



# **CITIZEN ACCESS**

## **User Guide**

### **For**

## **Permitting**

# **Record Types**

To access the Citizen Portal, go to the link <https://accela.washco-md.net/CitizenAccess/Default.aspx>

This screen gives you the option to Sign In, Create an Account or Lookup information. **A user must be registered in order to schedule inspections(unavailable at this time), pay fees or apply for permits.**

**Washington County**  
**MARYLAND**

Home Search + New Schedule Return to Washington County>>

Announcements Register for an Account Login

Search...

**NOTICE: Inspection Scheduling is temporarily unavailable. For online inspection scheduling, please call the IVR system at 240-313-2488. We apologize for any inconvenience this might cause.**

**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](tel:240-313-2460) or email [permsupport@washco-md.net](mailto:permsupport@washco-md.net)

**Questions about Land Development or Comprehensive Planning?**  
Call [240-313-2430](tel:240-313-2430) or email [askplanning@washco-md.net](mailto:askplanning@washco-md.net)

**Sign In**

USER NAME OR E-MAIL: \*  
BeckyGander

PASSWORD: \*  
\*\*\*\*\*

[Forgot Password?](#)

**Sign In**

Remember me on this device

[Not Registered?](#)

**CREATE AN ACCOUNT**

**PLEASE NOTE:** To create an application, all users must register for a Login to the Citizen Access portal.

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

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 for 'Return to Washington County>>'. Below the header, there are links for 'Announcements', 'Register for an Account', and 'Login'. A search bar is located in the top right area. A light blue notice box is highlighted with a red arrow, containing the text: 'Notice: This feature requires registration and/or login, please login to continue.' Below the notice, there are two main sections: 'Please Login' and 'New Users'. The 'Please Login' section explains that many online services require login for security and provides instructions for existing users. The 'New Users' section explains that new users can register for a free account and lists the benefits. A 'Register Now »' button is located below the 'New Users' section. To the right, there is a 'Sign In' section with input fields for 'USER NAME OR E-MAIL' (containing 'BeckyGander') and 'PASSWORD' (masked with dots). There is a 'Forgot Password?' link and a 'Sign In' button. Below the sign in button is a checkbox for 'Remember me on this device'. At the bottom of the sign in section, there is a link for 'Not Registered?' and a 'CREATE AN ACCOUNT' button.

Home Search + New Schedule Return to Washington County>>

Announcements Register for an Account Login

Search... Q

**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?](#)

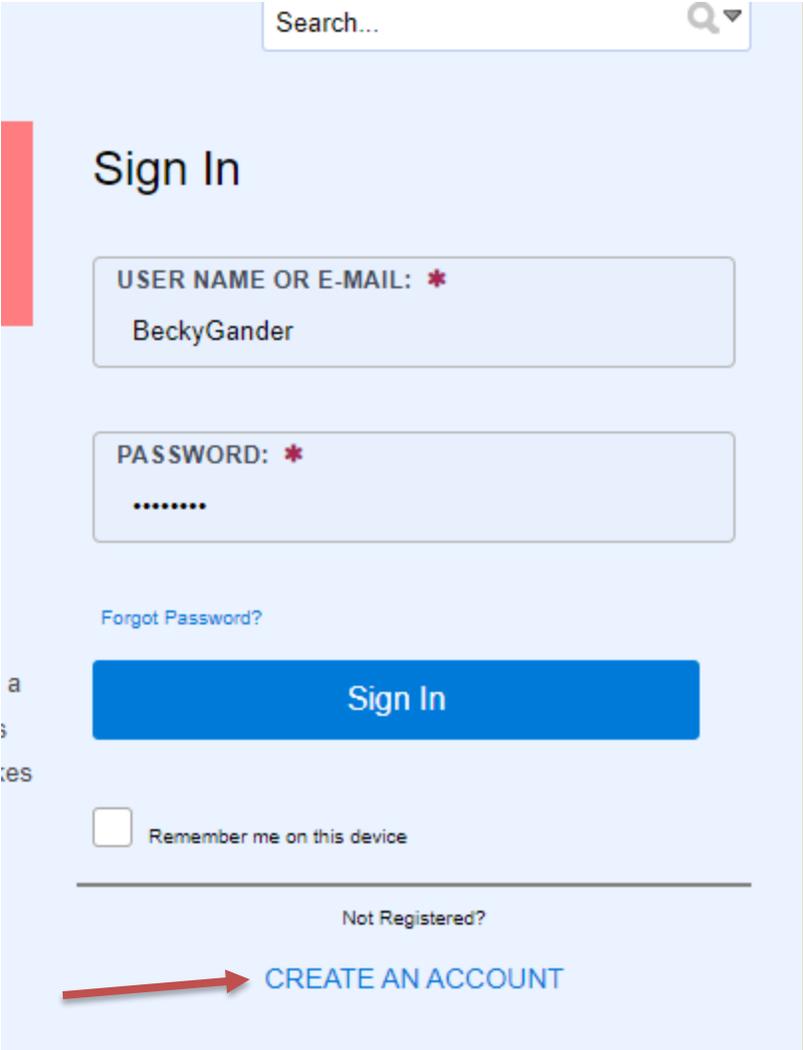
**Sign In**

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.



## Step 1 of 2: Login Information

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: \*

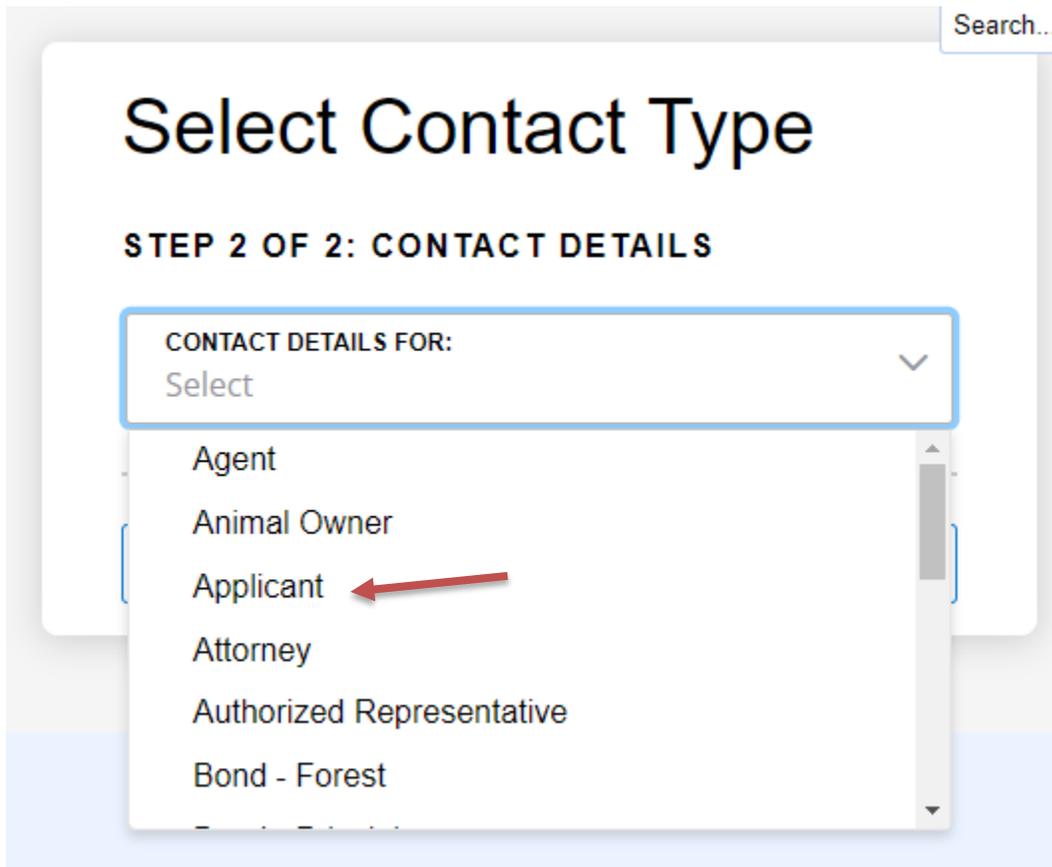
ENTER SECURITY QUESTION: \*  
Select ▼

ANSWER: \*

I have read, understand, and agree to the [Terms of Service](#)

**CONTINUE**

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



The screenshot shows a web form titled "Select Contact Type" with the subtitle "STEP 2 OF 2: CONTACT DETAILS". At the top right, there is a search bar labeled "Search...". Below the title, there is a dropdown menu labeled "CONTACT DETAILS FOR:" with the text "Select" and a downward arrow. The dropdown menu is open, showing a list of options: "Agent", "Animal Owner", "Applicant", "Attorney", "Authorized Representative", and "Bond - Forest". A red arrow points to the "Applicant" option, indicating it is the selected choice.

