



# Maryland OneStop Licensing Portal



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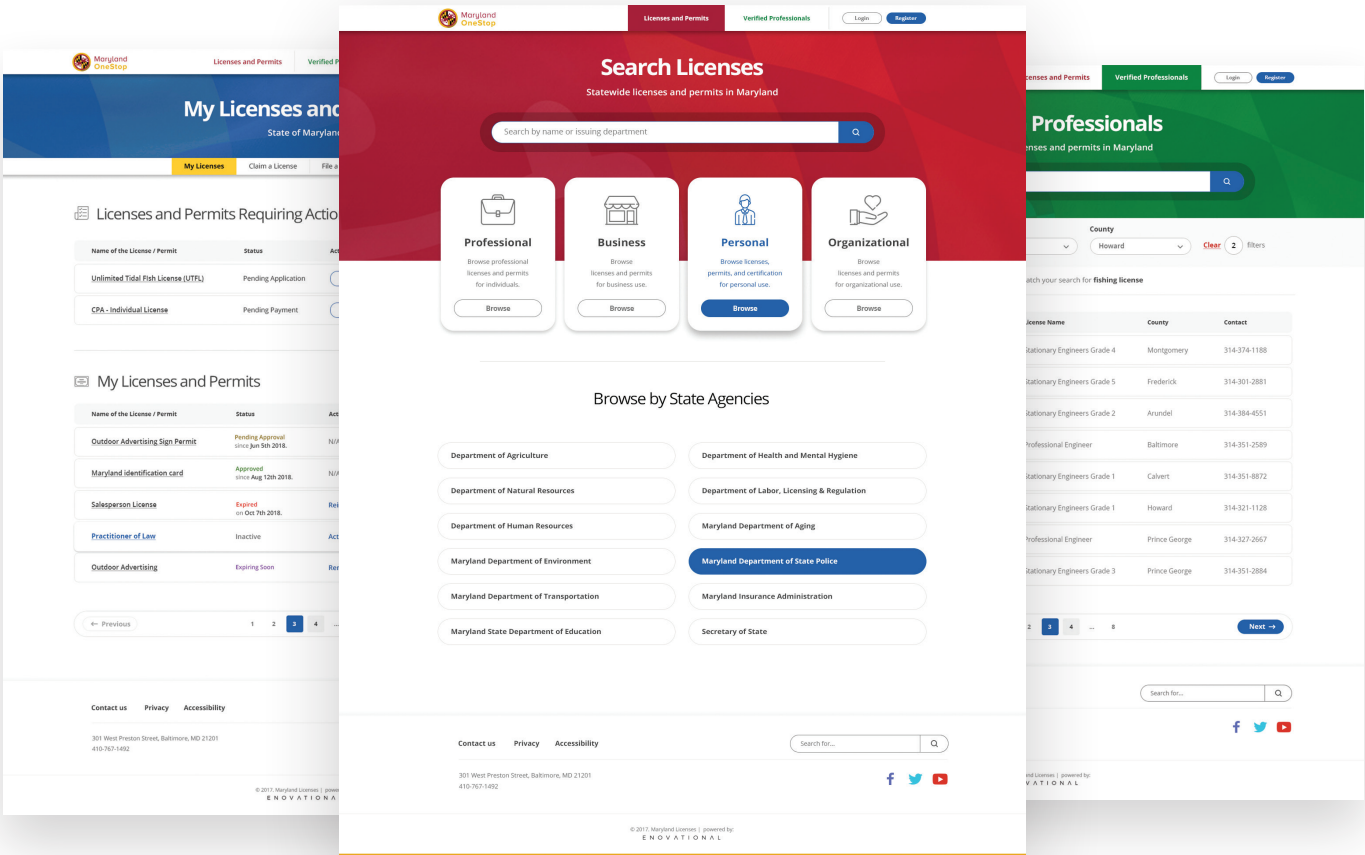
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# What is the Maryland OneStop Licensing Portal?

