

How to Apply for a Master Plumber's License

Overview

This document will walk the user through applying for a Master Plumber license online using the Accela Citizen Access Portal. As of Spring 2026 the only way to apply for a license is using the portal.

Before You Start

Before you apply for a license be sure to have the following information ready:

1. The username and password for your Accela Citizen Access Portal account. If you do not already have an account, you can find a link to the portal and directions on how to create an account by going to the Plumbing Program's website:
<https://www.alleghenycounty.us/Services/Health-Department/Plumbing-Program>
2. Your Journeyman plumber license number should already be associated with your Citizen Access Portal account. If this is not the case or you are not sure, there are instructions for checking and associating your license with your account at the end of this document.
3. A passing score on the Master Plumber Exam. For more information about the exam process and scores, please visit the Plumbing Program's website:
<https://www.alleghenycounty.us/Services/Health-Department/Plumbing-Program/Licensing-Information>
4. A valid credit card or bank account information to pay the license fees online. If you are not able to pay online please call the Plumbing Program office at 412-578-8036.

Step-by-step instructions:

1. Log into the Accela Citizen Portal using the link on the Plumbing Program's website:
<https://www.alleghenycounty.us/Services/Health-Department/Plumbing-Program>
2. From the Home screen, click "Professional Licenses" in the upper part of the screen. You will be taken to the Create a License Application screen. Review the information on the online application and the disclaimer. When you are ready to

proceed, check the box next to “I have read and accepted the above terms” and click Continue Application at the bottom.

Home Environmental Health **Professional Licenses**

Create a License Application Search Applications

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer
While the Agency attempts to keep its Web information accurate and timely, the Agency makes no warranty either expressly or implied nor makes any representation as to the functionality or condition of this Web site, its suitability for its intended use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

Continue Application >>

3. You will be taken to the Select a License screen. Select your license number that was assigned to you when you received your Journeyman license. Your information should appear below the drop down menu. Click Continue Application.

Select a License

Select a license for this record from the list below. The available permit record type(s) is determined by the type of the license associated with your account.

* Licenses:
Plumber PLMB-LIC-05971

John Plumber
JQ PLUMBING

Home Phone:
Mobile Phone:
Fax:
Plumber
PLMB-LIC-05971

Continue Application >>

4. You will be taken to the Select Record Type screen. Click the arrow next to Plumbing Contractor and the select “Master Plumber License Application”. Click Continue Application.

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.

Asbestos Abatement Contractor
 Plumbing Contractor
 Apprentice Plumber Application
 Journeyman Plumber Application
 Master Plumber License Application

- You will be taken to the Important Information screen. **Please read this information carefully as it includes what qualifications you must have to apply for the Master Plumber license.** If you have questions about any of this information please call the Plumbing Program office at 412-578-8036. Once you have read the information please click the Continue Application button at the bottom of the screen.

Step 1 : Getting Started > Important Information

Journeyman wanting to take the Master Plumber Examination must complete two full years of work experience as a journeyman and make an application to the Plumbing Program. Once their application is accepted, candidates can take the exam.

The exam is administered twice a year (spring and fall) and the cost is \$265.00 per examination. After successfully passing the test, the candidate is issued a Health Permit Number. The Master Plumber's License is renewed annually on the plumber's date of birth for a fee of \$375.00.

Indicates a required field

- You will be taken to the Journeyman Information screen. This screen has several sections that must be filled out before the application is complete. **Please follow these instructions carefully to make sure your application will be processed correctly.**
- In the Applicant section

- a. Click the “Select from Account” button

The screenshot shows a form titled "Applicant". Below the title, there is a sub-header and a line of text: "To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link." Below this text are three buttons: "Select from Account", "Add New", and "Look Up". The "Select from Account" button is highlighted with a red rectangular box.

- b. If you only have one contact on your Citizen Portal account, that account information will be filled in automatically.
- c. If you have more than one contact on your account, you will be asked which contact to add.
- d. If you would like to add an additional contact to use, click the Add New button to add a contact.
- i. In the Contact Information screen, fill in all the required fields (First and Last Name, and Email) then click the Add Additional Contact Addresses button.