**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:

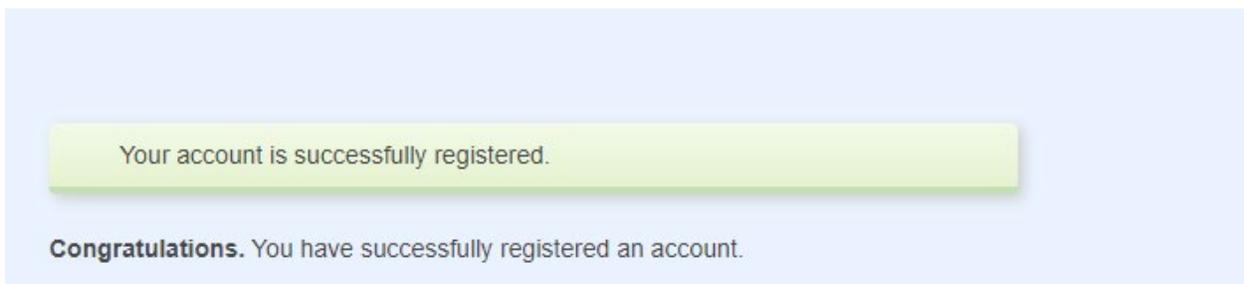
**MAIN PHONE:**  
() -

**MOBILE PHONE:**

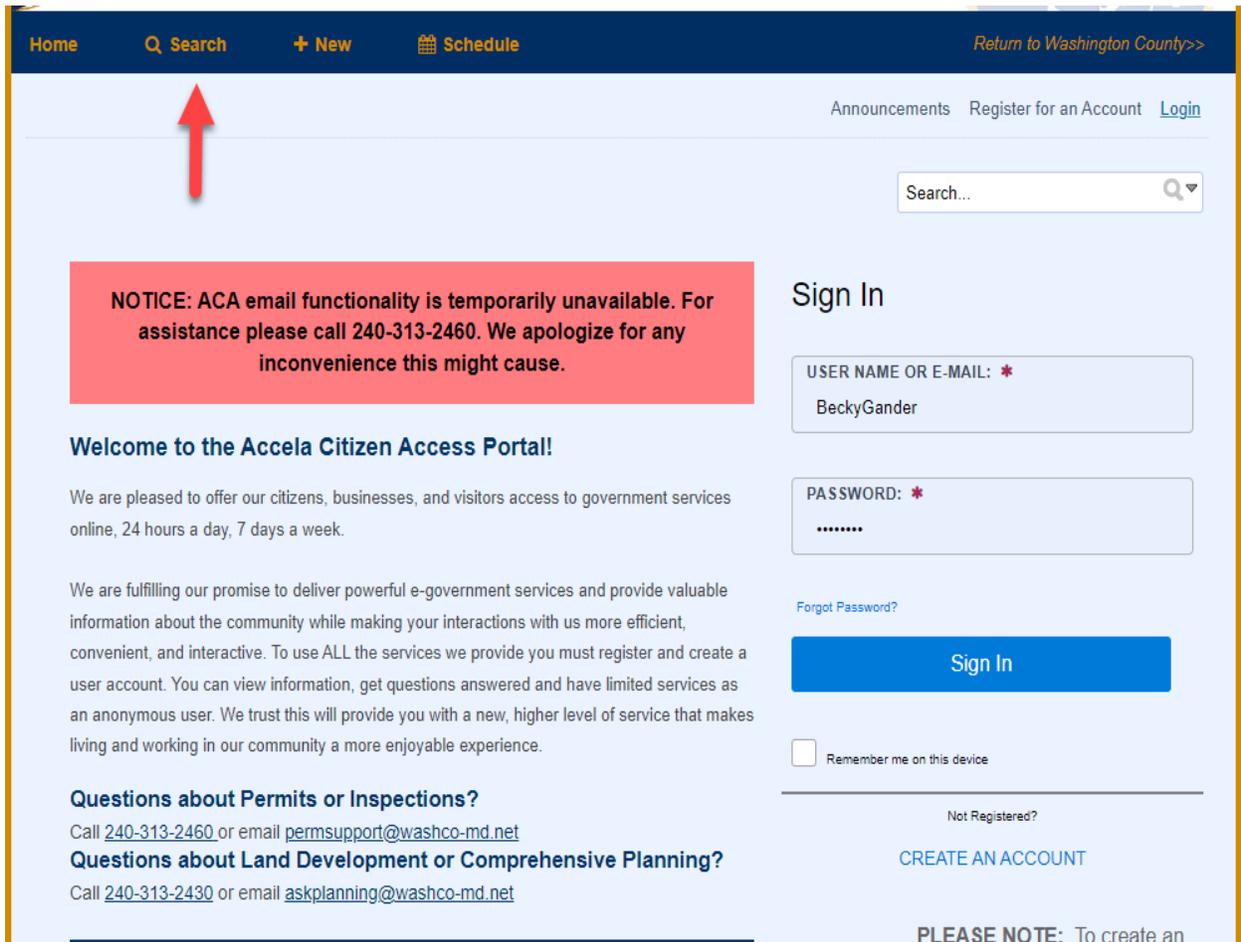
**FAX:**

**E-MAIL:**

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



To lookup information without logging in, click on the Search Tab at the top of the screen.



The screenshot shows the top navigation bar of the Accela Citizen Access Portal. The 'Search' tab is highlighted with a red arrow. The navigation bar includes 'Home', 'Search', '+ New', and 'Schedule'. On the right side of the navigation bar, there is a link for 'Return to Washington County>>'. Below the navigation bar, 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 notification box contains the following text: 'NOTICE: ACA email functionality is temporarily unavailable. For assistance please call 240-313-2460. We apologize for any inconvenience this might cause.' The main content area is titled 'Welcome to the Accela Citizen Access Portal!' and contains a welcome message and a paragraph about the portal's services. On the right side, there is a 'Sign In' section with input fields for 'USER NAME OR E-MAIL' (containing 'BeckyGander') and 'PASSWORD'. There is a 'Forgot Password?' link and a 'Sign In' button. Below the sign in section, there is a 'Remember me on this device' checkbox and a 'Not Registered?' link. At the bottom of the sign in section, there is a 'CREATE AN ACCOUNT' link. At the very bottom of the page, there is a 'PLEASE NOTE: To create an' link.

Home Search + New Schedule Return to Washington County>>

Announcements Register for an Account Login

Search... Q

**NOTICE: ACA email functionality is temporarily unavailable. For assistance please call 240-313-2460. We apologize for any inconvenience this might cause.**

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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.

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USER NAME OR E-MAIL: \*  
BeckyGander

PASSWORD: \*  
\*\*\*\*\*

[Forgot Password?](#)

**Sign In**

Remember me on this device

[Not Registered?](#)

[CREATE AN ACCOUNT](#)

**PLEASE NOTE:** To create an

Or by clicking on any of the blue links at the bottom of the page.



A General Search screen will populate giving you different fields to search by.

**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**

Search All Records

Record Number:   
Record Type:

Project Name:

Start Date:   End Date:

---

License Type:  County License Number:  State License Number:

Contractor Name:

Employer:

---

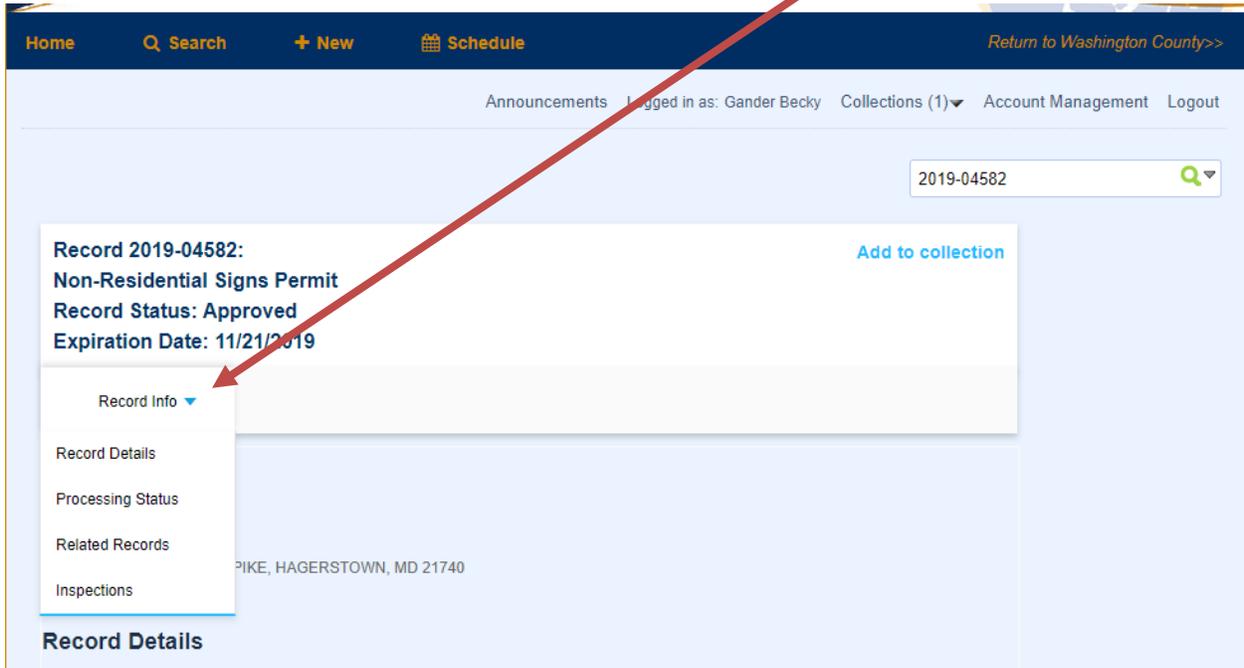
Street No.:  -  Direction:  Street Name:  Street Type:  Unit No.:

Tax Acct ID No.:

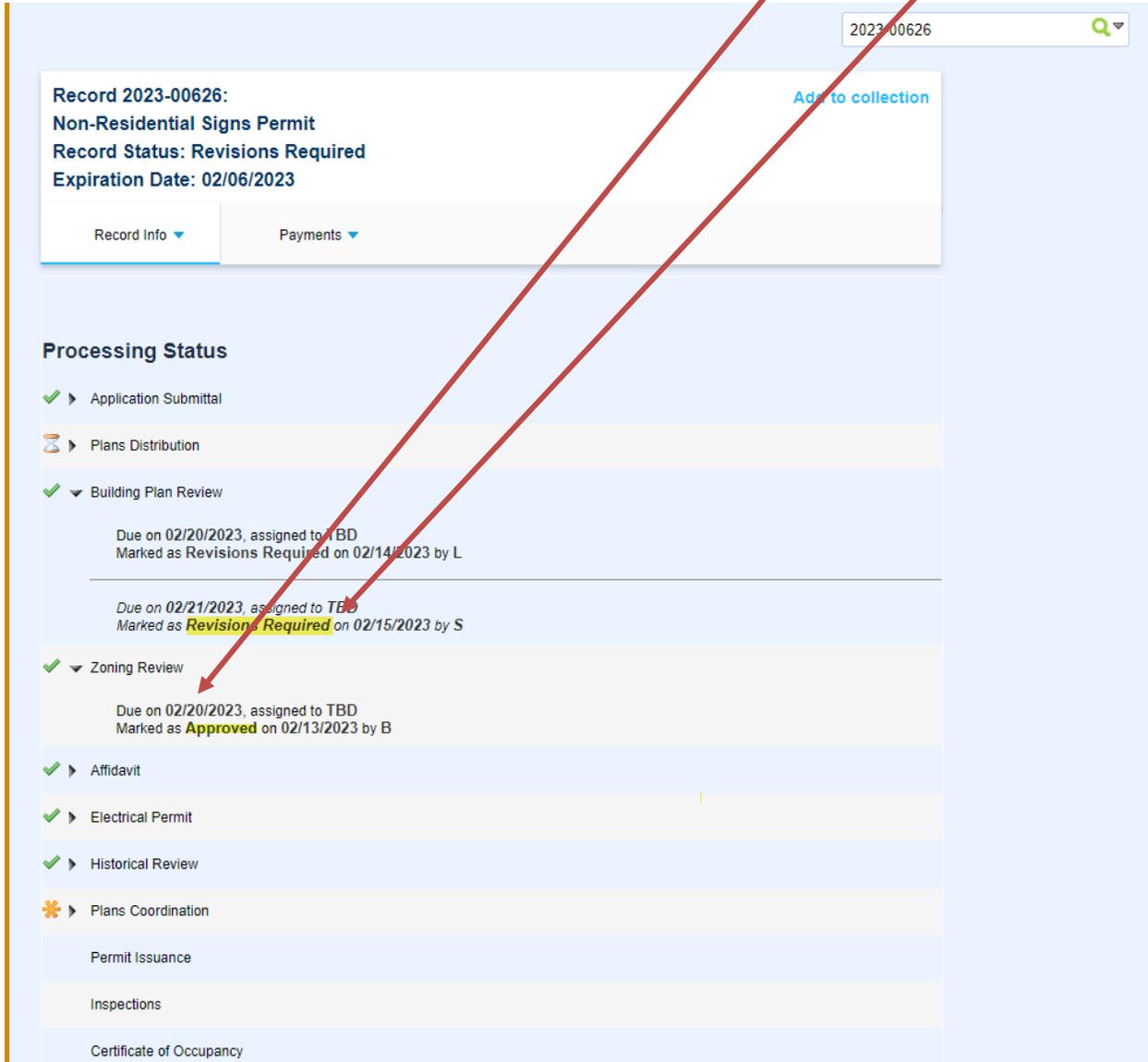
City:  State:  Zip:

Once you have entered your record number and clicked on Search, a new screen will open that gives you all the information pertaining to that record such as the status, attachments and people associated with the record.

To view the workflow or inspections, click on the blue arrow beside Record Info and select Processing Status for workflow or Inspections to view inspections.



Processing Status will show what folders have been approved or are still pending. To view any comments that have been entered, click on the arrow beside the folder you want to view. A **green check** means the folder has been **reviewed** (which could result in either Approval or Revisions Required, see below). The hourglass icon means the folder is still pending.



2023-00626 

**Record 2023-00626:** [Add to collection](#)  
**Non-Residential Signs Permit**  
**Record Status: Revisions Required**  
**Expiration Date: 02/06/2023**

Record Info ▾ Payments ▾

### Processing Status

- ✔ ▶ Application Submittal
- 🕒 ▶ Plans Distribution
- ✔ ▼ Building Plan Review
  - Due on 02/20/2023, assigned to TBD  
Marked as Revisions Required on 02/14/2023 by L

---

  - Due on 02/21/2023, assigned to TBD  
Marked as **Revisions Required** on 02/15/2023 by S
- ✔ ▼ Zoning Review
  - Due on 02/20/2023, assigned to TBD  
Marked as **Approved** on 02/13/2023 by B
- ✔ ▶ Affidavit
- ✔ ▶ Electrical Permit
- ✔ ▶ Historical Review
- ✳ ▶ Plans Coordination
- Permit Issuance
- Inspections
- Certificate of Occupancy

To view the list of documents attached to the permit, you must be linked to that permit. Click on the blue arrow next to Record Info and select Attachments. This is also where you will retrieve the Plan Review Comment Letter and Resubmit documents if Revisions are Required.

2023-01482

**Record 2023-01482:** [Add to collection](#)  
**Residential New Construction Permit**  
**Record Status: Revisions Required**  
**Expiration Date: 03/15/2023**

Record Info ▼
Payments ▼

- Record Details
- Processing Status
- Related Records
- Attachments
- Inspections

is 400 MB.

	Record ID	Type	Size	Latest Update	Document Status	Status Date	Upload Date	Action
troy affid.pdf	2023-01482	Application Documents	373.77 KB	04/14/2023	Uploaded	04/14/2023	04/14/2023	<a href="#">Actions ▼</a>
troy plot.pdf	2023-01482	Site Plan	199.58 KB	04/14/2023	Uploaded	04/14/2023	04/14/2023	<a href="#">Actions ▼</a>
troy plot 2.pdf	2023-01482	Plot Plan	809.52 KB	04/16/2023	Uploaded	04/16/2023	04/16/2023	<a href="#">Actions ▼</a>
Comment Letter.pdf	2023-01482	Correction Letter	318.13 KB	04/21/2023	Uploaded	04/21/2023	04/21/2023	<a href="#">Actions ▼</a>
TROY GAZEBO 120230421134106[1].pdf	2023-01482	Plans	933.98 KB	04/21/2023	Returned for Revision	04/21/2023	04/21/2023	<a href="#">Resubmit</a> <a href="#">Actions ▼</a>

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

To view the inspection lists, click on the blue arrow next to Record Info and select Inspections. This screen will show all the upcoming pending inspections at the top and all completed inspections will be listed below.

The screenshot displays a web application interface for record 2019-03765. At the top right, the record number '2019-03765' is shown next to a search icon. Below this, a summary box contains the following information: 'Record 2019-03765: Non-Residential New Construction Permit', 'Record Status: Approved', and 'Expiration Date: 09/27/2019'. A dropdown menu labeled 'Record Info' is open, with a yellow arrow pointing to the 'Inspections' option. The 'Inspections' section is divided into two parts: 'Upcoming (33)' and 'Completed (9)'. The 'Upcoming (33)' section lists five pending inspections, each with a description, inspector status ('unassigned'), and an 'Actions' dropdown menu. The 'Completed (9)' section lists five completed items, each with a description, result, date, and a 'View Details' link. A pagination bar is located between the two sections, showing page numbers 1 through 7, with page 1 selected.

