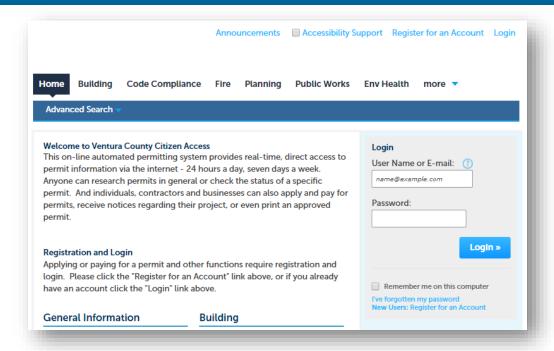
## Making an Online Payment

- 1. Open your web browser and navigate to: <a href="http://vcca.ventura.org">http://vcca.ventura.org</a>, 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.



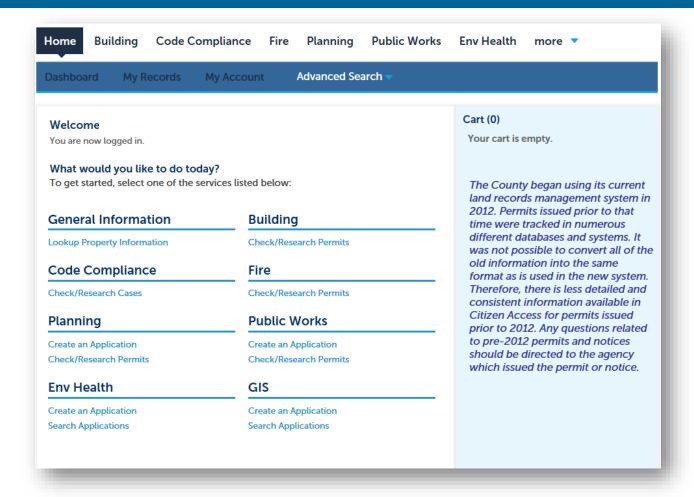
3. To execute an online payment in VC Citizen Access, you must have a registered account. Login to VC Citizen Access by typing in your user name and password.



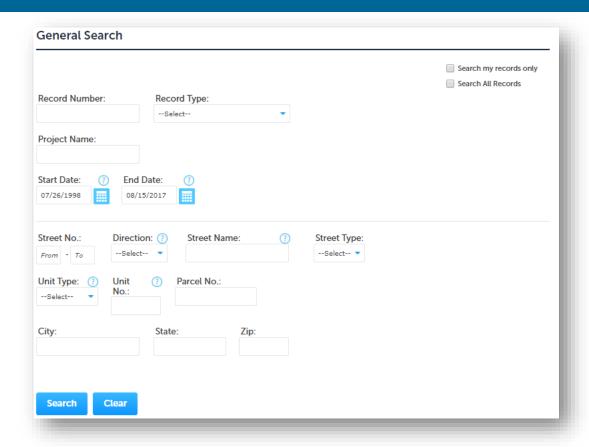
If you do not have a registered account, click the Register Now button in the upper right-hand corner of the Home page. For assistance with the registration process, refer to the User Account Registration Process FAQ page.

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.

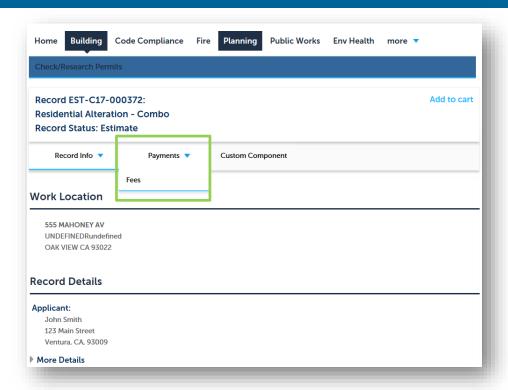


In the General Search page, you can begin your search by using any of the search filters, as shown below. If you know the permit number, you can enter it in the Record Number field and click the Search button at the lower left-hand side of the page.