The screenshot shows a form titled "Contact Information". It contains several input fields: "First:" with the value "Jane", "Middle:" with the value "Q", and "Last:" with the value "Plumber". Below these is a "Name of Business:" field with the value "JQ Plumbing". There are three phone number fields: "Mobile Phone:", "Work Phone:", and "Home Phone:". Below these is an "E-mail:" field with the value "Jane@JQPlumbing.com". A section titled "Contact Addresses" contains a button labeled "Add Additional Contact Address" which is highlighted with a red box. Below this is a table with columns "Address Type", "Address", and "Action". The table shows "No records found."

- ii. In the Contact Address Information screen, make sure the Address Type is Mailing, fill in the address fields, and click Save and Close.

The screenshot shows a form titled "Contact Address Information". It contains several input fields: "Address Type:" with a dropdown menu showing "Mailing", "Address Line 1:" with the value "542 Fourth Ave", "Address Line 2:" (empty), "City:" with the value "Pittsburgh", "State:" with the value "PA", and "ZIP Code:" with the value "15219". Below these fields are four buttons: "Save and Close", "Save and Add Another", "Clear", and "Discard Changes". The "Save and Close" button is highlighted with a red rectangular box.

- iii. You will be taken back to the Contact Information screen with a message that the contact address was added successfully. Click the Continue button to finish adding the contact to your application.

Contact Information

* First: Middle: * Last:

Name of Business:

Mobile Phone: Work Phone: Home Phone:

* E-mail:

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

✔ Contact address added successfully.

Showing 1-1 of 1

Address Type	Address	Action
Mailing	542 Fourth Ave	Actions ▼

Continue **Clear** Discard Changes

- e. Once a contact is added to your application it will appear in the Applicant section.

✔ Contact added successfully.

John Q Plumber
JQ PLUMBING
 JQP@_JQPlumber.com
 Home phone:
 Mobile Phone:
 Work Phone:
 Fax:
 Edit Remove

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.
 Required contact address type(s):Mailing

- 8. In the Custom Fields section
 - a. In the Journeyman Registration question, select Yes or No if you are registered with Allegheny County as a Journeyman plumber.
 - b. If you answered yes in that question, enter your Journeyman license number
 - c. Enter the effective date of your Journeyman registration in the Effective Date field.
 - d. Enter your birth date in the Birth Date field.

Custom Fields

License Information

Journeyman Registration: Yes No

Journeyman Card Number:

Effective Date:

* Birth Date:

9. In the Employment Information section

- a. Click the Add a Row button. You will be taken to the Employment History screen.
- b. In this screen, fill out all the fields (please note: all fields in this screen are required) and then click the Submit button.

The screenshot shows the 'Employment History' form with the following fields and values:

- * Employed by Master Plumber: Jake Q Plumber
- * Master Plumber HP Number: PLMB-LIC-0001
- * Employed As: Apprentice
- * Business Name: JQ Plumbing
- * Starting Date: 01/01/2024
- * End Date: 04/03/2025
- * Amount of Overtime: 40
- * Please indicate if Applicant worked: Full Time - 40 Hours Per Week

The 'Submit' button is highlighted with a red box, and a 'Cancel' button is also visible.

- c. The information entered will appear in the Employment History section. If you need to add additional employment history, click the Add a Row button again.

The screenshot shows the 'Employment History' table with the following data:

	Employed by Master Plumber	Master Plumber HP Number	Employed As	Business Name	Starting Date	End Date	Amount of Overtime	Please indicate if Applicant worked	
<input type="checkbox"/>	Jake Q Plumber	PLMB-LIC-0001	Apprentice	JQ Plumbing	01/01/2024	04/03/2025	40	Full Time - 40 Hours Per Week	Actions ▾

Buttons at the bottom: Add a Row ▾, Edit Selected, Delete Selected

10. Once all of the information has been entered, click the Continue Application button at the bottom of the screen.

11. You will be taken to the Review screen. This is all of the information that you entered and all the documents you uploaded listed in one screen. **It is strongly recommended that you review all of the information carefully before moving forward, as it will not be able to be changed once you submit your application.**

- a. If you see something that was entered incorrectly, click the Edit button next in that section heading to go back to that section and correct it. You will be taken to that part of the application. Make any changes you need and then click the Continue Application button to get back to the Review screen.

