



County of Ventura

Citizen Access

Making an Online Payment

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

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

3. To execute an online payment in VC Citizen Access, you must have a registered account. Login to VC Citizen Access by typing in your user name and password.

The screenshot displays the Ventura County Citizen Access website. At the top right, there are links for "Announcements", "Accessibility Support", "Register for an Account", and "Login". Below this is a navigation menu with "Home" (highlighted), "Building", "Code Compliance", "Fire", "Planning", "Public Works", "Env Health", and "more". A 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 with a description of the system, followed by a "Registration and Login" section with instructions. 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 links for "I've forgotten my password" and "New Users: Register for an Account". At the bottom, there are underlined links for "General Information" and "Building".

If you do not have a registered account, click the Register Now button in the upper right-hand corner of the Home page. For assistance with the registration process, refer to the User Account Registration Process FAQ page.

Or, if you have forgotten your password, click on the "I've forgotten my password" hyperlink underneath the Login information, and fill-out the appropriate fields (i.e. email address and answer to security question) to receive a new password.

4. Once you have logged into VC Citizen Access, click the Check/Research Permits hyperlink under any of the County departments (Building, Code Compliance, Fire, Planning, and Public Works) on the Home page.

The screenshot displays the VC Citizen Access Home page. At the top, there is a navigation bar with the following items: Home (highlighted), Building, Code Compliance, Fire, Planning, Public Works, Env Health, and more. Below this is a secondary navigation bar with Dashboard, My Records, My Account, and Advanced Search. The main content area is divided into two columns. The left column contains a 'Welcome' message, a 'What would you like to do today?' section with a list of services, and a grid of departmental service links. The right column features a 'Cart (0)' section with a message and a detailed notice about the land records management system update.

Home Building Code Compliance Fire Planning Public Works Env Health more ▾

Dashboard My Records My Account Advanced Search ▾

Welcome
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

General Information Lookup Property Information	Building Check/Research Permits
Code Compliance Check/Research Cases	Fire Check/Research Permits
Planning Create an Application Check/Research Permits	Public Works Create an Application Check/Research Permits
Env Health Create an Application Search Applications	GIS Create an Application Search Applications

Cart (0)
Your cart is empty.

The County began using its current land records management system in 2012. Permits issued prior to that time were tracked in numerous different databases and systems. It was not possible to convert all of the old information into the same format as is used in the new system. Therefore, there is less detailed and consistent information available in Citizen Access for permits issued prior to 2012. Any questions related to pre-2012 permits and notices should be directed to the agency which issued the permit or notice.

5. In the General Search page, you can begin your search by using any of the search filters, as shown below. If you know the permit number, you can enter it in the Record Number field and click the Search button at the lower left-hand side of the page.

General Search

Search my records only
 Search All Records

Record Number: Record Type:

Project Name:

Start Date: End Date:

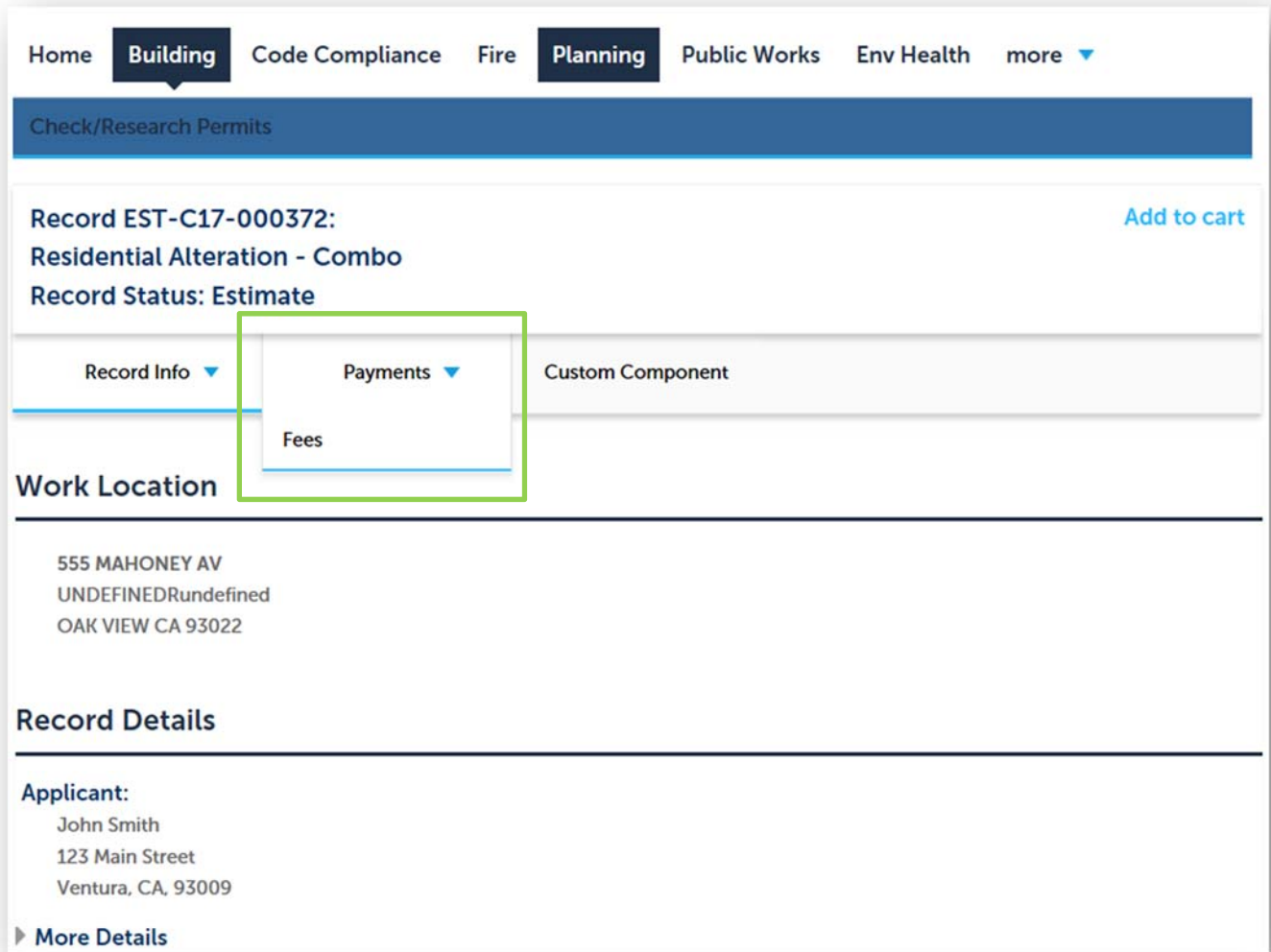
Street No.: - Direction: Street Name: Street Type:

Unit Type: Unit No.: Parcel No.:

City: State: Zip:

- Once you have found and selected the permit, a general information page will be displayed, which displays the location, and other permit related information.

To view the Fees, click on the Payments drop-down menu and select Fees.



The screenshot shows a web application interface for permit management. At the top, there is a navigation bar with links for Home, Building, Code Compliance, Fire, Planning, Public Works, Env Health, and more. Below this is a blue header bar labeled 'Check/Research Permits'. The main content area displays permit details for 'Record EST-C17-000372: Residential Alteration - Combo' with a status of 'Estimate' and an 'Add to cart' button. A horizontal menu contains 'Record Info', 'Payments', and 'Custom Component'. The 'Payments' dropdown is open, showing 'Fees' as the selected option. Below the menu, the 'Work Location' is listed as '555 MAHONEY AV, OAK VIEW CA 93022'. The 'Record Details' section shows the applicant as 'John Smith' at '123 Main Street, Ventura, CA, 93009'. A 'More Details' link is at the bottom left.

Home Building Code Compliance Fire Planning Public Works Env Health more

Check/Research Permits

Record EST-C17-000372: Residential Alteration - Combo Record Status: Estimate Add to cart

Record Info Payments Custom Component

Fees

Work Location

555 MAHONEY AV
UNDEFINEDRundefined
OAK VIEW CA 93022

Record Details

Applicant:
John Smith
123 Main Street
Ventura, CA, 93009

More Details

- Click the Pay Fees hyperlink to begin the online payment process.

Home **Building** Code Compliance Fire Planning Public Works Env Health more ▾

Check/Research Permits

Record EST-C17-000372: Add to cart
 Residential Alteration - Combo
 Record Status: Estimate

Record Info ▾ **Payments ▾** Custom Component

Fees

Outstanding:

Date	Invoice Number	Amount
08/30/2017	241385	\$295.00
Total outstanding fees: \$295.00		

[Pay Fees](#)

- Review the fees assessed to the permit, and click on the Check Out button. If you have any questions regarding the assessed fees, please contact the appropriate department.

Home **Building** Code Compliance Fire Planning Public Works Env Health more ▾

Check/Research Permits

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
Miscellaneous Fee	295	\$295.00

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

\$295.00

[Check Out »](#)

9. The next screen will prompt you to either Continue Shopping or Checkout. If you are ready to pay for your fees, click on the Checkout button.

The screenshot shows a web application interface for a cart. At the top, there is a navigation bar with links for Home, Building, Code Compliance, Fire, Planning, Public Works, Env Health, and more. Below this is a secondary navigation bar with Dashboard, My Records, My Account, and Advanced Search. The main content area is titled 'Cart' and contains three steps: 1. Select item to pay, 2. Payment information, and 3. Receipt/Record issuance. Step 1 is currently active. Below the steps, there is a section titled 'Step 1: Select item to pay' with instructions: 'Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.' A dark blue bar with the text 'PAY NOW' is present. Below this, the address '555 MAHONEY AV, OAK VIEW CA 93022' is shown, followed by '1 Application(s) | \$295.00'. A table lists the items in the cart: 'Residential Alteration - Combo EST-C17-000372' with a price of '\$295.00' and options for 'Save for later' and 'Remove'. At the bottom, the total amount to be paid is '\$295.00' with a note: 'Note: This does not include additional fees which may be assessed later.' Two buttons are visible: 'Checkout »' and 'Continue Shopping »'.

