



## User Account Registration Process

1. Open your web browser and navigate to: <http://vcca.ventura.org>, which is an informational web page that contains resources to assist you in navigating the system.
2. From the VC Citizen Access informational web page, click on the Go To Citizen Access Now link in the navigation bar at the top of the page to access the system. If you have difficulty viewing the system, please make sure you are using an internet browser that is compatible to the system. A list of compatible internet browsers is available on the information web page.

Solutions for Land Use Permitting and Much More...

**Citizen Access is here to assist you with the permitting process**

**Welcome To VC Citizen Access!**

The County of Ventura is pleased to offer the public online access to the land use permitting process. VC Citizen Access is a web-based program that displays real-time data stored in the County's land use database, Accela Automation, which is an internal system used by County staff to track land use permits for properties located in the unincorporated areas of the County.

Using VC Citizen Access, members of the public can search and review permit information, and permit applicants and property owners can upload and download documents, look up processing statuses, and pay for permit fees online using a credit card.

Help	Locations	Resources
		<b>Registering A User Account</b> Instructions on how to create a user account
		<b>Check Your Permit Status</b> Instructions on how to review a permit's processing status
		<b>Search For A Permit Record</b> Instructions on how to look up a permit record
		<b>Film Permits</b> Instructions and forms for film permit applicants.
		<b>Cross Connection Users</b> Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices.

- To create a user account in VC Citizen Access, click on the Register for an Account hyperlink in the upper right-hand corner of the Home page, or, click on the New Users: Register for an Account hyperlink under the Login box on the right-hand side of the page.

The screenshot displays the Ventura County Citizen Access website. At the top right, there are links for "Announcements", "Accessibility Support", "Register for an Account" (highlighted with a green box), and "Login". Below this is a navigation menu with "Home" (highlighted with a dark blue box), "Building", "Code Compliance", "Fire", "Planning", "Public Works", "Env Health", and "more". A dark blue bar contains an "Advanced Search" dropdown. The main content area is split into two columns. The left column has a "Welcome to Ventura County Citizen Access" section, a "Registration and Login" section, and two underlined links: "General Information" and "Building". The right column features a "Login" form with fields for "User Name or E-mail" (containing "name@example.com") and "Password", a "Login »" button, a "Remember me on this computer" checkbox, and two links: "I've forgotten my password" and "New Users: Register for an Account" (highlighted with a green box).

4. After reading the General Disclaimer, click on the check box to accept the terms to access VC Citizen Access and click the Continue Registration button to continue the registration process.

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Advanced Search ▾

### Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.  
(Terms and Conditions are subject to change without notification.)

**DO NOT USE THIS WEBSITE, VISIT ANY PAGES HEREIN, OR UTILIZE ANY SERVICES PROVIDED IF YOU DO NOT AGREE TO OR UNDERSTAND ANY OR ALL OF THESE TERMS.**

**General Disclaimer**  
All applications/submittals will be reviewed by County staff prior to their formal acceptance by the County for processing. An application shall not be deemed complete upon initial submittal. Applications/Submittals are not complete until all applicable County permitting requirements, conditions, and fee payments have been met.

While the County attempts to keep its web information accurate and timely, the County

I have read and accepted the above terms.

[Continue Registration »](#)

5. Fill-out the required information in the registration form. Fields marked with an asterisk (\*) are required and must be entered.

The screenshot shows a web application interface for account registration. At the top, there is a navigation menu with links for Home, Building, Code Compliance, Fire, Planning, Public Works, Env Health, and more. Below the navigation is a blue bar with 'Advanced Search'. The main heading is 'Account Registration Step 2: Enter/Confirm Your Account Information'. A note on the right states '\* indicates a required field.' The form is divided into sections: 'Login Information' and 'Contact Information'. The 'Login Information' section contains six required fields: 'User Name', 'E-mail Address', 'Password', 'Type Password Again', 'Enter Security Question', and 'Answer'. Each field has a help icon. The 'Contact Information' section has a sub-heading 'Choose how to fill in your contact information.' and two buttons: 'Add New' and 'Continue Registration »'.

