



County of Ventura

# Citizen Access

## *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.





- 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 shows 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), "Building", "Code Compliance", "Fire", "Planning", "Public Works", "Env Health", and "more". A blue bar contains "Advanced Search". 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 tabs: "General Information" and "Building". The right column has a "Login" section with input fields for "User Name or E-mail" (containing "name@example.com" and a help icon) and "Password", a "Login »" button, a "Remember me on this computer" checkbox, a link "I've forgotten my password", and a link "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.

The screenshot shows the 'Account Registration' section of the website. At the top, there is a navigation menu with links for Home, Building, Code Compliance, Fire, Planning, Public Works, Env Health, and a 'more' dropdown. Below the navigation is an 'Advanced Search' dropdown. The main heading is 'Account Registration'. The text states: 'You will be asked to provide the following information to open an account:' followed by a bulleted list: 'Choose a user name and password', 'Personal and Contact Information', and 'License Numbers if you are registering as a licensed professional (optional)'. Below this, it says 'Please review and accept the terms below to proceed. (Terms and Conditions are subject to change without notification.)'. A scrollable box contains a bold warning: '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.' This is followed by a 'General Disclaimer' section with text: '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.' Below the disclaimer, there is a checkbox labeled 'I have read and accepted the above terms.' At the bottom of the form is a blue button labeled 'Continue Registration »'.



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

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

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**

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**Continue Registration »**



- 6. 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.

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

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:

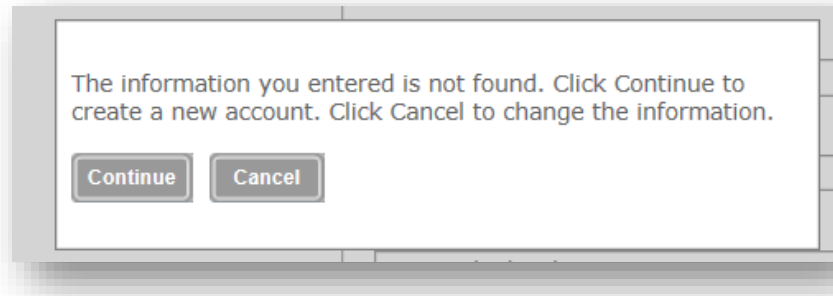
Home Phone:  Work Phone:  \* Mobile Phone:  Fax:

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 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. Below the navigation bar, the page title is 'Account Registration Step 2: Enter/Confirm Your Account Information'. A note indicates that an asterisk (\*) denotes a required field. The form is divided into two main sections: 'Login Information' and 'Contact Information'. The 'Login Information' section contains six 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). The 'Contact Information' section includes a message 'Contact added successfully.' and a summary for 'John Smith' with fields for Home phone, Mobile Phone, Work Phone, and Fax, along with 'Edit' and 'Remove' links. At the bottom of the form is a 'Continue Registration' button.



- 8. 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.

