
- PERMITS - HANCOCK - RESIDENTIAL
- PERMITS - KEEDYSVILLE - NON-RESIDENTIAL
- PERMITS - KEEDYSVILLE - RESIDENTIAL
- PERMITS - SHARPSBURG - NON-RESIDENTIAL
- PERMITS - SHARPSBURG - RESIDENTIAL
- PERMITS - SMITHSBURG - NON-RESIDENTIAL
- PERMITS - SMITHSBURG - RESIDENTIAL
- PERMITS - WILLIAMSPORT - NON-RESIDENTIAL
- PERMITS - WILLIAMSPORT - RESIDENTIAL

Continue Application »

Select Applicant from Account or Add New Applicant.

Washington County MARYLAND

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Announcements Logged in as: Cauffman Paula Collections (0) Account Management Logout

Search...

Electrical Master Registration

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

Step 1: Contacts > Contacts

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account Add New

Continue Application » Save and resume later

Home Commissioners Menu Online Inquiry & Payment MD Public Records Red Cross, Washington Co
County Administrator About Washington County State of Maryland Fire & Rescue
Online Permitting About Our Towns Maryland 211 Hagerstown City Police
County Ordinances Washington County Free Library Maryland State Highway Admin Maryland State Police
City of Hagerstown MD Department of Transportation Local Emergency Planning Comm

Once the applicant information has been entered, you will receive a green notice to let you know the contact information was added successfully. Click on **Continue Application**.

The screenshot shows the Washington County Maryland website with the "Electrical Master Registration" section. The progress bar indicates Step 1: Contacts is active. A green message states "Contact added successfully." for Paula Cauffman. A red arrow points to the "Continue Application" button.

Washington County
MARYLAND

Home Q Search + New Schedule Return to Washington County>>

Announcements Logged in as: Cauffman Paula Collections (0) Account Management Logout

Search...

Electrical Master Registration

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

Step 1: Contacts > Contacts

* Indicates a required field.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ Contact added successfully.

Paula Cauffman
Edit Remove

Continue Application » Save and resume later

Home Online Inquiry & Payment MD Public Records Red Cross, Washington Co
Commissioners Menu About Washington County State of Maryland Fire & Rescue
County Administrator About Our Towns Maryland 211 Hagerstown City Police
Online Permitting Washington County Free Library Maryland State Highway Admin. Maryland State Police

Fill in all the Detail Information and Custom Fields (this will vary depending on type of license or registration being applied for). Click **Continue Application**.

The screenshot shows the "Step 2: Work Details > Work Details" section. It includes fields for "Application Name", "Detailed Description", and "Custom Fields" under "LICENSE INFORMATION". Red arrows point to the input fields for "Application Name", "Detailed Description", "Certificate of Insurance Expiration Date", "State License Number", "Insurance Policy Number", "Insurance Carrier", "Insurance Amount", and the "Continue Application" button.

Announcements Logged in as: Cauffman Paula Collections (0) Account Management Logout

Search...

Electrical Master Registration

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

Step 2: Work Details > Work Details

* Indicates a required field.

Detail Information

Application Name:

* Detailed Description:

Custom Fields

LICENSE INFORMATION

Active Licenses require a valid Certificate of Insurance to complete the application.

Certificate of Insurance Expiration Date:

State License Number:

Insurance Policy Number:

Insurance Carrier:

Insurance Amount:

Continue Application » Save and resume later

Select **Add** to upload applicable documents (this will vary depending on type of license being applied for)

Washington County
MARYLAND

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Announcements Logged in as: Cauffman Paula Collections (0) Account Management Logout

Search...

Electrical Master Registration

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

Step 3 : Documents > Documents

* indicates a required field.