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Advanced Search ▾

## Account Registration Step 2: Enter/Confirm Your Account Information

\* indicates a required field.

### Login Information

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\* User Name:  ?

\* E-mail Address:

\* Password:

\* Type Password Again:

\* Enter Security Question:  ?

\* Answer:  ?

### Contact Information

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Choose how to fill in your contact information.

[Add New](#)

[Continue Registration »](#)

- To add contact information to the registration form, click Add New.

You will see a pop-up window in the middle of the screen where you fill-out your contact information. Fields marked with an asterisk (\*) are required and must be entered.

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Advanced Search

### Account Registration Step 2: Enter/Confirm Your Account Information

\* indicates a required field.

#### Login Information

## Contact Information ✕

\* First:  Middle:  \* Last:

Name of Business:

\* Address Line 1:

Address Line 2:

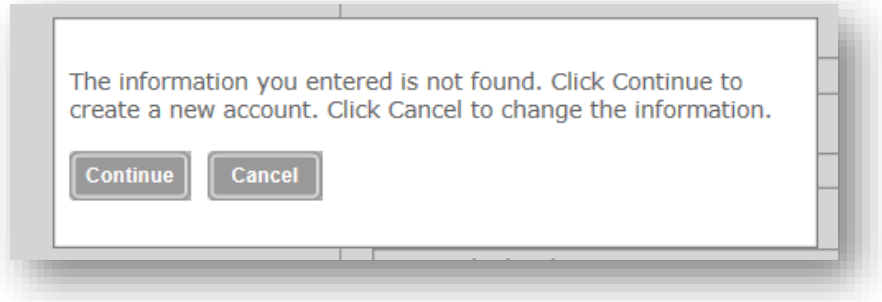
\* City:  \* State:  \* Zip:  Country:

Home Phone:  Work Phone:  \* Mobile Phone:  Fax:

E-mail:

[Continue](#) [Clear](#) [Discard Changes](#)

Once you have filled out your contact information, click Continue. If you have never created an account in Citizen Access under this contact information, you will see the following prompt:



Click Continue. The system is acknowledging that your contact information does not currently exist in our database.

7. After you have filled out the entire registration form, click the Continue Registration button to complete the registration process.

The screenshot shows a web application interface for account registration. At the top, there is a navigation bar with tabs for Home, Building, Code Compliance, Fire, Planning, Public Works, and a 'more' dropdown menu. Below the navigation bar, the page title is 'Account Registration Step 2: Enter/Confirm Your Account Information'. A note on the right side states '\* Indicates a required field.' The form is divided into two main sections: 'Login Information' and 'Contact Information'. The 'Login Information' section contains six required fields: 'User Name' (john.smith2@ventura.org), 'E-mail Address' (john.smith2@ventura.org), 'Password' (masked with dots), 'Type Password Again' (masked with dots), 'Enter Security Question' (who is this?), and 'Answer' (john smith). Each field has a question mark icon for help. The 'Contact Information' section has a heading and a sub-heading 'Choose how to fill in your contact information.' Below this, there is a green checkmark and the text 'Contact added successfully.' Underneath, the name 'John Smith' is displayed, followed by fields for 'Home phone:', 'Mobile Phone:', 'Work Phone:', and 'Fax:'. At the bottom of the contact information section, there are links for 'Edit' and 'Remove'. At the very bottom of the form, there is a 'Continue Registration' button with a right-pointing arrow.

Home Building Code Compliance Fire Planning Public Works more ▾

**Account Registration Step 2:  
Enter/Confirm Your Account Information**

\* Indicates a required field.

**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.

✔ Contact added successfully.

**John Smith**  
Home phone:  
Mobile Phone:  
Work Phone:  
Fax:  
[Edit](#) [Remove](#)

8. You will receive an email confirming your registration process. You may login immediately to VC Citizen Access using the user name and password that you created during the registration process.

If you need technical assistance during the registration or login process, please contact us at [Citizen.Access@ventura.org](mailto:Citizen.Access@ventura.org).

9. At any time, you may change or revise your account information. To update your account information, click on the Account Management hyperlink at the top right-hand side of the page.