Record Type

Master Plumber License Application

Applicant [Edit](#)

John Q Plumber
JQ PLUMBING
542 Forbes Ave
Pittsburgh, PA, 15219

E-mail: JQP@_JQP plumber.com

Custom Fields

- b. Once you have reviewed all of the information and it is correct, read the certification text at the bottom of the screen, then click the box next to “By checking this box I agree to the above certification.” then click the Continue Application at the bottom of the screen.

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: 03/18/2026

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

You will be taken to the Pay Fees screen. The Master Plumber license fee is \$375. However the fee for a first-year Master Plumber license is pro-rated based on your birthday, so depending on when you apply it might be significantly less the first year. The “Qty” number is the number of days until your next birthday. In our example the plumber applying has a birth date of 3/17 and is applying on 3/18 so the fee is very close to the full fee of \$375. If the information is correct, click Continue Application at the bottom.

Master Plumber License Application

1 Getting Started 2 Master Plumber Information 3 Review **4 Pay Fees** 5 Record Issuance

Step 4: 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
Pro-Rated Fee	364	\$371.28

TOTAL FEES: \$371.28
Note: This does not include additional inspection fees which may be assessed later.

[Continue Application »](#)

12. You will be taken to the Payment Options screen. **Please note, the options on this screen do not have the correct convenience fee amounts assigned. The correct amounts are as follows and will be reflected when you pay:**

- a. **Pay with credit/debit or PayPal – 4% of the total fee (also note Paypal is not an available option)**
- b. **Pay with Credit Card – 4% of the total fee**
- c. **Pay with Bank Account - flat \$1-\$2 fee depending on the amount of the total fee**
- d. Once you select your option, click the Submit Payment button


Payment Options

Amount to be charged: \$371.28
Convenience Fee: \$2.00
Total Amount: \$373.28

Pay with credit/debit or PayPal **4% Fee**
 Pay with Credit Card **4% Fee**
 Pay with Bank Account **Flat \$1-\$2 Fee**

Submit Payment »

13. You will be taken to the Health Department Payment Portal page. **Once you reach this page DO NOT click the back button on your browser. If you need to exit this screen click the Cancel button at the bottom of the screen and you will be taken back to the Citizen Access Portal.**
- a. Fill out your name, address, and email on the left side of the screen
 - b. In the middle, select your payment method (Credit Card or Checking/Savings) and enter payment information.
 - c. Check the box next to “I accept the service fee and its Terms and Conditions”
 - d. Check the box next to “I’m not a robot”
 - e. Click the Submit Payment button.


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Resident Information

Account Number:

Individual Business

First Name:

Last Name:

Country:

Address 1:

Address 2:

City:

State:

Zip Code:

Email:

Phone:

Payment Information

Payment Method: Credit Card
 Checking / Savings


Name on Card:

Card Number:

Expiration Date:

Billing Zip Code:

CVV Code: [What's this?](#)



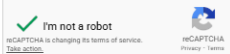
Payment Amount:

Service Fee: **\$5.32**

Total Amount: **\$138.32**

I Accept the Service Fee and its Terms and Conditions

Comments:



Submit Payment

ATTENTION

Allegheny uses GovTeller to process payments. GovTeller charges the following fees:

- Visa/MC/Discover/Amex: 4%
- ACH/Echeck: \$1.50

Please note that Allegheny County does NOT receive any of these fees. All service fees go to GovTeller. There will be two items on your statement. The first is the amount due, which comes to us. The second is the service fee amount and that goes to GovTeller.


If you have any questions or would like to talk to someone in customer support, please call (949) 555-1212 during standard business hours: Monday through Friday 9 am - 5 pm Eastern Standard Time.

TERMS AND CONDITIONS By checking the box and submitting payment information through this Service you agree to the terms and conditions of this Agreement. You make select the link and view the Terms and Conditions if you have questions.