Attachment

The maximum file size allowed is 20 MB.
html;htm;mhtml;mhtml are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval. Certificate of Insurance, Copy of State License, Drivers License

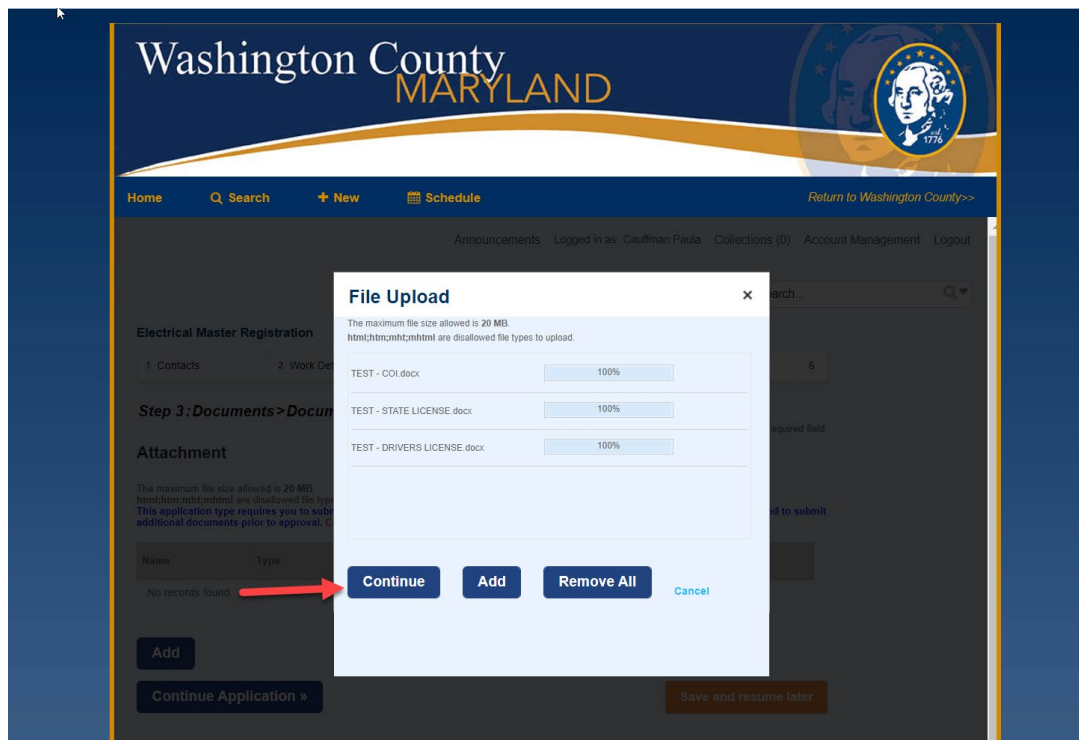
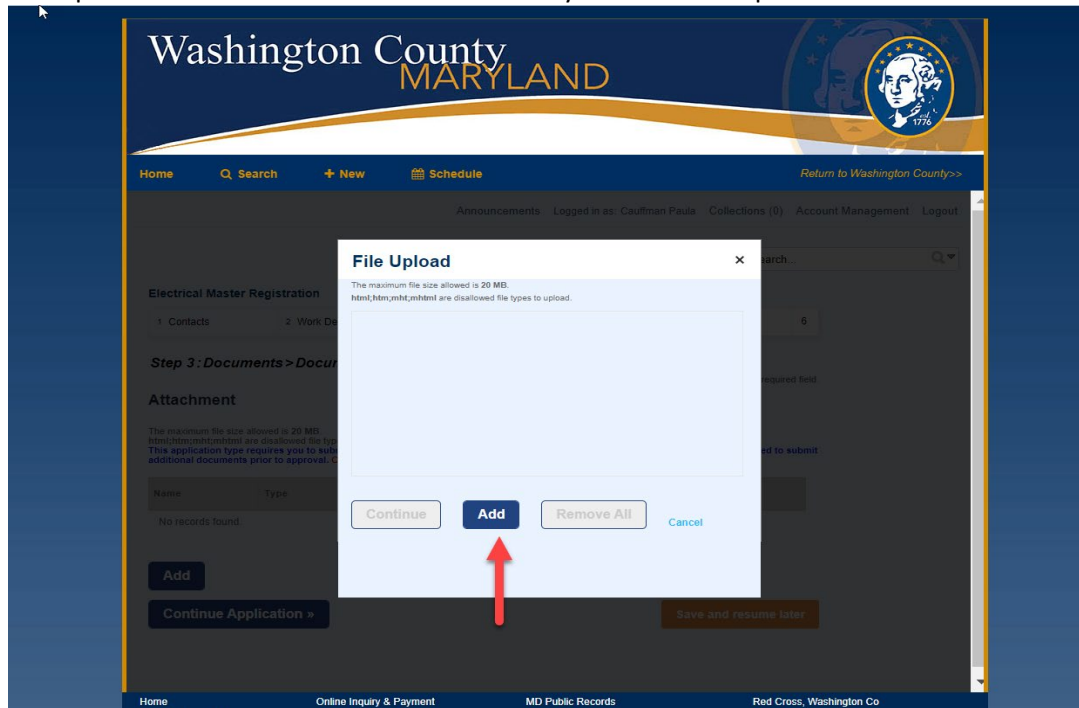
Name	Type	Size	Latest Update	Action
No records found.				