The Maryland OneStop Licensing Portal is a modern digital system that seeks to transform the licensing and permitting process for the governing agencies in the state of Maryland.

Initially requested by the office of Governor Larry Hogan, the OneStop Portal will house all state licenses and permits in one centralized, searchable system – helping to save time, money, and paper for Maryland government agencies and Maryland citizens.

The OneStop Portal fulfills the Customer Service Promise made by Governor Hogan’s administration in 2018.



# Governor Hogan's Customer **Service Promise**

## **Friendly & Courteous**

Technical inquiries and issues will be addressed by the Maryland Department of Information Technology (DoIT). DoIT will field support calls and provide support for Maryland citizens and agency employees.

## **Timely & Responsive**

The OneStop Portal is equipped with instant messaging capabilities that allow citizens to directly communicate with agency staff with any questions, comments, or concerns regarding the submission process. The portal also has automated workflow that allows program managers to update or match their current processes, and offers an extra layer of visibility into the process to help managers easily identify and address bottlenecks.

## **Accurate & Consistent**

With publishing and quality-control features built into the system, OneStop makes it easy to modify and keep content up-to-date. By housing all Maryland state agency license and permit information in one centralized, digital system, the possibility of any document redundancies is eliminated. Users can be assured that they are collecting accurate information from citizens through form field validation.

## **Accessible & Convenient**

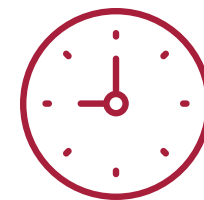
The OneStop Portal is equipped with powerful search capabilities that offers a single source for citizens and employees to easily access license and permit information.

Citizens don't have to navigate multiple department websites, and employees no longer have to rely on an inconsistent paper process. OneStop also meets all the criteria for the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) and is responsive with modern devices like smartphones and tablets.

## **Truthful & Transparent**

OneStop is equipped with a dashboard that provides the current status for all licenses. Real-time status updates ensure that your citizens always know where your forms are in the approval process at a given time. Program managers have access to reporting tools that help them identify bottlenecks and enforce service level agreements (SLAs).

# The Power of **Paperless**



## **Save Time**

The OneStop Portal minimizes the amount of time spent creating, searching for, and processing documents. Digital workflow, robust search capabilities, and an intuitive form builder increase the efficiency of your agency's licensing process.



## **Save Money**

By shifting content and processes into one, centralized system, money that was previously spent on file storage, printing services, paper, and form processing can now be reallocated to better benefit your employees and Maryland citizens. Agencies will also save the money they currently spend on website updates and custom application maintenance.



## **Save Paper**

Using the OneStop Portal enables your office to increase sustainability efforts. E-signatures, digital workflows, online archiving, and instant messaging capabilities help reduce the amount paper used in everyday processing and postal services.



# How will implementing the **OneStop Portal** benefit your agency and Maryland citizens?

There are numerous benefits to switching to the OneStop Portal, like real-time status updates and process transparency. But how will your three key stakeholders benefit? Read on to learn more about how citizens, program managers, and approvers benefit.

## Citizens



Real-Time Status Updates



Searchability

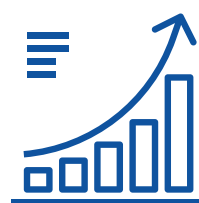


e-Signatures

## Program Managers



Intuitive Form Builder



Advanced Reporting Tools

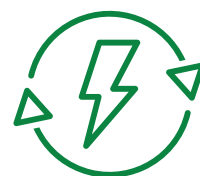


Digital Workflow

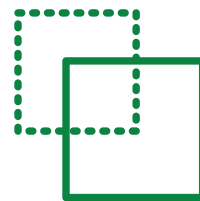
## Approvers



Real-Time Notifications



Automated Task Assignment



Process Transparency

# How **Citizens** Benefit:

## Real Time Status Updates

When citizens apply for licenses, certifications, or permits, they will have access to real-time status updates so they will always know the status of their application. Citizens can see all status updates on their user dashboard and will be notified when their applications have been approved or rejected. They will also be notified of extra process steps, license expirations, and renewals.