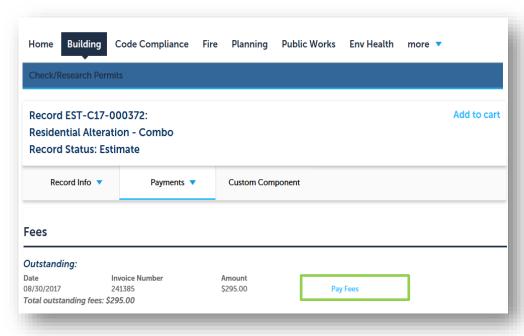


5. Once you have found and selected the permit, a general information page will be displayed, which displays the location, and other permit related information.

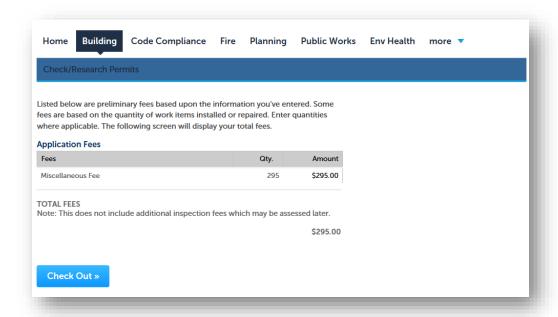
To view the Fees, click on the Payments drop-down menu and select Fees.



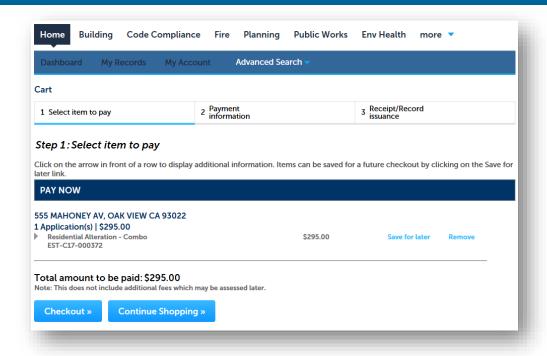
6. Click the Pay Fees hyperlink to begin the online payment process.



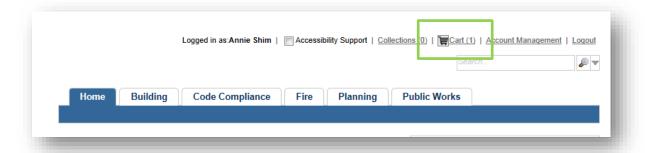
7. Review the fees assessed to the permit and click on the Check Out button. If you have any questions regarding the assessed fees, please contact the appropriate department.



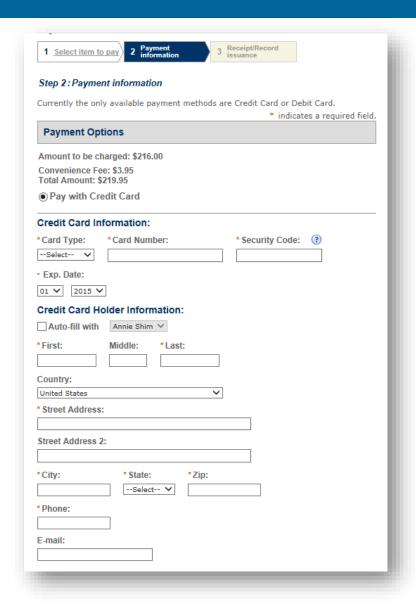
8. The next screen will prompt you to either Continue Shopping or Checkout. If you are ready to pay for your fees, click on the Checkout button.



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.



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



The following information is a list of required fields:

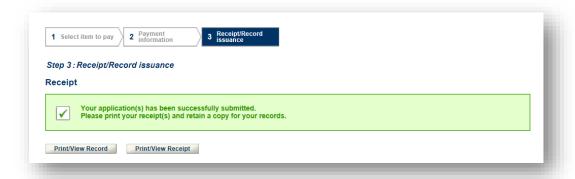
- **Card Type:** Select the type of credit card (e.g. Mastercard, Visa, AmEx)
- Card Number: Type in your credit card number
- Security Code: Type in the 3- or 4-digit security code on your credit card
- Exp Date: Select the expiration month and year of your credit card

• **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:



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:



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.