Add

Continue Application »

Save and resume later

File Upload – Select **Add**. Select the files from your device to upload and then click **Continue**



Select the document for each **Type** of document you need to upload. Click on **Save** and then **Continue Application**.

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

Step 3: Documents > Documents

* Indicates a required field.

Attachment

The maximum file size allowed is 20 MB.
html:htm:htm:html are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval. Certificate of Insurance, Copy of State License, Drivers License

Name	Type	Size	Latest Update	Action
No records found.				

* Type: Certificate of Insurance File: TEST - COI.docx 100% Remove

* Type: Copy of State License File: TEST - STATE LICENSE.docx 100% Remove

* Type: Drivers License File: TEST - DRIVERS LICENSE.docx 100% Remove

Save Add Remove All

Continue Application » Save and resume later

You should see a green banner stating the documents have been successfully uploaded. The documents you uploaded will be listed under Attachment. Click **Continue Application**.

Announcements Logged in as: Cauffman Paula Collections (0) Account Management Logout

Search...

The attachment(s) has/have been successfully uploaded.
It may take a few minutes before changes are reflected.

Electrical Master Registration

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

Step 3: Documents > Documents

* Indicates a required field.

Attachment

The maximum file size allowed is 20 MB.
html:htm:htm:html are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval. Certificate of Insurance, Copy of State License, Drivers License

Name	Type	Size	Latest Update	Action
TEST - COI.docx	Certificate of Insurance	11.67 KB	09/24/2021	Actions ▼
TEST - DRIVERS LICENSE.docx	Drivers License	11.74 KB	09/24/2021	Actions ▼
TEST - STATE LICENSE.docx	Copy of State License	11.71 KB	09/24/2021	Actions ▼

Add

Continue Application » Save and resume later

Review all the information and documents to make sure they are correct. Check the box certifying the information you have submitted and click **Continue Application**

Step 4: Review

Continue Application »Save and resume later

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

Record Type

Electrical Master Registration

Applicant

Paula Cauffman
80 W. Baltimore St.
Hagerstown, MD, 21740

Edit

Detail Information

Application Name: Electrical Registration
Detailed Description: Electrical Registration

Edit

Custom Fields

LICENSE INFORMATION

Certificate of Insurance Expiration Date:
State License Number: 12345
Insurance Policy Number: A123456789
Insurance Carrier: ABC FIRM
Insurance Amount: 200000

Edit

Attachment

The maximum file size allowed is 20 MB.
html,htm,mhtml,mhtml are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval. Certificate of Insurance, Copy of State License, Drivers License

Name	Type	Size	Latest Update	Action
TEST - COI.docx	Certificate of Insurance	11.67 KB	09/24/2021	Actions ▼
TEST - DRIVERS LICENSE.docx	Drivers License	11.74 KB	09/24/2021	Actions ▼
TEST - STATE LICENSE.docx	Copy of State License	11.71 KB	09/24/2021	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:

Continue Application »Save and resume later

A green banner will populate stating your application has been successfully submitted and your license number will be listed. **Please note – this is not an approval of the license or registration. You will be notified by a staff member about payment of fees and any other additional documents that may be needed.**

Electrical Master Registration

1 Contacts

2 Work Details

3 Documents

4 Review

5 Record Received

Your application has been successfully submitted.
Please print your record and retain a copy for your records.

Thank you for using our online services.
Your Record Number is EL-M-2250.

You will need this number to check the status of your application.

Print/View Summary

Rev: 10/25