Record 2019-03765: **Non-Residential New Construction Permit**  
Record Status: **Approved**  
Expiration Date: **09/27/2019**

Record Info ▾

**Inspections**

**Upcoming (33)**

TBD at TBD Pending 905: Piers  
Inspector: *unassigned* [Actions ▾](#)

TBD at TBD Pending 900: Pier Footings  
Inspector: *unassigned* [Actions ▾](#)

TBD at TBD Pending 850: Final State Fire Marshall  
Inspector: *unassigned* [Actions ▾](#)

TBD at TBD Pending 830: Final Building  
Inspector: *unassigned* [Actions ▾](#)

TBD at TBD Pending 820: Final Mechanical  
Inspector: *unassigned* [Actions ▾](#)

< Prev 1 2 3 4 5 6 7 Next >

**Completed (9)**

Approved - 4; Not Ready - 1; Note - 3; Partial Approval - 1

Note 816: Structural Steel Report  
Result by: L on 10/11/2019 at 12:00 AM [View Details](#)

Approved 1: Plans  
Result by: L on 10/11/2019 at 12:00 AM [View Details](#)

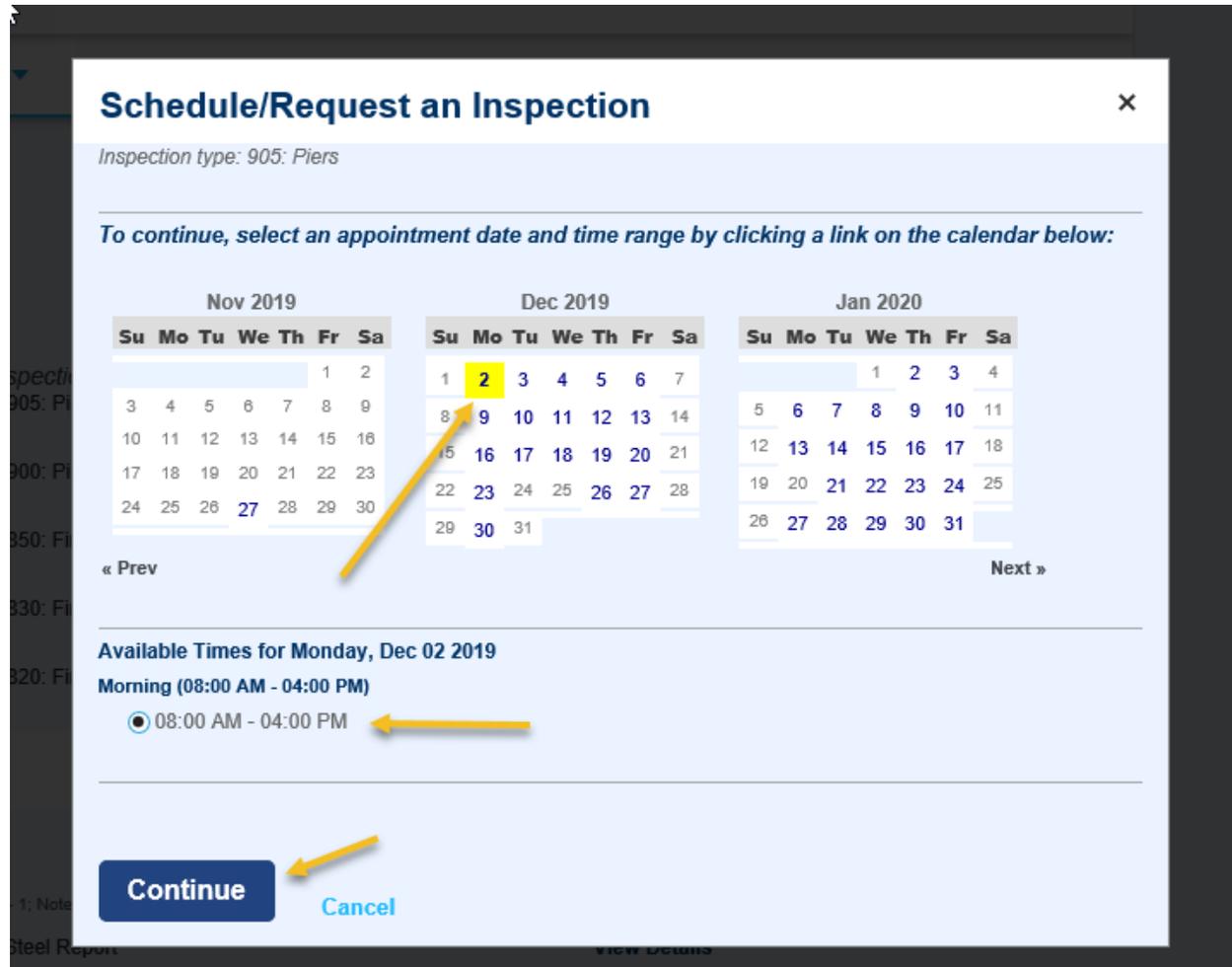
Note 100: Entrance  
Result by: A on 10/28/2019 at 12:00 AM [View Details](#)

Not Ready 200: Setbacks  
Result by: W on 11/19/2019 at 12:57 PM [View Details](#)

Partial Approval 300: Footer  
Result by: W on 11/19/2019 at 12:57 PM [View Details](#)

**PLEASE NOTE: Trade inspections associated with a building permit must be scheduled under the building permit number and not the trade permit number.**

To schedule an inspection, you must be a registered user and log in. Once you are logged in, enter the permit number in the search field as shown on page 4 and click on the blue arrow beside Record Info and click on the Actions blue link beside the inspection you want to schedule and select Schedule. A calendar screen will pop up. Choose the date you want the inspection for, click on the button beside the time and select Continue.



The next screen will ask you to verify the address and contact person. If you wish to change the contact person, you can click on the blue link – Change Contact. If everything looks good, click on Continue.

## Schedule/Request an Inspection ✕

*Inspection type: 905: Piers*

### Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

**Location**  
17213 VIRGINIA AVE, Hagerstown, MD 21740

**Contact**  
Paul Wilson  
8143296536

[Change Contact ▼](#) ←

**Continue**   [Back](#)   [Cancel](#)

This screen allows you to confirm your selection and add any notes for the inspector. When everything is complete, click on Finish to schedule the inspection.

**Schedule/Request an Inspection** ✕

**Confirm Your Selection**

Please confirm the details below and click the Finish button to schedule the inspection.

**Inspection Type:** 905: Piers  
**Date and Time:** 12/2/2019 8:00 AM  
**Location:** 17213 VIRGINIA AVE, Hagerstown, MD 21740  
**Contact:** Paul Wilson 8143296536

[Click here to include Additional Notes for your inspector](#)

**Finish**   [Back](#)   [Cancel](#)

When the inspection is scheduled, it moves that inspection to the end of the list and changes the status from pending to scheduled.

**Inspections**  
**Upcoming (8)**

*To schedule an inspection, click on the Actions button to the right of your Pending Inspection, and select Schedule.*

TBD at TBD Pending 900: Pier Footings Inspector: <i>unassigned</i>	<a href="#">Actions</a> ▼
TBD at TBD Pending 830: Final Building Inspector: <i>unassigned</i>	<a href="#">Actions</a> ▼
<b>01/02/2020 at 08:00 AM Scheduled 710: Insulation</b> Inspector: Rich L Gaver	<a href="#">Actions</a> ▼

< Prev 1 2 Next >

To view details on completed inspections, click on View Details beside the inspection you want to view.

**Completed (13)**  
Approved - 3; Correction Required - 6; Fee 1st - 1; Fee 2nd - 3

Fee 1st 701: Framing - Deck Result by: <i>unassigned</i> on 03/21/2019 at 12:00 AM	<a href="#">View Details</a>
Fee 2nd 410: Electrical Service Result by: <i>unassigned</i> on 03/21/2019 at 12:00 AM	<a href="#">View Details</a>
Fee 2nd 610: Rough Plumbing Result by: <i>unassigned</i> on 03/21/2019 at 12:00 AM	<a href="#">View Details</a>
Fee 2nd 820: Final Mechanical Result by: <i>unassigned</i> on 03/21/2019 at 12:00 AM	<a href="#">View Details</a>
<b>Approved 410: Electrical Service</b> Result by: <i>unassigned</i> on 05/10/2019 at 12:00 AM	<a href="#">View Details</a>

< Prev 1 2 3 Next >

A new screen will open that allows you to view the status history and result comments by clicking on the blue link for each.

**816: Structural Steel Report (1741655, Optional)**  
17213 VIRGINIA AVE, Hagerstown, MD 21740

[Print](#)

### Status

Note  
10/11/2019 12:00 AM  
Desired Date: TBD

*Last updated*  
L  
10/11/2019 9:18 AM  
[View Status History](#) ←  
[View Result Comments](#) ←

### Details

**Record**  
2019-03765  
Non-Residential New Construction Permit

**Contact**  
Terrance L Feiser

### Status History

Showing 1-2 of 2

Status	Status Date/Time	Inspector	Update Time	Updated By	Result Comments
Note	10/11/2019 12:00 AM	L	10/11/2019 9:18 AM	L	A structural steel erection ... <a href="#">read more</a>
Pending	TBD	L	10/11/2019 9:17 AM	L	

### Result Comments

Showing 1-1 of 1

L (10/11/2019 9:18 AM)  
A structural steel erection inspection report from a Maryland registered structural engineer shall be provided to the building inspector at the framing inspection, before framing can be approved. Section 1705.2 through 1705.2.3 of the IBC 2015

## Applying for a Permit

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

You will need to know whether the address is in the county or within town/city limits. You can verify that by using the following link <https://washcomd.maps.arcgis.com/apps/webappviewer/index.html>

**We do not process permits for properties located within the city limits of Hagerstown. For the Town of Smithsburg, the county only processes trade permits. Building permits are handled by the Town.**

We do process building and trade permits for properties located within the town limits of: Boonsboro, Clear Spring, Hancock, Funkstown, Sharpsburg, Keedysville and Williamsport. **Please note – if you are applying for a building permit within a municipality, you must have an approved, signed Town application before applying. Permits will not be processed without Town approval. You do not need Town authorization for trade permits.**

If the property address is something other than Hagerstown, it is not considered a Town permit unless that address is within the town limits for that specific town as mentioned above.

