

# Carroll County's Permitting, Plan Review, and Licensing (CPPL) Portal

## A step by step guide to:

- Registration,
- Requesting an Inspection,
- View Status of a Permit or Plan Review Application
- View the Agency responses and their comments
- View the Inspection results and comments from the inspector
- View the Expected Time of Arrival for an inspection
- Downloading your search results to a CSV file
- Making a Personal Collections list



<https://ccg.carrollcountymd.gov/CPPLportal>

# Table of Contents

<b>Registration Benefits</b> .....	3
<b>Registering for a Public User Account</b> .....	3
<b>Associating a License With your Public User Account</b> .....	5
<b>Request an Inspection</b> .....	5
<b>Other Registration Benefits</b> .....	6
<b>A. Access Your Records Quickly</b> .....	6
<b>B. Create and Organize Your Own Personal Collection</b> .....	6
<b>View the Status of a Permit or Plan Review Application</b> .....	6
<b>View the Agency Responses and Comments made</b> .....	7
<b>View the Inspection Results and Comments from the Inspectors</b> .....	8
<b>View the Expected Time of Arrival (ETA) for a Scheduled Inspection</b> .....	8
<b>Download Data to a CSV file</b> .....	9

## Registration Benefits

There are many benefits to registering in Carroll County's Permitting, Plan Review, and Licensing (CPPL) Portal. Once registered and signed in with your public user account, you will have additional capabilities. These may include:

- Associating a License with your Public User Account
- Requesting Inspections
- Accessing Your Records Quickly
- Creating and Organizing your own Personal Collection

## Registering for a Public User Account

1. Click [Register for an Account](#) at the top right.

To Get Started:  
Click on [Permits](#), [Planning](#), or [Licenses](#) heading to search for a record.

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

Search...

[Home](#) [Permits](#) [Planning](#) [Licenses](#)

Advanced Search ▾

**Welcome to Carroll County's Permitting, Plan Review, and Licensing Portal**  
We are pleased to offer our citizens, businesses, and visitors access to our Permits and Plan Review records online, 24 hours a day, 7 days a week.

- View the latest status of a permit or plan review record.
- View agency comments on a permit or plan review approval.
- View inspector comments on a resulted inspection.
- View expected time of arrival (ETA) on today's scheduled inspection.
- Download your search findings to a CSV file accessible in Excel.
- Schedule an inspection on a permit once you have registered for an account.
- View documents and attachments on a permit or plan review record.

**Searching for Permit Applications**

- Building Permits including residential, commercial, and improvements.
- Trade Permits like Electrical Only, Plumbing Only, Gas Only, Water Conditioner Installer, Grading Only, and Forest Harvest Permits.

**Searching for Plan Review Applications**

- Site Plans, Major and Minor Sub-divisions, Final Plans, Off-Conveyances, Amended Plats, etc.

**Searching for Plumbing and Electrical License Applications**

- Electrical and Plumbing Licenses.

If you have any questions on the information, please contact the appropriate agency:  
[Bureau of Building Permits and Inspections \(410\) 386-2674](#) [Bureau of Development Review \(410\) 386-2722](#) [Bureau of Resource Management \(410\) 386-2506](#)

**General Disclaimer**  
This website has been created to provide a service to the public and those that do business with Carroll County. While every effort is made to provide accurate, timely data in this website, portions may be inaccurate, not up-to-date, or incomplete. The County neither warrants nor makes representations as to the functionality or condition of this website, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. The County reserves the right to make any changes to this website at any time, with or without notice, to update, add, correct, amend, or modify the data or the functionality.

**Login:**  
User Name or E-mail:  
  
Password:  
  
 I'm not a robot  
reCAPTCHA  
Privacy - Terms  
[Login >](#)

Remember me on this computer  
[I've forgotten my password](#)  
[New Users: Register for an Account](#)

2. Review the disclaimer, check the box to agree to the terms, and click on [[Continue Registration](#)].
3. Fill in your Login Information and click [[Add New](#)] to enter contact information.

## Login Information

Provide Login Information:

\* User Name:  ⓘ

\* E-mail Address:

\* Password:  ⓘ

\* Type Password Again:

\* Enter Security Question:  ⓘ

\* Answer:  ⓘ

## Contact Information

Choose how to fill in your contact information.



I'm not a robot   
reCAPTCHA  
Privacy - Terms

4. Select the appropriate **Type** of account using the drop-down and click [**Continue**].
  - a. *Building and Grading Contractors* should select “**Contractor**” so the system will attempt to associate your existing info with your new public account.
  - b. *Electrical, Plumbing, and Gas Contractors, Sprinkler, Water Conditioner, Mobile Home Installers, and Well Drillers* should select “**Licensee**” and later add their license to their account.
5. Enter the detail information of your public user account and click [**Continue**] when finished.
- 6a. **If you selected “Contractor”**, the system attempts to associate your existing information with the new account. If the information matches your own identity, check the box and click [**Confirm**]. After the successful association, click [**Continue Registration**] to complete the registration process.
- 6b. **If you did not select “Contractor”**, click [**Continue**] to create a new account. Click [**Continue Registration**].

