



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.

To access VC Citizen Access, click on the "GO TO CITIZEN ACCESS NOW" hyperlink in the navigation bar at the top of this

Help	Locations	Resources
	Register 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	
	Internet Brower Requirements A list of internet browsers compatible with VC Citizen Access	
	Online Payment Process Instructions on how to pay for permit fees online using a credit card	

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.

Home Building Code Compliance Fire Planning Public Works

Notice:
This feature requires registration and/or login, please login to continue.

Please Login
Many online services offered by the County require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

Login

User Name or E-mail: [?](#)

Password:

[Login »](#)

Remember me on this computer

[I've forgotten my password](#)

New Users: [Register for an Account](#)

If you do not have a registered account, click the Register Now button in the lower left-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.



Welcome Online User

You are now logged in.

Cart (0)

Your cart is empty.

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 Schedule an Inspection
Code Compliance Check/Research Cases	Fire Check/Research Permits
Planning Check/Research Permits	Public Works Check/Research Permits

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

Record Number: **Record Type:**

Project Name: **Record Status:**

Start Date: **End Date:**

License Type: **State License Number:**

First: **Last:**


Name of Business:

Street No.: **Direction:** **Street Name:**

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, fees, and other permit related information.

To view the Fees, click on the arrow  next to the field name. Then, click the Pay Fees hyperlink to begin the online payment process.

Home
Building
Code Compliance
Fire
Planning
Public Works

[Check/Research Permits](#)

Record ZC14-0001: [Add to cart](#) [Add to collection](#)
Zoning Clearance


Work Location

1234 Gum Drop Mountain
Candy Land CC

Record Details

<p>Applicant: Annie Shim 800 South Victoria Avenue Ventura, CA, 93009</p>	<p>Project Description: Installation of a wall sign.</p>
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▶ **More Details**

 **Fees**

Outstanding:

Date	Invoice Number	Amount	
02/13/2014	174607	\$100.00	Pay Fees
02/13/2014	174606	\$155.00	

Total outstanding fees: \$255.00

▶ **Processing Status**

▶ **Attachments**

▶ **Related Records**

- 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](#)
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[Check/Research Permits](#)

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
Miscellaneous Fee	1.5	\$1.50

TOTAL FEES

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

\$1.50

[Check Out »](#)

- 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.

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Cart



Step 1 : Select item to pay

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.

PAY NOW

1 Application(s) \$1.50			
▶ Plumbing Residential Alteration P12-000110	\$1.50	Save for later	Remove

Total amount to be paid: \$1.50

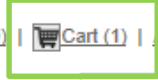
Note: This does not include additional fees which may be assessed later.

[Checkout »](#)
[Continue Shopping »](#)

Or, if you will 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.

Logged in as: [Annie Shim](#) | [Accessibility Support](#) | [Collections \(0\)](#) | [Cart \(1\)](#) | [Account Management](#) | [Logout](#)



Search...  

[Home](#)

[Building](#)

[Code Compliance](#)

[Fire](#)

[Planning](#)

[Public Works](#)

9. 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.

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

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

Step 3 : Receipt/Record issuance

Receipt

Your application(s) has been successfully submitted.
Please print your receipt(s) and retain a copy for your records.

[Print/View Record](#) [Print/View Receipt](#)

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.