Building and trade permits are designated as either Residential or Non-Residential (commercial). Once you have determined which category your project falls under, you will then need to determine if it is a Town project or a county project to select the correct permit type.

Permits that are in the Town limits will be designated as follows with the town name shown:

- ▶ Permits - Boonsboro
- ▶ Permits - Clear Spring
- ▶ Permits - Funkstown
- ▶ Permits - Hancock
- ▶ Permits - Keedysville
- ▶ Permits - Sharpsburg
- ▶ Permits - Smithsburg
- ▶ Permits - Williamsport

Permits that are in the county will be designated as follows without the town name:

- ▼ **Permits - County**
  - Non-Residential Addition-Alteration Permit
  - Non-Residential Ag Certificate
  - Non-Residential Demolition Permit
  - Non-Residential Electrical Permit
  - Non-Residential Mechanical Permit
  - Non-Residential New Construction Permit
  - Non-Residential Plumbing Permit
  - Non-Residential Signs Permit
  - Residential Addition-Alteration Permit
  - Residential Chimney Permit
  - Residential Demolition Permit
  - Residential Electrical Permit
  - Residential Mechanical Permit
  - Residential New Construction Permit
  - Residential Plumbing Permit
  - Revision

Miscellaneous and zoning permits will be designated as follows:

- ▼ **PERMITS - ZONING**
  - Zoning Certification
  - Zoning Kennel Verification
- ▼ **PERMITS - MISCELLANEOUS**
  - Entrance Permit
  - Floodplain Permit
  - Grading Permit
  - Utility Permit

## RESIDENTIAL – NEW CONSTRUCTION

Accessory Structures

Fences over 7-ft in height/Retaining Walls

Mobile Homes

New Dwellings

Replacement Dwellings

Solar Panels – Ground Mounted

Swimming Pools

Residential New Construction

## RESIDENTIAL – ADDITION/ALTERATION

Addition	Residential Addition/Alteration
Interior Renovations	Residential Addition/Alteration
Mobile Home Replacement	Residential Addition/Alteration
Porches, Decks, Attached Garages	Residential Addition/Alteration
Replacement Dwellings on Existing Foundation	Residential Addition/Alteration
Solar Panels – Building Mounted	Residential Addition/Alteration

### The following permits have their own record type:

Chimney	Residential Chimney
Demolition	Residential Demolition
Revision – only for existing “ <b>approved</b> ” permits	Revision
Entrance	Miscellaneous
Grading	Miscellaneous
Utility	Miscellaneous
Floodplain	Miscellaneous

## NON-RESIDENTIAL NEW CONSTRUCTION

New Building	Non-Residential New Construction
Solar Systems	Non-Residential New Construction

## NON-RESIDENTIAL ADDITION/ALTERATION

Addition	Non-Residential Addition/Alteration
Change in Use	Non-Residential Addition/Alteration
Interior Renovations/Tenant Fit-Out	Non-Residential Addition/Alteration

### The following permits have their own record type:

Zoning Certifications – no trade or structural work	Zoning Certification
Demolition	Non-Residential Demolition
Signs	Non-Residential Signs
Ag Buildings	Non-Residential Ag Certificate
Revisions – only for existing “ <b>approved</b> ” permits	Revision

Once you have determined which permit you need, click on the circle beside the permit name and then click on Continue Application at the bottom of the page.

- ▼ **Permits - County**
  - Non-Residential Addition-Alteration Permit
  - Non-Residential Ag Certificate
  - Non-Residential Demolition Permit
  - Non-Residential Electrical Permit
  - Non-Residential Mechanical Permit
  - Non-Residential New Construction Permit
  - Non-Residential Plumbing Permit
  - Non-Residential Signs Permit
  - Residential Addition-Alteration Permit
  - Residential Chimney Permit
  - Residential Demolition Permit
  - Residential Electrical Permit
  - Residential Mechanical Permit
  - Residential New Construction Permit
  - Residential Plumbing Permit
  - Revision
- ▶ Permits - Boonsboro
- ▶ Permits - Clear Spring
- ▶ Permits - Funkstown
- ▶ Permits - Hancock
- ▶ Permits - Keedysville
- ▶ Permits - Sharpsburg
- ▶ Permits - Smithsburg
- ▶ Permits - Williamsport
- ▶ Permits - Animal Control
- ▶ Permits - Licenses & Registrations
- ▶ Permits - Miscellaneous
- ▶ Permits - Zoning

**Continue Application »**

## Step 1: 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.

**Residential Addition-Alteration Permit**

1 Location	2 Contacts	3 Work Details	4 Documents	5 Review	6	7
------------	------------	----------------	-------------	----------	---	---

**Step 1: Location > Location** \* indicates a required field.

**Address**

\* Street No.:  Direction:  \* Street Name:  Street Type:  Unit No.:

City:  State:  Zip:

**Tax Acct ID**

\* Tax Acct ID Number:

Election District:  Planning Sector:  Liber:  Folio:  CAMA Plat Number:

Map:  Grid:  Parcel:  Lot:

**Owner**

Owner Name:  ?

*Enter either the address OR Tax ID number. You do not need to enter both.*

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.

* Street No.:	Direction:	* Street Name:	Street Type:	Unit No.:
<input type="text" value="20040"/>	<input type="text" value="--Select--"/>	<input type="text" value="MILL POINT"/>	<input type="text" value="--Select--"/>	<input type="text"/>
City:	State:	Zip:		
<input type="text" value="BOONSBORO"/>	<input type="text" value="MD"/>	<input type="text" value="21713"/>		
<input type="button" value="Search"/>	<input type="button" value="Clear"/>			

### Tax Acct ID

\* Tax Acct ID Number:

Election District:	Planning Sector:	Liber:	Folio:	CAMA Plat Number:
<input type="text" value="06"/>	<input type="text" value="2"/>	<input type="text" value="2635"/>	<input type="text" value="516"/>	<input type="text" value="8204"/>
Map:	Grid:	Parcel:	Lot:	
<input type="text" value="68"/>	<input type="text" value="3"/>	<input type="text" value="564"/>	<input type="text" value="1"/>	
<input type="button" value="Search"/>	<input type="button" value="Clear"/>			

At this step, you have the option to Continue Application or Save and resume later.

Address Line 2:			
<input type="text" value="20040 MILL POINT RD"/>			
City:	State:	Zip:	
<input type="text" value="BOONSBORO"/>	<input type="text" value="MD"/>	<input type="text" value="21713"/>	
<input type="button" value="Search"/>	<input type="button" value="Clear"/>		
<input type="button" value="Continue Application »"/>	<input type="button" value="Save and resume later"/>		



## Step 2: Contacts

Enter the applicant information. This is the individual who is entering the permit information, not the person or company that the permit is for. Applicants other than the property owner will be required to submit an Owner's Affidavit.

**Residential Addition-Alteration Permit**

1 Location   2 **Contacts**   3 Work Details   4 Documents   5 Review   6   7

**Step 2: Contacts > Contacts** \* indicates a required field.

**Applicant**

*\*This is a required field. Please enter valid Applicant contact information.*

**Select from Account**   **Add New**

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.

**Select Contact from Account**

Select a contact to attach to this application.  
If the contact has multiple addresses, you can select which to use in the next step.  
Showing 1-5 of 5

	Category	Type	Name
<input checked="" type="radio"/>	Associated Contact	Applicant	Gander Becky
<input type="radio"/>	Associated License	Contractor	BECKY GANDER Contractor PL-M-0792

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.

- **Applicant** – The individual who is entering the permit information. Not the person or company the permit is for.
- **Agent** - Someone who represents the company applying for the permit.
- **Field Notification** - This is a required field and is used to provide notifications when an inspection has been scheduled and completed and also when the permit has been issued. This only works for valid email addresses.
- **Licensed Professional** – A contractor licensed in the State of Maryland is required for residential building permits unless the property owner is doing the work themselves. (Property owners doing their own work must sign and upload an Owner Builder Declaration Form). You may Select from Account, Add New or Look Up a Licensed Professional.

When finished entering the Contact Information, select Continue Application or Save and resume later.

**Step 2: Contacts > Contacts** \*indicates a required field.

**Applicant**

*\*This is a required field. Please enter valid Applicant contact information.*

✓ Contact added successfully.