Or, if you would like to pay for multiple permits, select the Continue Shopping button. You will be taken to the Home page, and your fees from Step 8 are saved in the Cart. Repeat Step 4 through 7 until you have collected all permit fees that you will like to pay in the Cart.

Once you have collected all of your fees, click on the Cart hyperlink at the top right-hand side of the page and then select the Checkout button.

This screenshot shows the top portion of the web application. It includes the user information 'Logged in as: Annie Shim' and several utility links: 'Accessibility Support', 'Collections (0)', 'Cart (1)', 'Account Management', and 'Logout'. The 'Cart (1)' link is highlighted with a green box. Below the user information is a search bar with the text 'Search...' and a magnifying glass icon. At the bottom, there is a navigation bar with buttons for Home, Building, Code Compliance, Fire, Planning, and Public Works.

10. Fill-out the required information in the payment form, and click Submit Payment.

1 Select item to pay **2** Payment information **3** Receipt/Record issuance

Step 2: Payment information

Currently the only available payment methods are Credit Card or Debit Card.
* indicates a required field.

Payment Options

Amount to be charged: \$216.00
Convenience Fee: \$3.95
Total Amount: \$219.95

Pay with Credit Card

Credit Card Information:

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

--Select--

* Exp. Date:

01 2015

Credit Card Holder Information:

Auto-fill with Annie Shim

* First: Middle: * Last:

Country:

United States

* Street Address:

Street Address 2:

* City: * State: * Zip:

 --Select--

* Phone:

E-mail:

The following information is a list of required fields:

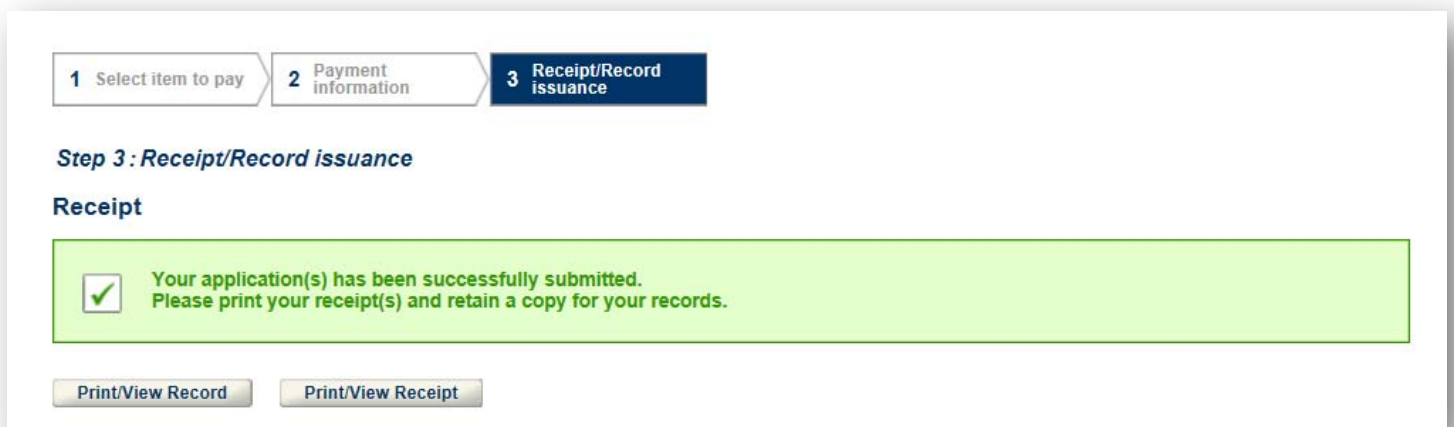
- **Card Type:** Select the type of credit card (e.g. Mastercard, Visa, AmEx)
- **Card Number:** Type in your credit card number
- **Security Code:** Type in the 3 or 4 digit security code on your credit card
- **Exp Date:** Select the expiration month and year of your credit card
- **Credit Card Holder Information:** Type in the credit card holder’s name, billing address, and contact information (phone and email). You may manually update this information, or you can auto-fill the information from your user account by checking on the “Auto-fill with” checkbox, which is shown below:

Credit Card Holder Information:

Auto-fill with Annie Shim

When you enter your phone number, it must be 10-digits (e.g. 8056547646) without any spaces, parentheses, or hyphens.

11. After you submit the payment information from Step 9, the system will process your payment and display a confirmation page:



To print the confirmation page, click on the Print/View Record link. Additionally, a confirmation of your online payment has also been sent to your email address.