PRIVACY POLICY Personal Information: We do not sell, trade, rent or otherwise share for marketing purposes your Personal Information with third parties. In general, the Personal Information you provide to us is used to help us communicate with you or provide reasonable safeguards to verify identity. Non-Personal Information: In general, we use Non-Personal Information to help us improve the Service and customize the user experience. We also aggregate Non-Personal Information in order to track trends and analyze use patterns on the Site.

- f. If the payment was successful, you will receive a notice that the payment was approved. If you put your email into the payment screen you will also receive an email receipt. You can click on the “Return to Home” button in the upper right corner of the screen to go back to the Citizen Access Portal, or just close this screen.

Payment Receipt
Print
Return to Home


ALLEGHENY COUNTY

Receipt for Allegheny County

- John Q Plumber**
- Account Number: 30953
- 542 Fourth Ave
- Pittsburgh, PA 15219
- Email: JQ_Plumber@JQPlumbing.com
- Description: Payment for invoice C19674549

Payment Status: Approved

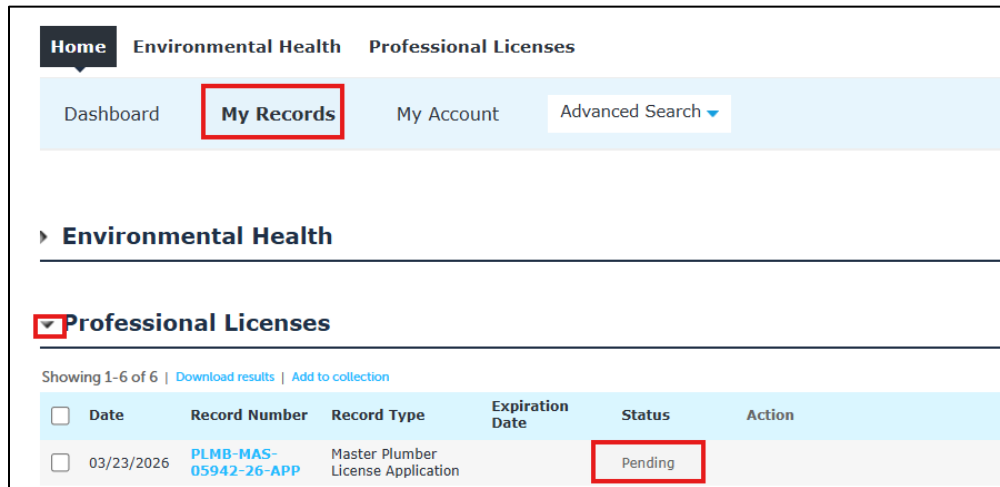
- Payment Method: Credit Card
- Payment Date: 02/20/2026
- Authorization Code: 636415
- Auth Date: 02/20/2026 09:38 AM MST
- Reference: C19674549P24331247
- Payment Amount: \$133.00 USD
- Service Fee: \$5.32
- Total Amount: \$138.32
- MTID: M162
- CN: John Q Plumber
- On card: *****5232
- Pay Method: Mastercard

Thank you. Your payment has been received.

Cardholder Copy - Retain this copy for statement verification

Congratulations! You Have Completed the Application

The Plumbing Program will review your application for completeness and the necessary qualifications for your license. If you are sufficiently qualified your application will be marked “Active” and have an expiration date assigned. You will receive your license card in the mail in 2-4 weeks. You can view your application status in the Citizen Access Portal at any time by logging into the portal and clicking on My Records.