## Searchability

The OneStop Portal offers multiple levels of intelligent searchability, allowing citizens to easily find the application they are looking for by searching for a department, title, or keyword. Citizens will no longer have to comb through multiple department websites to find the license or permit application they need.



## e-Signatures

e-Signatures allow citizens to complete forms entirely online, improving their experience while also helping your agency cut down on paper usage. e-Signatures are also a great tool for approvers who don't want to waste time and desk space with stacks of documents that need wet signatures.

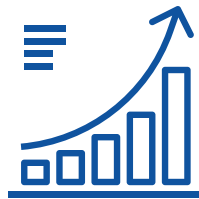


# How Program Managers Benefit:



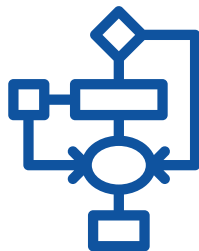
## Intuitive Form Builder

Access to the OneStop form builder means that program managers no longer have to wrestle with design programs or wait on developers to code their forms. They can easily create complex forms with our drag-and-drop form builder, preview what your applicants and submitters would see, and then publish when it's ready.



## Advanced Reporting Tools

Access to a reporting dashboard allows program managers to see high level information about their submissions, and also enables them to easily search through submissions for more specific data. This includes average processing time so program managers can easily identify and address bottlenecks and enforce SLAs.



## Digital Workflow

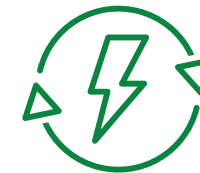
Program managers can easily design and implement digital workflows that make sure every form follows all process steps and goes to the right people from the moment it is submitted until a license is issued. By switching to digital workflows, managers will gain more transparency into the process and will always know where an application is in the approval process.

# How Approvers Benefit:



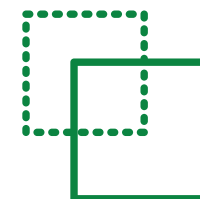
## Real-Time Notifications

Real-time notifications let approvers know when they have a task to complete. Program managers can set custom, automated email notifications that will be sent whenever an approver has a task to complete.



## Automated Task Assignment

Automated tasks take the hassle out of sending reminders or trying to track down form approvers in person. For example, if there is one approver for a fishing license, you can set up automated task assignment so that the approver is always assigned new submissions to approve.



## Process Transparency

With access to digital workflow and advanced reporting, approvers will have a high-level view of the application process, improving transparency and accountability within their agency.

# Search Licenses

Statewide licenses and permits in Maryland

Search by name or issuing department



## Professional

Browse professional licenses and permits for individuals.

Browse



## Organizational

Browse licenses and permits for business use.

Browse



## Personal

Browse licenses, permits, and certification for personal use.

Browse

## System Walk-Through

Users have the option to search for licenses, permits, and certifications by name or issuing department. They also have the ability to browse using predefined categories, such as professional or business licenses, as well as browsing by state agency.

### Browse by State Agencies

Department of Human Resources

Maryland Department of Environment

Maryland Department of Transportation

Department of Health and Mental Hygiene

Department of Labor, Licensing & Regulation

Maryland Department of Aging

Maryland Department of State Police

Maryland Insurance Administration



Users can easily identify important information in the search results to help them find the license or permit they need.