**Becky Gander**  
[Edit](#) [Remove](#)

**Agent**

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](#)

**Field Notification**

*\*This is a required field. Please enter a valid contact name and email address.*

✓ Contact added successfully.

**Becky Gander**  
[Edit](#) [Remove](#)

**Licensed Professional**

To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click the Edit link. To find a licensed professional, click the Look Up button.

[Select from Account](#) [Look Up](#)

[Continue Application »](#) [Save and resume later](#)

### Step 3: Work Details

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

**Detailed Description** – should accurately reflect the entire scope of the permit being applied for. Incomplete descriptions may delay the processing of your permit.

The screenshot shows a web application interface for a permit application. At the top, there is a dark blue navigation bar with links for Home, Search, New, and Schedule, along with a 'Return to Washington County' link. Below this is a light blue header area with 'Announcements', 'Logged in as: Gander Becky', 'Collections (1)', 'Account Management', and 'Logout'. A search bar is located on the right side of the header. The main content area is titled 'Residential Addition-Alteration Permit' and features a progress bar with seven steps: 1 Location, 2 Contacts, 3 Work Details (highlighted), 4 Documents, 5 Review, 6, and 7. Below the progress bar, the breadcrumb 'Step 3: Work Details > Work Details' is displayed. A note indicates that an asterisk (\*) denotes a required field. The 'Detail Information' section includes an 'Application Name' field with a note that it is optional and can be left blank. The 'Detailed Description' field is marked as required and contains a text area with a note stating that descriptions must be detailed and accurate to avoid processing delays.

Home Search + New Schedule Return to Washington County>>

Announcements Logged in as: Gander Becky Collections (1) Account Management Logout

Search...

**Residential Addition-Alteration Permit**

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

**Step 3: Work Details > Work Details**

\* indicates a required field.

**Detail Information**

Application Name:  
Optional - Can leave blank or fill it in

\* Detailed Description:  
Descriptions need to be detailed and accurately reflect the scope of work for the type of permit being applied for. Descriptions that are not complete may delay the processing of your permit.

**Custom Fields:** Will vary depending on the type of permit you are applying for. Any field marked with a red \* is a required field. Please fill in as many fields as possible.

### Custom Fields

#### GENERAL INFORMATION

Number of Stories:

Foundation Size:

Foundation Wall Type:

Finished Square Footage:

Electric: \*  Yes  No

Air Conditioning: \*  Yes  No

Gas: \*  Yes  No

Type of Heat:

Decorative Heating Appliances:

Exterior Finish:

Roof Finish Materials:

\* Valuation:

---

#### RESIDENTIAL INFORMATION

\* Construction Type:

Energy Compliance Path:

Existing Number of Bedrooms:

## Step 4: Documents

Your permit submission WILL require documents to be attached as part of your submittal. The required documents type(s) will be shown in **RED** for each permit type. You will upload them at this step by clicking on Add and selecting the documents from your device. Once it uploads at 100%, click on Continue (note – file size maximum is 400 MB). Only Users associated with a permit will be able to upload files and pay fees.

**PLEASE NOTE: Files must be in PDF format. Building plans must be uploaded as one document and not as individual pages. Affidavits, correspondence, and other documents may be uploaded individually.**

**Residential Addition-Alteration Permit**

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

**Step 4: Documents > Documents** \* indicates a required field.

**Attachment**

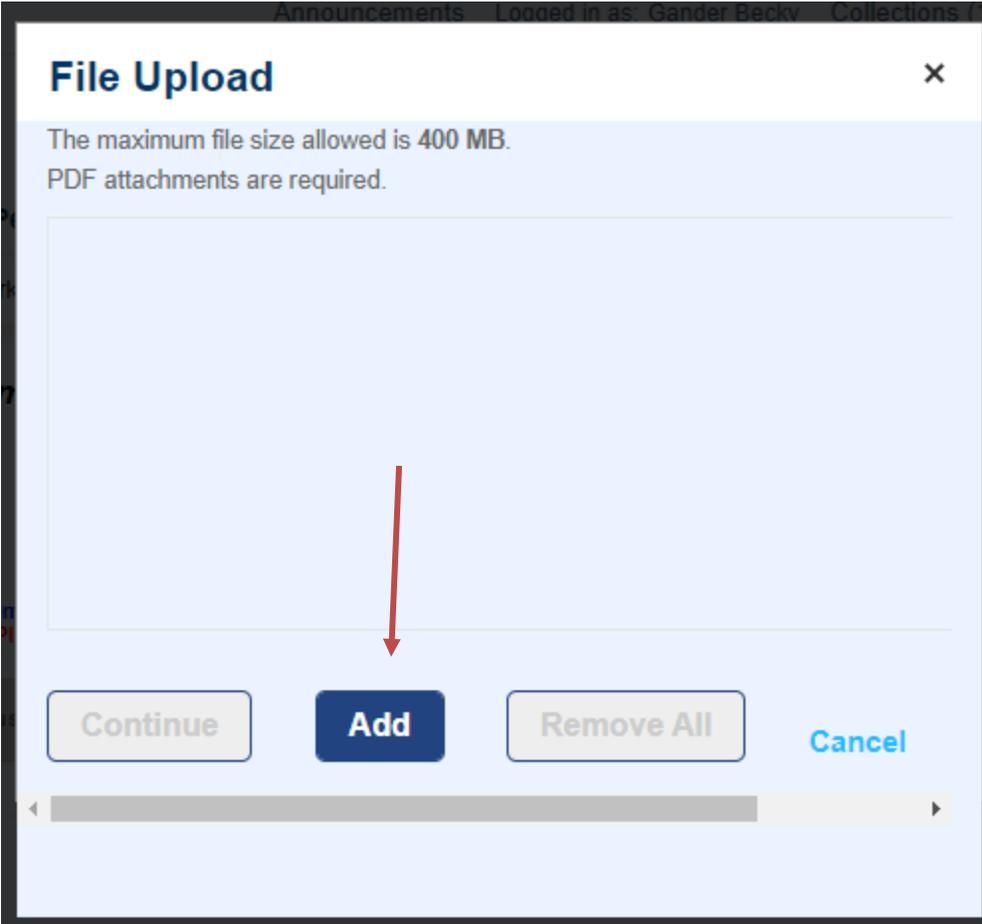
The maximum file size allowed is 400 MB.  
**PDF attachments are recommended.**  
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval. **Plans**

Name	Type	Size	Latest Update	Action
No records found.				

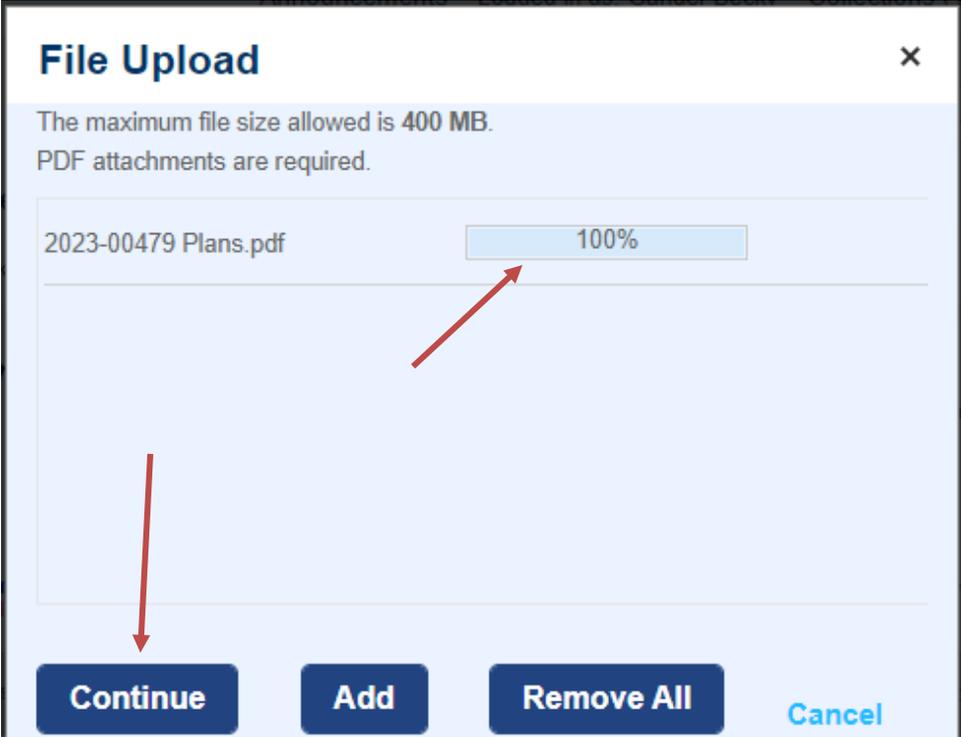
**Add**

**Continue Application >** **Save and resume later**

Click on Add and select the file from your device.



Once the file has uploaded at 100%, click on Continue.



Once the document uploads, you will need to select the Document Type by clicking the drop-down arrow. After making your selection, click SAVE. Repeat this process for as many documents as you need to attach.