Errors and Issues

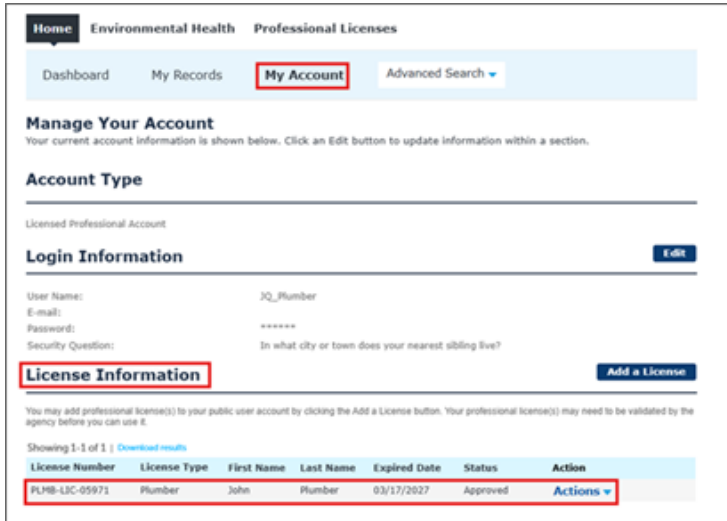
If you are having trouble getting through the application, here are some tips to help:

1. Make sure that ALL required fields are filled in on a section with the correct type of information before going to the next section. Required fields are indicated in the application by a red asterisk symbol (*).
 - a. If you fail to fill in a required field, or put in the wrong information (for instance put text in a date field) you will get an error message indicating what was done wrong. Go back and correct it and you should be able to move forward.
2. Have all of your information ready **before** starting the application. If you find you do not have the information handy, you can always click the Save and Resume Later button at the bottom of the application. You can then go back into My Records and click Resume Application to go back to where you were.
3. If you have questions or need assistance, please contact the Plumbing Program office at 412-578-8036.

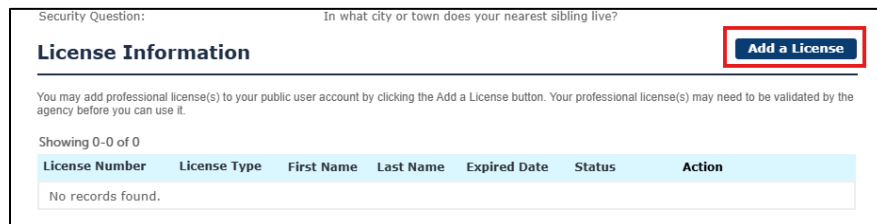
Associating a License with Your Citizen Portal Account

If you do not have your existing Journeyman license associated with your Citizen Portal account or are unsure if you do, use the steps below to check and associate your license if needed.

1. In the Citizen Portal main screen, click the My Account header and then look for the License Information section. If you see your license number (HP number) with a “PLMB-LIC” in front of it, your license is associated with your Citizen Portal account.



2. If you do not see your license under License Information, use the steps below to associate it.
 - a. Click the Add a License button in the License Information section.



- b. You will be taken to the Adding a License page. In the License Type dropdown, select “Plumber”. In the County License Number field, enter your license number.

Please note:

- i. If you have an HP number make sure you add “PLMB-LIC-” in front of it. For example if your HP number is 05971, you will enter “PLMB-LIC-05971” (without the quotes). Then click the “Find License” button.

- ii. You cannot add a license that has been expired for more than 2 years to your account. If your license has been expired for more than 2 years please call the Plumbing Program office at 412-578-8036.

**Updating Your Account:
Adding a License:**

By adding a professional license you may gain access to additional features in the Citizen Portal. Select a license type and enter a license number to look up your license. Your license must be valid and active to be added to your citizen account. If your license does not display, contact the Agency.

In certain circumstances, such as license-right by proxy through an employer, even after identifying your license(s), an Agency employee must perform additional validation. In these cases, **your access to certain features of the Citizen Portal may be limited pending approval.**

* indicates a required field.

License Information

* License Type: * County License Number:

- c. Your license number and some identifying information will be listed in the search results. Click Add License to Account to associate your license with your Citizen Portal account.

License Information

Showing 1-1 of 1

License Number	License Expiration	Type	Name	Business Name	Action
PLMB-LIC-05971	Valid	Plumber	John Q Plumber	JQ PLUMBING	<input type="button" value="Add License to Account"/>

Links

Plumbing Program website (includes links to how to create an account and a link to Citizen Access Portal)

<https://www.alleghenycounty.us/Services/Health-Department/Plumbing-Program>

Plumbing Program Licensing website (includes link to more information about licensing)

<https://www.alleghenycounty.us/Services/Health-Department/Plumbing-Program/Licensing-Information>