## Search Licenses & Permits

Statewide licenses and permits in Maryland

Q

Agency

No Agency Selected

Type

Personal

County

Howard

Clear

2 filters

26 results match your search for fishing license

### Selling Live Poultry or Hatching Eggs

Distributed by **Department of Agriculture**

Sell live poultry or hatching eggs in Maryland. This permit is a must have except for a few exemptions like the fishing license and wildlife community license. [view details](#)

✓ Valid for 1 year

⌚ 2-3 week approval

💰 \$50-\$250 cost

### Seedsman Permit

Distributed by **Department of Agriculture**

Distribute/label seeds in Maryland. [view details](#)

✓ Valid for 1 year

⌚ 2-3 week approval

💰 \$50-\$250 cost

### Restricted Use Dealer Permit

Distributed by **Department of Agriculture**

Repair and place into service commercially used weighing and measuring devices. Warranty and repair is obligatory. [view details](#)

✓ Valid for 1 year

⌚ 2-3 week approval

💰 \$50-\$250 cost

### Public Agency Permit

Distributed by **Department of Agriculture**

Permit issued to any unit of federal, State, county or local government or any training institution which is engaged in pest control. [view details](#)

✓ Valid for 1 year

⌚ 2-3 week approval

💰 \$50-\$250 cost

## Registration Details

County License ResourcesView County License Resource Details

### Professional Solicitor

General Info - Statewide License

A Professional Solicitor is a person who is compensated for advising a charity about a charitable solicitation, holding, planning, or managing a solicitation in Maryland, or soliciting or receiving contributions for a charitable organization. Professional Solicitors are required to register prior to soliciting in Maryland or receiving contributions from Maryland.

Depending on the solicitation services you offer, you may want to consider one of the following registrations instead of, or in addition to, a Professional Solicitor license:

**Fund-Raising Counsel** advises a charity about a solicitation, but is prohibited from directly soliciting or receiving charitable contributions.

**Public Safety Solicitor** solicits or receives public safety contributions, personally or through another, for pay.

[show less](#)



**Valid for 1 year**  
last revised 08/12/2017



**10 days**  
approval time



**\$350**  
application cost



**10 - 20 mins**  
average completion time

### Obtaining the License

Ready to get your license? - Steps, requirements and documents

01

Requirements

Must be 18 years or older.

02

Documents

Provide the name, address, and telephone number of the applicant's sponsor.

Once users have identified the license or permit they are looking for, they can learn more about the registration or renewal process on the license detail page.

CPA - Individual License Renewal / Reinstatement

Application Status - DRAFT

Prerequisites

- 1. You must have an existing CPA license
- 2. You must possess at least a baccalaureate degree with a minimum of 150 semester hours of which must be in accounting and ethics-related subject matter and 21 semester hours in certain business-related subjects
- 3. A minimum of one year of 2,000 hours of experience in accounting related work using any type of services or advice using accounting attest, management advisory, financial advisory, tax or consulting skills. The experience must be endorsed by an actively licensed CPA.
- 4. Completion of the American Institute of Certified Public Accountant's ethics course: "Professional Ethics the AICPA's Comprehensive Course"

Do you wish to change your status to "Inactive" during this renewal? ☒ Yes ☐ No

**Note:** You are not required to have any CE hours at this time. If you choose to reactivate your license in the future, you may then enter your CE hours at that time.

Name \* Social Security Number \*

Were you born in the United States? ☒ Yes ☐ No

City \* State \* Date of Birth

Since your last renewal or reinstatement, have you:

- 1. Been convicted of a felony or misdemeanor in any state or federal court? ☐ Yes ☒ No
- 2. Had this type of license, certificate, registration, or permit denied, suspended, or revoked by Maryland or any other jurisdiction? ☐ Yes ☒ No
- 3. Have you received a sanction, other than a criminal conviction, from any state or federal government or regulatory entity? ☐ Yes ☒ No  
( **Note:** Do not include traffic offenses )

Are you an employer required to provide employee coverage under the Workers Compensation Law? ☒ Yes ☐ No

Workers Compensation Coverage Policy/Binder No. Issued by the

E - Signature

Sign the document if you are ready to submit the form

☒ Type ☐ Draw Name \* John Smith

John Smith

Certification

By applying the e-Signature and signing this document by pressing "Submit" below:

I hereby certify, under penalty of perjury, that the information contained herein is true and correct to the best of my knowledge, information, and belief. I further authorize the release of any information contained within this application to an authorized representative of the Department of Labor, Licensing and Regulation for further investigation. I further certify that I have paid all undisputed taxes and unemployment insurance contributions payable to the Comptroller or the Department of Labor, Licensing and Regulation or have provided for payment in a manner satisfactory to the unit responsible for collection.