**Step 4 : Documents > Documents** \* indicates a required field.

### Attachment

The maximum file size allowed is 400 MB.  
PDF attachments are required.  
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. **Plans**

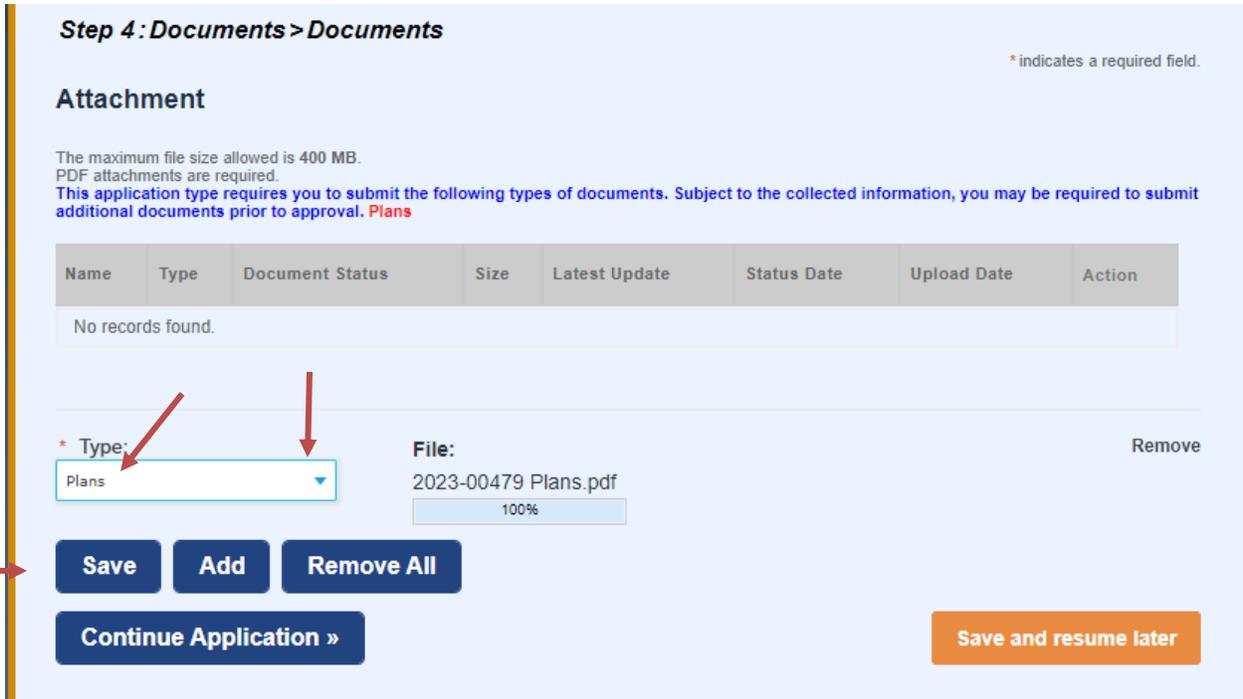
Name	Type	Document Status	Size	Latest Update	Status Date	Upload Date	Action
No records found.							

\* Type:  Remove

File: 2023-00479 Plans.pdf  
100%

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

**Continue Application »** **Save and resume later**



You should see a green bar at the top of the screen after each attachment is added that says the attachment has been successfully uploaded. Your document will be listed under Attachments. Once all required documents have been uploaded, you can select Continue Application to continue.

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

**Residential Demolition Permit**

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

**Step 4: Documents > Documents** \* indicates a required field.

### Attachment

The maximum file size allowed is **20 MB**.  
**ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh** are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
2022-00067 PLOT PLAN- ACH LLC.pdf	Plot Plan	1.70 MB	03/08/2022	<a href="#">Actions</a> ▼

Add

Continue Application »

Save and resume later

## Step 5: 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 that you are signing electronically and filing the application.

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

### Record Type

**Residential Addition-Alteration Permit**

#### Address

20040 MILL POINT Road, BOONSBORO, MD 21713

[Edit](#)

#### Tax Acct ID

Tax Acct ID Number: 06032877  
Election District: 06  
Planning Sector: 2  
Liber: 2635  
Folio: 516  
CAMA Plat Number: 8204  
Map: 68  
Grid: 3  
Parcel: 564  
Lot: 1

[Edit](#)

#### Owner

[Edit](#)

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: 04/28/2023

[Continue Application »](#)

[Save and resume later](#)

## Step 6: Pay Fees

Fees will vary depending on the type of permit being applied for. Most permits require at least the application and technology fee to be paid as part of the submittal. Additional fees may be assessed once the permit has been reviewed by a Permit Technician.

Announcements   Logged in as: Gander Becky   Collections (1) ▾   Account Management   Logout

Search... 

### Residential Demolition Permit

123 Work Details4 Documents5 Review6 Pay Fees7 Record Received

#### Step 6: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

#### Application Fees

Fees	Qty.	Amount
Demolition	1	\$50.00

**TOTAL FEES: \$50.00**  
Click Continue Application to pay fees.

[Continue Application »](#)

You will be asked to enter your credit card information by using either a Visa or Mastercard

**Residential Addition-Alteration Permit**

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

Please select a payment method and then fill in all required information.  
The available payment methods are:

- \* Visa
- \* Mastercard

\* indicates a required field.

**Payment Options**

Amount to be charged: \$80.00

Pay with Credit Card

**Credit Card Information:**

\* Card Type:  \* Card Number:  \* Security Code:  [?](#)

\* Name on Card:  \* Exp. Date:

**Credit Card Holder Information:**

Auto-fill with

Country:

## Step 7: Record Received

Upon successful submission 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.

Home Search + New Schedule Return to Washington County>>

Announcements Logged in as: Gander Becky Collections (1) Account Management Logout

Search...

**Residential Demolition Permit**

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

**Step 7: 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 2022-00037.

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

[Print/View Record](#)

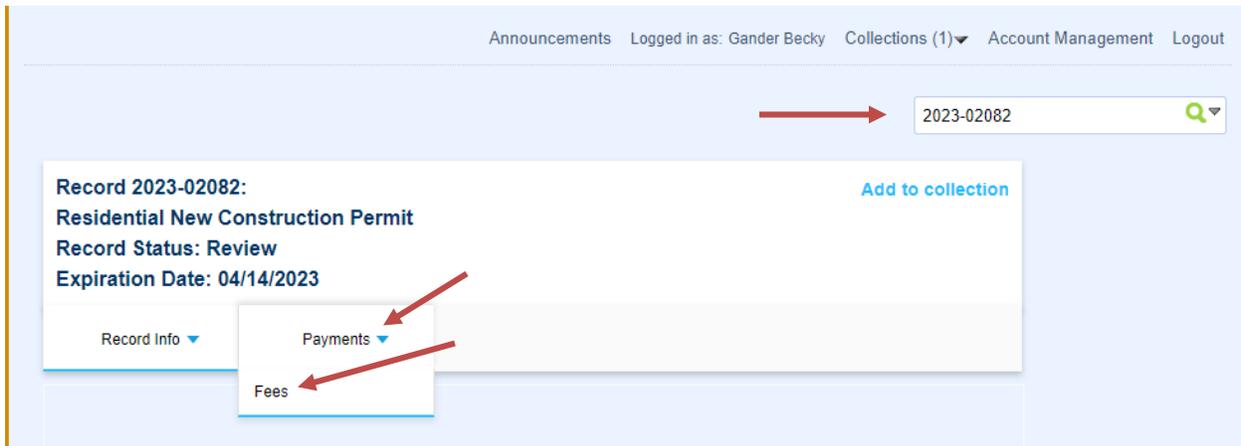
[View Record Details »](#)

Once a permit application has been submitted, it will be reviewed by a permit technician in the order in which it was received. You will be notified by the permit technician for any additional documents or fees needed.