## Associating a License With your Public User Account

If you registered as an Electrical, Plumbing, or Gas Contractor, Sprinkler, Water Conditioner, Mobile Home Installer, or Well Driller, you can now login and associate your license with your new public user account.

1. **Login** with your username and password.
2. Click on **Account Management**.
3. Look for **License Information** and click **Add a License** on the right side of the screen.
4. Using the License Type dropdown, **select your license type. Enter your County License Number** and click **[Find License]**.
5. Click **[Connect]** to associate the license with your public user account. A pop-up will appear asking if you would like to associate the license with your account. Click **OK** to confirm and you should receive a message stating the association was successful.

## Request an Inspection

*If you are a Contractor or Licensee added to an existing permit record **and** you are logged in as a registered user, you should be able to request an inspection on that permit.*

Inspections can only be scheduled once the permit has been issued.

To request an inspection on a permit:

1. **Search** for the desired permit.
2. On the permit details page, click on **“Record Info”** and select **“Inspections”** from the drop-down menu.
3. Click on **“Request an Inspection”**.
4. **Select the inspection type** you wish to schedule and click **[Continue]**. You may need to click **[Next >]** to find the desired inspection type. If the desired inspection type is not listed, you may need to call the Permits Office to schedule it.
5. **Select the date** on the calendar that you would like to schedule the inspection. Weekends and holidays are not available.
6. **Select the radio button for “Morning” or “Afternoon”** depending on your preference. **This is ONLY a preference and NOT a guarantee.**

The inspector will update his inspection list in the morning and assign two-hour windows to the expected time of arrival (ETA).

7. **Verify** the Location and Contact (Contractor) and click **[Continue]**.
8. **Confirm** your selection. If you would like to leave a note, click “Include Additional Notes”. Click **[Finish]** when complete.
9. The scheduled inspection should appear on the Upcoming Inspections list. You will be assigned an inspector that covers your location.

*On the morning of your inspection (after 8 A.M.), click on “Actions” and select “View Details” from the drop-down menu to view the ETA. If you need to reschedule or cancel the inspection, those options can also be found in the “Actions” drop-down menu. Once the inspection has been completed, click on “View Details” to view the results. Any comments made by the inspector can be viewed by clicking on “View Result Comments”.*

## Other Registration Benefits

### A. Access Your Records Quickly

When you click on Home/My Records or on the Permits or Planning tab, the system will locate the records you are associated with without you having to search for anything. You can access any of these records by clicking on the hyperlink of the record ID number.

### B. Create and Organize Your Own Personal Collection

You can add any Permits or Plan Review application records to your own collection. The records you add will appear in a list when you log in. You can easily remove records from your collection as well.

To add a record to your personal collection:

1. Search for your record(s).
2. Select the record(s) (check the checkbox) that you want to add to your collection.
3. Click the “Add to collection” hyperlink that exists above the list header.
4. If you do not have any records in your Collection, a window will appear to “Create a New Collection” category. Type the Collection Name and a description if desired and Click [Add]. This will create your new Collection category. You can access this by clicking Home and clicking “Dashboard”. You will have the option to create a new collection category or add to an existing collection.

## View the Status of a Permit or Plan Review Application

1. Click on the **Permits** or **Planning** Tab to view the Search screen below.
2. **Enter your information** in the boxes and click [**Search**] to search the database.

*Search by:*

- *Permit/Plan Review number*
- *Parcel/Property ID number,*
- *Site Address,*
- *Project Name, or*
- *Permit/Plan Review type in conjunction with record status.*

Click the blue question mark  to display proper search field format. If more than one search criteria are entered, only records meeting all criteria will be displayed.