Make A Payment  
Pay \$150.00 for License Renewal.

Card Number Expiration Date

Security Code Zipcode

Once citizens are ready to register or renew a license, they can complete the application right here within the OneStop Portal. The portal includes features like file uploads, e-signatures, and secure payments so that users can complete every part of the application process inside of the application.



# My Licenses and Permits

State of Maryland

My Licenses

Claim a License

File a Complaint

Help Request

## Licenses and Permits Requiring Actions

Name of the License / Permit	Status	Actions	Start Date
<a href="#">Unlimited Tidal Fish License (UTFL)</a>	Pending Application	<a href="#">Finish and Submit</a>	09 / 24 / 2017
<a href="#">CPA - Individual License</a>	Pending Payment	<a href="#">Finish and Submit</a>	09 / 24 / 2017

## My Licenses and Permits

Filter by: Active Licenses

Name of the License / Permit	Status	Actions	Start Date	Expiration Date
<a href="#">Outdoor Advertising Sign Permit</a>	Pending Approval since Jun 5th 2018.	N/A		
<a href="#">Maryland identification card</a>	Approved since Aug 12th 2018.	N/A		
<a href="#">Salesperson License</a>	Expired on Oct 7th 2018.	<a href="#">Reinstate</a>		
<a href="#">Practitioner of Law</a>	Inactive	<a href="#">Activate</a>		
<a href="#">Outdoor Advertising</a>	Expiring Soon	<a href="#">Renew</a>	09 / 14 / 2018	09 / 28 / 2018

On the “My Licenses and Permits” dashboard, users can view all of their licenses and permits as well as associated statuses, required tasks, notifications regarding renewal or expiration, and communications.

← Previous

1

2

3

4

...

8

Next →



**MARYLAND DEPARTMENT OF AGRICULTURE**

STATE BOARD OF VETERINARY MEDICAL EXAMINERS

50 Harry S. Truman Parkway, Annapolis, Maryland 21401

Telephone (410) 841-5862 Facsimile (410) 841-5780

[www.mda.maryland.gov](http://www.mda.maryland.gov)

**VETERINARY REGISTRATION CERTIFICATE**

License #: V-08102

POST IN A CONSPICUOUS PLACE

Will Smith DVM  
4320 Kansas Ave NW  
Washington, DC 20011

We hereby certify that this Veterinarian is registered to practice veterinary medicine in Maryland in accordance with the authority contained in Sections 2-301 through 2-315 of the Agriculture article, Annotated Code of Maryland, as amended. This certificate is to be displayed in the office of each licensee and together with the license it constitutes authority to practice during this period.

EXPIRES: June 30, 2019

Joseph Bartenfelder  
Secretary of Agriculture

David Handel, D.V.M.  
President, State Board of Veterinary Medical Examiners

After licenses and permits have been approved, the system will generate a .PDF license that can be printed on secure paper by the government agency.



# Easily Manage Forms and Workflows

F

Home Inspector License

version history

Layout

Style

Workflow

Settings

Control Panel

Basic Form Fields

Input Field

Text Area

Dropdown

Checkboxes

Radio Buttons

Date/Time Picker

File Uploader

Signature

Payment

Layout

H Heading

h Subheading

T Text

INSTRUCTIONS:

(1) Complete the application and remit photocopies of course certificates reflecting your completion of seventy-two (72) hour of an on-site classroom-based training course approved by the Commission.