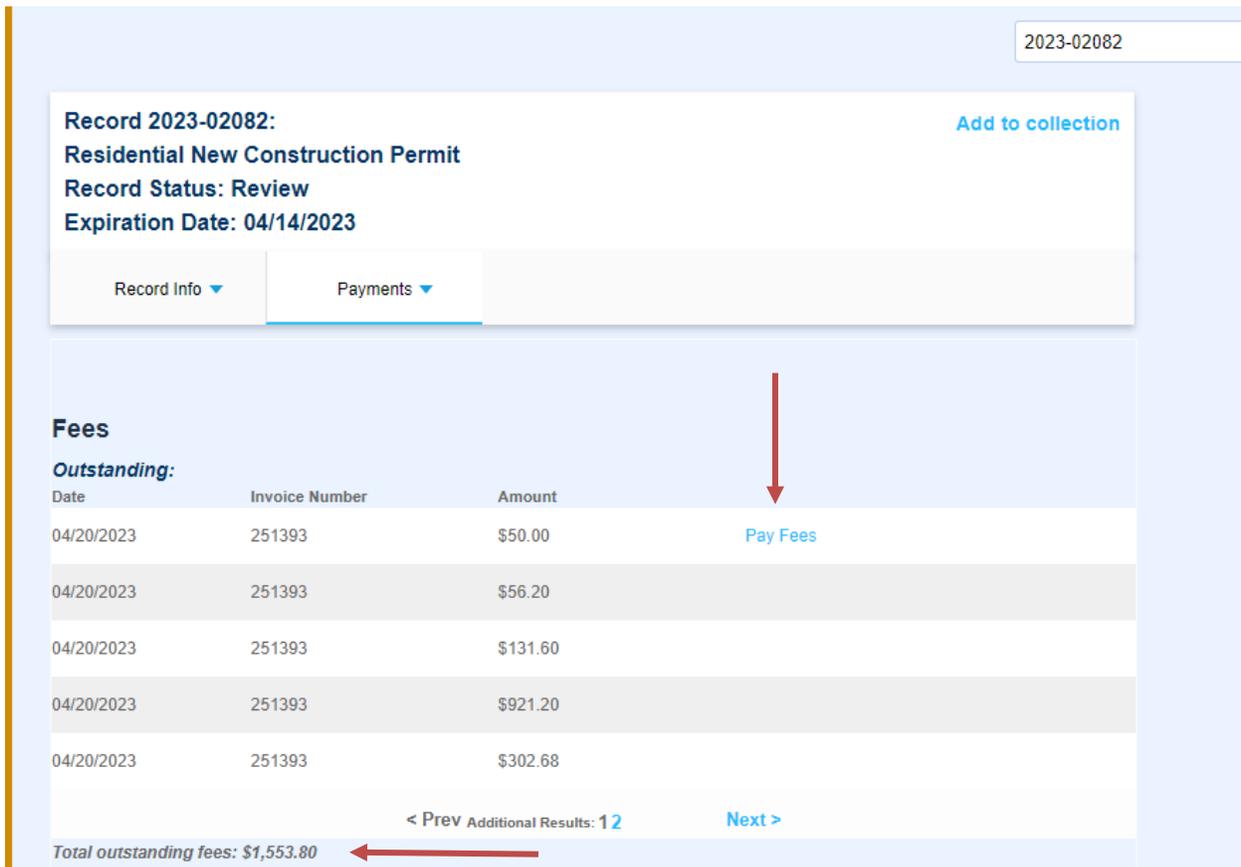
Any remaining fees can be paid online through the ACA portal, provided the payee is linked to the record and has a User account. Payment can also be made via check made payable to Washington County Treasurer and can be dropped off at 747 Northern Avenue, Hagerstown, MD 21742, M-F between 7:30am-4:30pm. Permit number should be referenced on the check. DO NOT send payment directly to the Washington County Treasurer's Office.

# Paying Fees Online

To Pay Fees online, log in to the ACA 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.



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



# Revisions Required

**Step 1:** An email notification is sent indicating that Revisions are Required. Log into the ACA Portal, search on the permit number and click on the [blue arrow](#) next to Record Info, select Attachments and look for a Comment Letter.pdf and a separate .pdf of the submitted plans that has a Document Status of “Returned for Revision”. The applicant (or anyone associated with the record) should download these documents for reference in order to make the changes/corrections to the original submission.

Record 2023-00003: [Add to collection](#)

**Residential Addition-Alteration Permit**  
**Record Status: Revisions Required**  
**Expiration Date: 01/31/2023**

Record Info ▾ Payments ▾

- Record Details
- Processing Status
- Related Records
- Attachments
- Inspections

is 400 MB.  
ommended.

	Record ID	Type	Document Status	Size	Latest Update	Status Date	Upload Date	Action
Comment Letter.pdf	2023-00003	Correction Letter	Uploaded	106.11 KB	04/24/2023	04/24/2023	04/24/2023	Actions ▾
Plans20230424100134[4].pdf	2023-00003	Plans	Returned for Revision	876.53 KB	04/24/2023	04/24/2023	04/24/2023	Resubmit Actions ▾
Plans.pdf	2023-00003	Plans	Review Complete	1.38 MB	04/24/2023	04/24/2023	01/30/2023	Actions ▾

[Add](#)

**Step 2:** After plans have been corrected (addressing all comments and concerns) the applicant should log into the ACA Portal, search for the permit number and click on the **blue arrow** next to Record Info, Select Attachments and then Click on the blue **Resubmit** button to upload revised plans for review.

**PLEASE NOTE:** When resubmitting building plans, the file must be in a PDF format and be uploaded as **ONE** document that includes the exact number of pages or more as the original submittal and any additional pages should be at the end of the submittal and not mixed within. If the number of pages is less than the original submittal, the system will reject the file. Do not upload as individual pages.

All revisions must be uploaded by using the Resubmit link.

Record 2023-00003: Add to collection

**Residential Addition-Alteration Permit**

**Record Status: Revisions Required**

**Expiration Date: 01/31/2023**

Record Info ▾ Payments ▾

Record Details

Processing Status

Related Records

Attachments

Inspections

Record ID	Type	Document Status	Size	Latest Update	Status Date	Upload Date	Action
Comment Letter.pdf	Correction Letter	Uploaded	106.11 KB	04/24/2023	04/24/2023	04/24/2023	Actions ▾
Plans20230424100134[4].pdf	Plans	Returned for Revision	876.53 KB	04/24/2023	04/24/2023	04/24/2023	Resubmit Actions ▾
Plans.pdf	Plans	Review Complete	1.38 MB	04/24/2023	04/24/2023	01/30/2023	Actions ▾

You will be prompted to select a file from your device to upload as the revised submission. Click open on the file you are uploading and select the same Document Type as the one that was Returned for Revision and click on Save.

Name	Record ID	Type	Document Status	Size	Latest Update	Status Date	Upload Date	Action
Comment Letter.pdf	2023-00003	Correction Letter	Uploaded	106.11 KB	04/24/2023	04/24/2023	04/24/2023	Actions ▼
Plans20230424100134[4].pdf	2023-00003	Plans	Returned for Revision	876.53 KB	04/24/2023	04/24/2023	04/24/2023	Resubmit Actions ▼
Plans.pdf	2023-00003	Plans	Review Complete	1.38 MB	04/24/2023	04/24/2023	01/30/2023	Actions ▼

\* Type:  File: 2016-05907 SIZING REPORT-KERNS.pdf Remove

100%

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

A green banner should show up on your screen indicating that your attachment has been successfully uploaded.

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

**Record 2023-00003:** [Add to collection](#)  
**Residential Addition-Alteration Permit**  
**Record Status: Revisions Required**  
**Expiration Date: 01/31/2023**

Record Info ▼ Payments ▼

Once the revisions have been successfully submitted, a permit technician will review and re-route the permit for review to the reviewing agency that is requiring the revisions.

# Approved Plans, Permit, Conditions & Inspections

To view the approved set of plans, copy of the permit, list of conditions and inspections, you must be linked to that permit. Click on the blue arrow next to Record Info and select Attachments.

- **Plans** – Click on the file name that has a document status of “Approved”. The file name will contain a list of numbers after the word “Plans”. Within those numbers is the date the plans were approved.

2023-01853 Plans20230424094525[6].pdf	2023-01853	Plans	4.98 MB	04/24/2023	Approved	04/24/2023	04/24/2023	Actions ▾
--	------------	-------	---------	------------	----------	------------	------------	-----------

- **Permit/Conditions & Inspections** – Click on the file name **PMT\_Permit**. This document will include the approved building permit and list of conditions and inspections.
- If you see **PMT\_CondInsp** as shown below, your permit was approved prior to combining these documents and therefore you will need to print both documents.

/PMT_CondInsp_20230424_094502.pdf	2023-01853	Conditions and Inspections	306.29 KB	04/24/2023	Uploaded	04/24/2023	04/24/2023	Actions ▾
/PMT_Permit_20230424_094502.pdf	2023-01853	Permit	675.01 KB	04/24/2023	Uploaded	04/24/2023	04/24/2023	Actions ▾

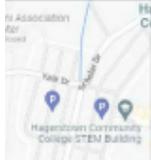
**PLEASE NOTE:** Some browsers may not work when viewing through the ACA Portal. To ensure you are viewing the “approved” set of plans and documents, download the file to your device and open through Adobe.

All building plans will have an Approved stamp shown on the plans. If you do not see this stamp, you will need to download and view through Adobe.

- ARRAY DC CONDUCTORS ARE SIZED FOR DERATED CURRENT.
- 12.82 AMPS MODULE SHORT CIRCUIT CURRENT.
- 20.03 AMPS DERATED SHORT CIRCUIT CURRENT [690.8 (A) & 690.8 (B)].

**APPROVED**  
Washington County Permits & Inspections  
Any changes or modifications to these plans will require an approved plan change

**IMPORTANT**  
SEE NOTES AND ATTACHMENTS ON THESE APPROVED PLANS AND READ "CONDITIONS" LISTED ON THE APPROVED BUILDING PERMIT



S

MHIC

8887 YELL  
PHONE 0  
FAX 0

CUST  
CHR  
1141  
MD