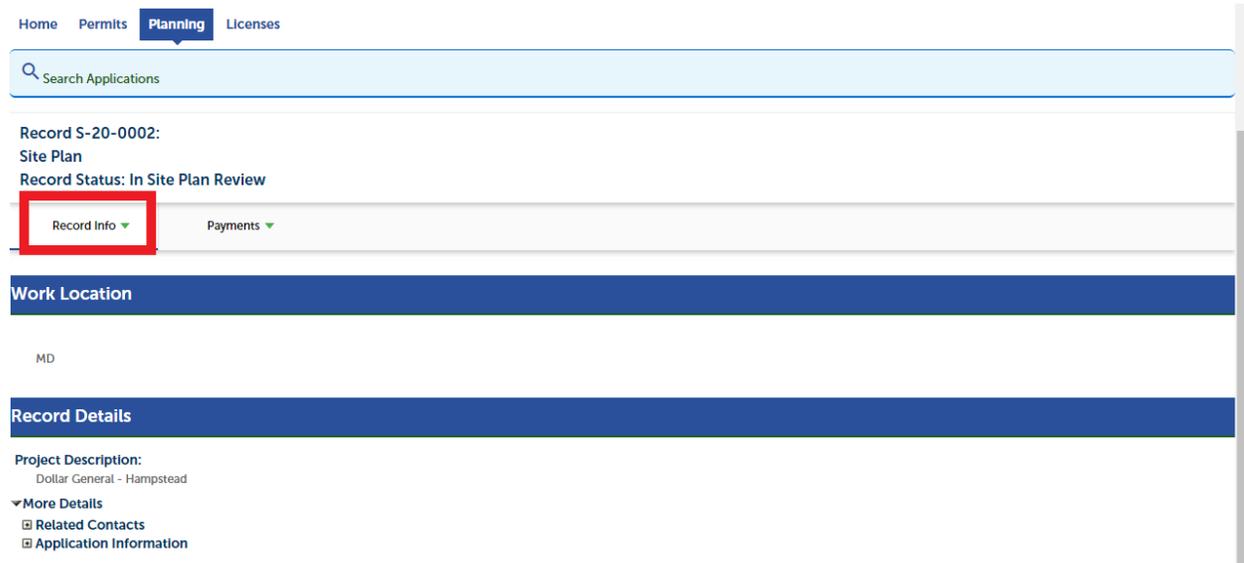
3. If your search selected only 1 record, the record will display. If your search selected multiple records, click the hyperlink of the record number to view that record. **Permit/Plan Review status is listed in bold blue type** towards the top of the page beneath the Permit/Plan Review number and Record Type.

## View the Agency Responses and Comments made

1. On the Permit/Plan Review details page, click on “**Record Info**” and select “**Processing Status**” from the drop-down menu.

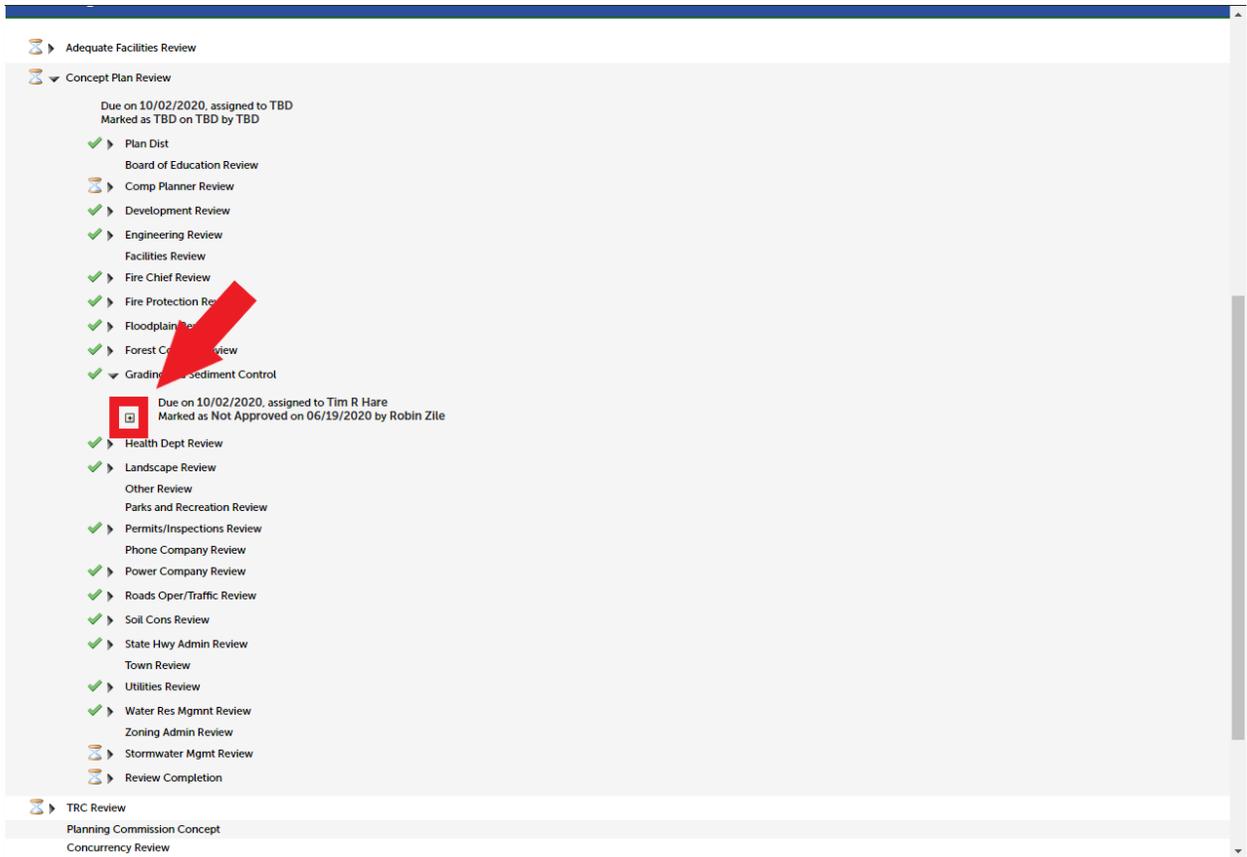
\* *Processing Status displays the chronological order of workflow tasks that occur throughout the life of the permit or plan review record.*