(2) Provide evidence of having obtained a high school diploma or its equivalent;

(3) Provide an examination score report verifying successful completion of the National Home Inspector Examination; and

(4) Remit a non-refundable application review fee in the amount of \$50.00.

If you initial application is approved, you will be mailed an application and instructions that will allow you to proceed and to receive a license. In order to receive a license you will be required to remit a license fee in the amount of \$325.00, along with proof of having general liability insurance in the amount of at least \$150,000. Thereafter, you will be issued a license for a two year term.

General Information

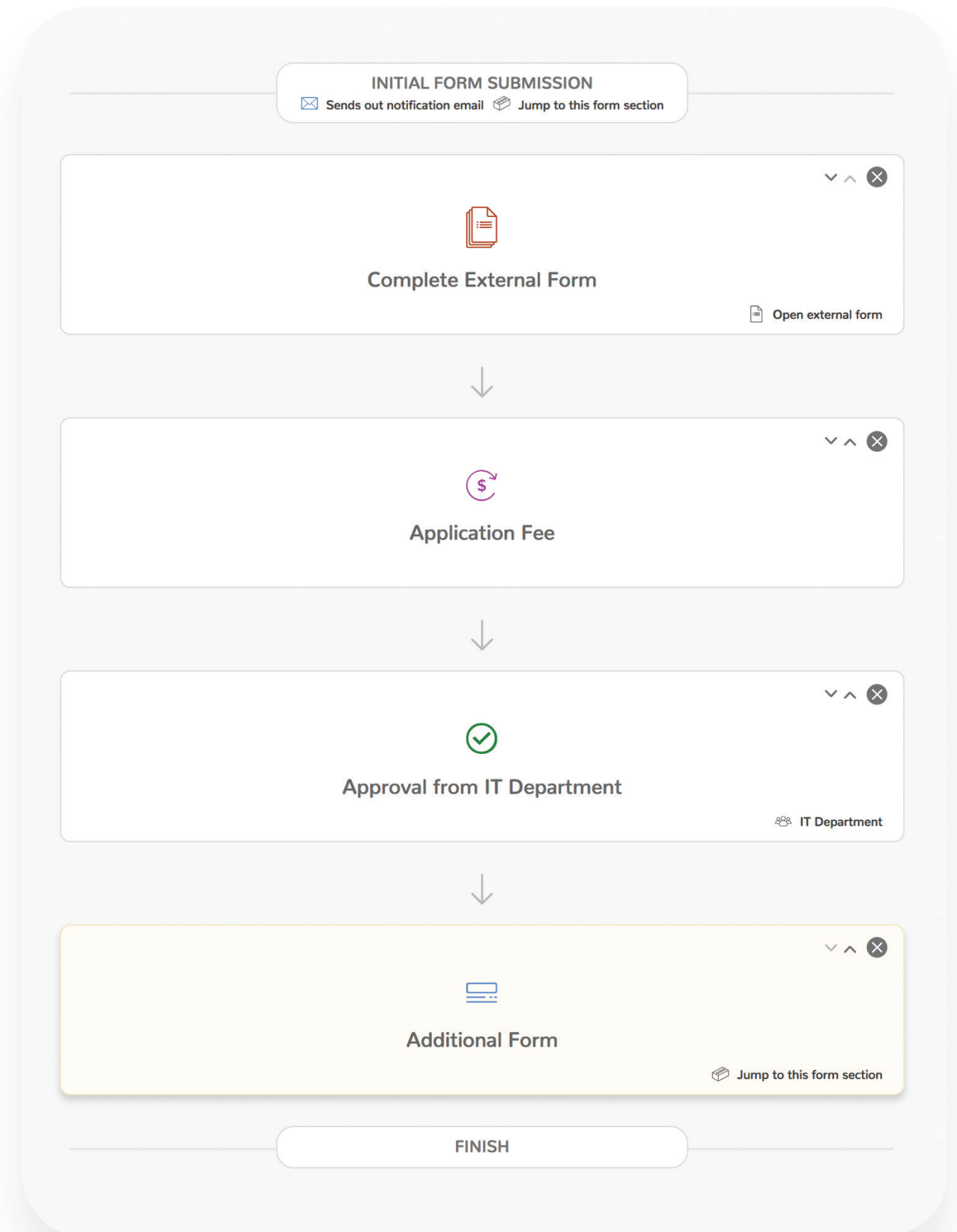
GRID

Last Name

First Name

Middle

**Admins have the ability to easily modify existing forms with drag-and-drop features and a configurable workflow.**



Forms Requiring Your Action

FORM NAME ^

SUBMITTED BY ^

DATE/TIME SUBMITTED ^

Committee Application Webform

Susan Jones

on Dec. 23. 2017 1:47 PM

Must take action within 1 day and 23 hours to uphold SLA.

Geting a new licenses form

Jackie Daniels

on Dec. 18. 2017 8:22 PM

IT standard essay form

Brad Stone

on Dec. 16. 201v7 10:08 AM

You have missed the deadline for SLA.

Firearms Dealer License

Will Southerland

on Dec. 12. 201v7 4:33 PM

View All Pending Actions

View Previously Reviewed Applications

My Pending Submissions

FORM NAME ^

SUBMITTED ON ^

STATUS ^

Committee Application Webform

3.3. 2014. 3:37PM

Pending approval from Edward Banks since 3.3.2013. 3:47PM

Getting a new license form

8.2. 2014. 1:15PM

Rejected from Michael Banks since 3.3.2013. 3:47PM

IT Standard essay form

10.7. 2013. 10:16AM

Pending approval from Sarah Woods since 3.3.2013. 3:47PM

Street Musicians form

12.6. 2013. 9:20PM

