



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.



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 shows the Ventura County Citizen Access website. At the top, there are links for [Announcements](#), [Accessibility Support](#), [Register for an Account](#), and [Login](#). Below these is a navigation bar with links for [Home](#), [Building](#), [Code Compliance](#), [Fire](#), [Planning](#), [Public Works](#), [Env Health](#), and a [more](#) dropdown. A blue bar with the text [Advanced Search](#) is also present. The main content area is divided into two columns. The left column contains a welcome message, a description of the system, and a registration/login section. The right column contains a login form with fields for 'User Name or E-mail' and 'Password', a 'Login' button, and links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'. At the bottom, there are tabs for 'General Information' and 'Building'.

[Announcements](#) ☐ [Accessibility Support](#) [Register for an Account](#) [Login](#)

[Home](#) [Building](#) [Code Compliance](#) [Fire](#) [Planning](#) [Public Works](#) [Env Health](#) [more](#) ▼

[Advanced Search](#) ▼

Welcome to Ventura County Citizen Access
This on-line automated permitting system provides real-time, direct access to permit information via the internet - 24 hours a day, seven days a week. Anyone can research permits in general or check the status of a specific permit. And individuals, contractors and businesses can also apply and pay for permits, receive notices regarding their project, or even print an approved permit.

Registration and Login
Applying or paying for a permit and other functions require registration and login. Please click the "Register for an Account" link above, or if you already have an account click the "Login" link above.

General Information **Building**

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 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.



County of Ventura

Citizen Access

[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.

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:

--Select--

Project Name:

Start Date:
07/26/1998

End Date:
08/15/2017

Street No.:
From - To

Direction:
--Select--

Street Name:

Street Type:
--Select--

Unit Type:
--Select--

Unit No.:

Parcel No.:

City:

State:

Zip:

Search

Clear

- 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.



County of Ventura

Citizen Access

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

Work Location

555 MAHONEY AV
UNDEFINEDRundefined
OAK VIEW CA 93022

Record Details

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

► More Details

6. 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](#)



7. 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 »](#)

8. 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.



County of Ventura

Citizen Access

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

Dashboard My Records My Account **Advanced Search ▾**

Cart

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

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

555 MAHONEY AV, OAK VIEW CA 93022

1 Application(s) | \$295.00

| | | | |
|----------------------------------------------------|----------|--------------------------------|------------------------|
| ▶ Residential Alteration - Combo EST-C17-000372 | \$295.00 | Save for later | Remove |
|----------------------------------------------------|----------|--------------------------------|------------------------|

Total amount to be paid: \$295.00
Note: This does not include additional fees which may be assessed later.

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

Once you have collected all 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

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: [?](#)

* Exp. Date:

Credit Card Holder Information:

☐ Auto-fill with

* First: Middle: * Last:

Country:

* Street Address:

Street Address 2:

* City: * State: * Zip:

* 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 ▼

Please note: When you enter your phone number, it must be 10-digits (e.g. 8056545000) without any spaces, parentheses, or hyphens.

9. 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.