Completed Agency task approvals or disapprovals are denoted with a green check mark . Open or In-process Agency tasks are denoted with a hourglass . Some tasks are not needed and may still have an hourglass symbol. “Permit Fee Assessment”, “Conditions”, and “Supersede Permit” are commonly left open in case any changes must be made.



The screenshot shows the top navigation bar with 'Home', 'Permits', 'Planning' (highlighted), and 'Licenses'. Below is a search bar labeled 'Search Applications'. The main content area displays 'Record S-20-0002: Site Plan' with a 'Record Status: In Site Plan Review'. A dropdown menu is open, showing 'Record Info' (highlighted with a red box) and 'Payments'. Below this are sections for 'Work Location' (MD) and 'Record Details' (Project Description: Dollar General - Hampstead). Under 'More Details', there are expandable sections for 'Related Contacts' and 'Application Information'.

2. Agency Comments are found by clicking the black triangle  to the left of the process task. If any comments were made, there will be a gray box with a plus  to the left of the additional details. To view the comments, click the plus  to reveal them.



## View the Inspection Results and Comments from the Inspectors

1. On the permit details page, click on **Record Info** and click **Inspections** from the drop-down menu. Both completed and upcoming scheduled inspections are displayed.
2. Click on **View Details** to the right of any completed inspection. Click on **View Result Comments** halfway down the pop-up window to see any comments from the inspector.

## View the Expected Time of Arrival (ETA) for a Scheduled Inspection

1. On the permit details page, click on **Record Info** and click **Inspections** from the drop-down menu. Both completed and upcoming scheduled inspections are displayed.
2. Click on **Actions** to the right of the upcoming inspection and click **View Details**.
3. **Estimated Arrival Time** is listed on the left side of the pop-up window beneath the **Status** heading.

## Download Data to a CSV file

1. Search for the desired records.
2. Above the “Record Number” column, click “[Download Results](#)”. A CSV spreadsheet file containing the search results will appear in your web browser’s downloads section. The data can be easily saved to an Excel spreadsheet format.

100+ Record results matching your search results

Click any of the results below to view more details.

Showing 1-10 of 100

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Address	Expiration Date	Related Records	Status	Action
<input type="checkbox"/>	09/04/2020	ELR-20-0012	Electrical Residential	Electric hook up		333 MEADOW CREEK DR, WESTMINSTER MD 211580000		3	Issued	
<input type="checkbox"/>	04/03/2020	ELR-20-0009	Electrical Residential	ELR		1014 GRANDVIEW AVE, SYKESVILLE MD 217847903		4	Applied	
<input type="checkbox"/>	04/03/2020	ELR-20-0008	Electrical Residential	ELR		1014 GRANDVIEW AVE, SYKESVILLE MD 217847903		4	Applied	
<input type="checkbox"/>	04/03/2020	ELR-20-0007	Electrical Residential	ELR		1014 GRANDVIEW AVE, SYKESVILLE MD 217847903		4	Applied	
<input type="checkbox"/>	04/03/2020	ELR-20-0006	Electrical Residential	ELR		1014 GRANDVIEW AVE, SYKESVILLE MD 217847903		4	Applied	
<input type="checkbox"/>	03/05/2020	ELR-20-0005	Electrical Residential	200 amp service updated. Installed 1 400 amp. 40 switches. 20 receptacles.		5260 WILFORD CT, WESTMINSTER MD 21157		3	Issued	
<input type="checkbox"/>	01/14/2020	ELR-20-0003	Electrical Residential			111 BAUMGARDNER AVE, TANEYTOWN MD		2	Applied	
<input type="checkbox"/>	01/14/2020	ELR-20-0002	Electrical Residential			111 BAUMGARDNER AVE, taneytown MD		2	Applied	
<input type="checkbox"/>	01/14/2020	ELR-20-0001	Electrical Residential	ELR		2304 SOUTHFIELD CT, FINKSBURG MD 21048		1	Issued	
<input type="checkbox"/>	11/07/2019	ELR-19-2177	Electrical Residential			829 DEER RIDGE RD, MD		9	Applied	

< Prev 1 2 3 4 5 6 7 8 9 10 ... Next >