Pending approval from Jeremy Jones since 3.3.2013. 3:47PM

Fishing license

6.4. 2013. 2:14PM

Approved from Darell Williams since 3.3.2013. 3:47PM

View All My Previous Submissions

Admins can review and accept or reject applications, add information or application criteria, check references, and communicate with submitters via comments in the side panel.

Admin Panel

Log

Add Comment

Filter by:

Comments

Aug 20, 2018 / 8:14 am

You Started the application for CPA - Individual License

Aug 22, 2018 / 4:12 pm

You Submitted the application for CPA - Individual License

Evelyn M Sept 01, 2018 / 2:26 pm

Your Application has been aproved, You are cleared to appear for the examination

John R Sept 01, 2018 / 2:26 pm

Hello, we have received your examination scores and you are eligblle to move further in the licensing process. However, for our records, please upload a copy of your exam scores to the original aplication and resubmit it. Thank you.

Helene S Sept 01, 2018 / 2:27 pm

Hi, Thank you. I have uploaded the exam scores. Can you please confirm the receipt of the same?

Message

Note

Type your Comment

Post Comment

22

23

### Agency Analysis & OneStop Timeline

Tasks	Approx. Duration	Responsible Party
Provides list of known licenses & permits	1-2 days	OneStop PM
Adds to / confirms list of licenses & permits	1-5 days	Agency Lead
Kick-off interview(s)	1-3 days	OneStop Analysts + Agency Lead / Stakeholders
Prioritize licenses to bring online	½ day	OneStop PM + Agency Lead / Stakeholders
Existing system(s) review & migration assessment	1-2 weeks	OneStop Analysts + Agency SMEs
Agency OneStop proposal	1 day	OneStop PM + Agency Lead / Stakeholders
Business process mapping	1-2 weeks	OneStop Analysts + Agency SMEs
License & form analysis and recommendations	2-5 days	OneStop Analysts + Agency SMEs
<b>Total</b>	<b>4-7 weeks</b>	

