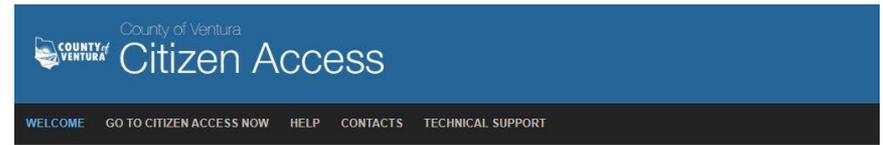




# Welcome to the County of Ventura's Onsite Wastewater Treatment System (OWTS) Online Permit Application Portal Tutorial

Head Over to  
<https://vcca.ventura.org/>  
to Start Your OWTS Application



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 page.

To assist you in navigating the system, the following resources are available:

- **FAQ Pages:** Click on the Help Menu option to access any of the FAQ pages, which contain instructions on how to execute various functions in the system.
- **Department Contact Information:** Click on Contacts Menu option. This section contains a list of the participating County departments and hyperlinks to their websites, as well as their public counter location and hours.

If you have any questions regarding the information displayed in VC Citizen Access, please contact the appropriate County department.

- **Technical Assistance:** For technical assistance, click on the "TECHNICAL SUPPORT" Menu option.

A customer service representative is available Monday through Friday between the hours of 8 AM to 4 PM, and will respond to your inquiry within one business day.

## More Information

+	Which County departments are available in VC Citizen Access?
+	What features are currently available in Citizen Access?
+	What can we expect in the future?

## How Are We Doing?

The County of Ventura appreciates any feedback from our customers. We are interested in learning how to improve or expand on elements of VC Citizen Access that you find helpful. If you would like to leave feedback click [here](#).

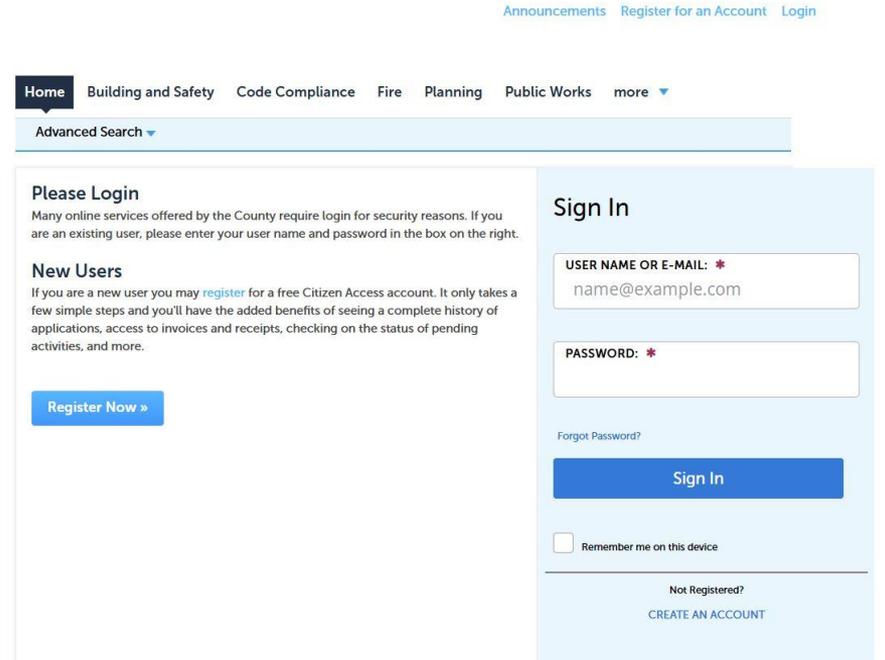
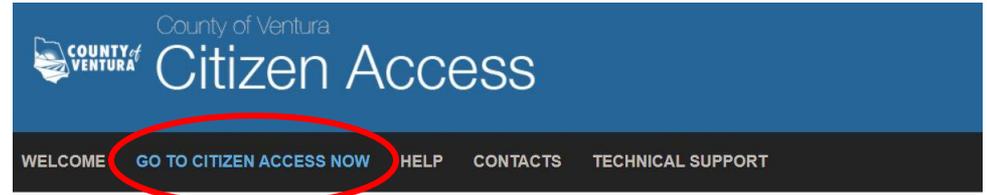
# STEP 1:

Head Over to

<https://vcca.ventura.org/>

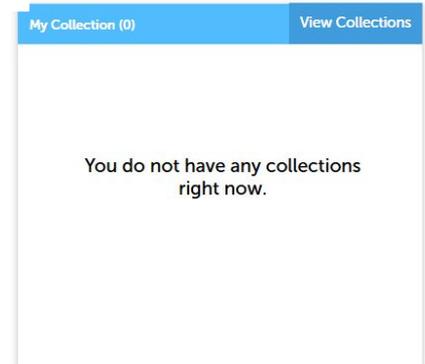
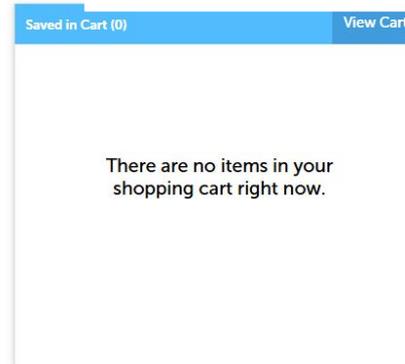
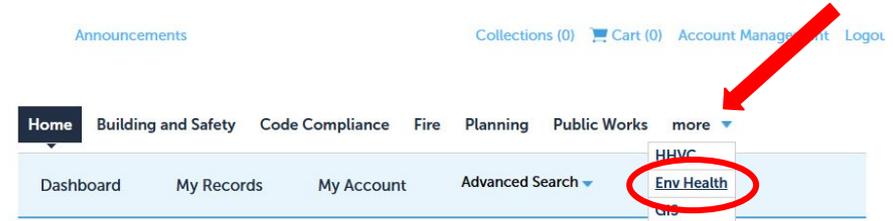
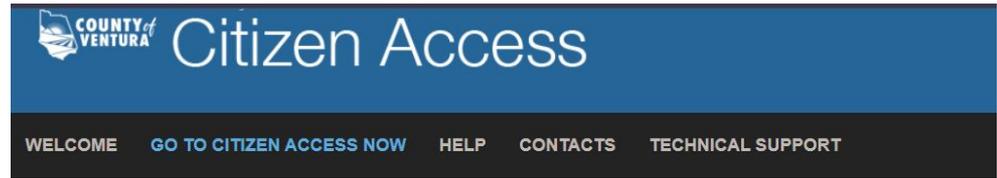
and either Login or  
Create an Account

(click “Register Now” to create an  
account)



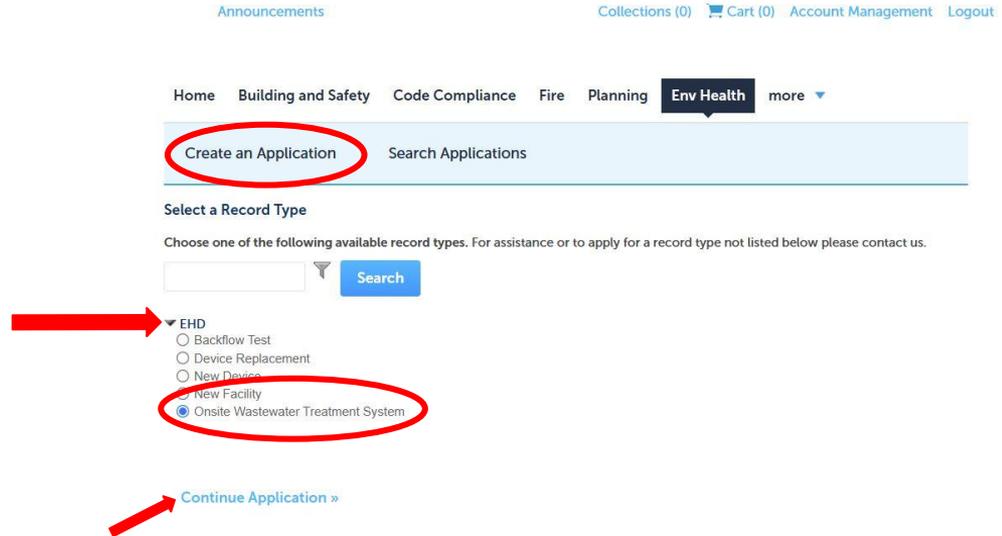
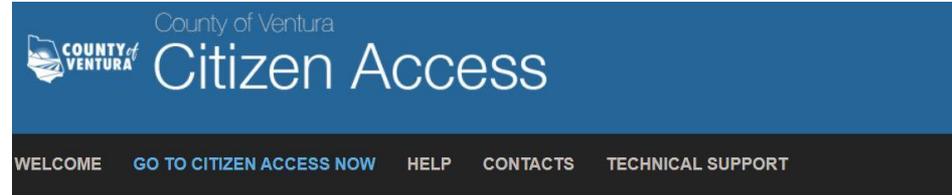
# STEP 2:

Navigate to the Environmental Health Homepage



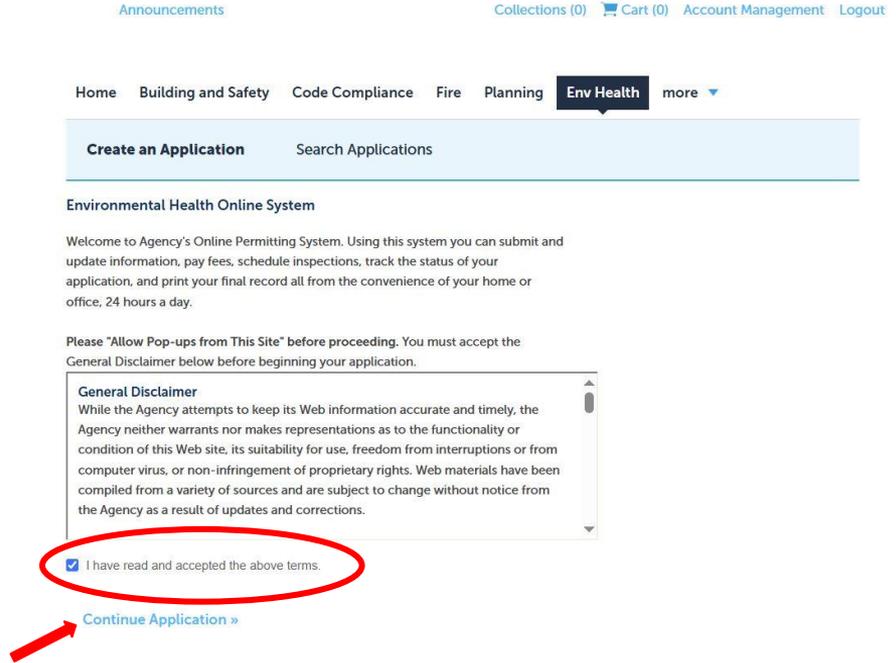
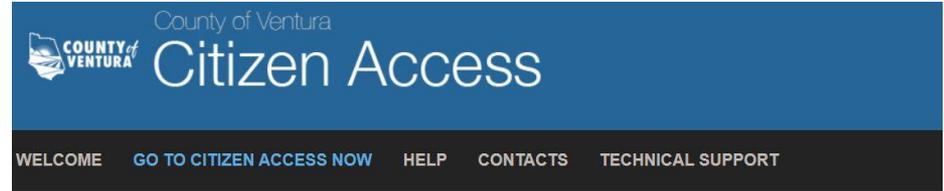
# STEP 3:

To start an OWTS Application, select “Create an Application” and choose “Onsite Wastewater Treatment System” from the dropdown menu



# STEP 4:

You must accept the terms outlined in the disclaimer before continuing your application



# STEP 5:

Determine the correct type of OWTS Application by using the resources provided

Select the correct Application Type from the dropdown menu

Announcements Collections (0) Cart (0) Account Management Logout

Home Building and Safety Code Compliance Fire Planning **Env Health** more ▾

Create an Application Search Applications

Onsite Wastewater Treatment System

1 Type of OWTS Application	2 Property Information	3 Contacts	4 Required Documents	5 Review	6 7
----------------------------	------------------------	------------	----------------------	----------	-----

**Step 1: Type of OWTS Application > Select a Type**  
Please contact the Environmental Health Division if you have any questions about completing your online application. The Environmental Health Division can be reached at 805-654-2813 or [OWTSApplications@ventura.org](mailto:OWTSApplications@ventura.org).

Please click on [this pdf link](https://rmdocs.venturacounty.gov/environmental-health/programs/liquid-waste/publications/citizen-access-owts-permit-types-explained-043025.pdf) to determine which OWTS application is correct for your project.

Select the correct application type from the dropdown menu below.

Please note: OWTS staff will review your application and make corrections to the application as needed.

\* indicates a required field.

**Project Information**

Application Name:

Detailed Description:

**Custom Fields**

OWTS DATA

\*Application Type:

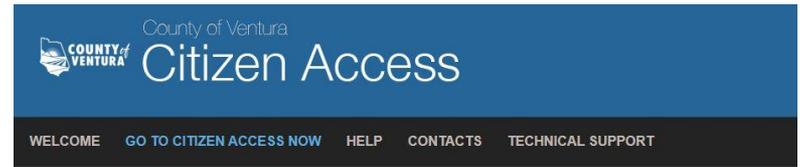
Save and resume later Continue Application »

# STEP 6:

## Provide a Description of your project before Continuing your Application

Include the scope of proposed project along with septic system specifications. Examples are:

- New OWTS to serve a new single family dwelling; one 1,500-gallon septic tank with leach line dispersal field
- Replace existing 1,000 gal septic tank with new 1,000 gal tank
- Certify existing septic system for proposed ADU
- Verify setbacks to existing septic system for patio addition



Announcements Logged in as:cristina.colombo@ventura... Collections (0) Cart (0) Account Management Logout

Home Building and Safety Code Compliance Fire Planning **Env Health** more ▾

Create an Application Search Applications

### Onsite Wastewater Treatment System

1 Type of OWTS Application	2 Property Information	3 Contacts	4 Required Documents	5 Review	6	7
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Select the correct application type from the dropdown menu below.

Please note: OWTS staff will review your application and make corrections to the application as needed.

\* indicates a required field.

### Project Information

Application Name:

Detailed Description:

### Custom Fields

#### OWTS DATA

\*Application Type:

[Save and resume later](#) [Continue Application »](#)

# STEP 7:

Use the Parcel Number (APN)  
Search feature to auto-populate site  
information

Fill out all remaining Property and  
Owner information fields before  
continuing your application

Announcements Collectors (0) Cans (0) Account Management Logout

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Create an Application Search Applications

Onsite Wastewater Treatment System

1 Type of OWTS Application	2 Property Information	3 Contracts	4 Required Documents	5 Review	6 7
----------------------------	------------------------	-------------	----------------------	----------	-----

**Step 2: Property Information > Project Location** \* Indicates a required field.

Parcel

\*Parcel Number:

Address

\*Street No.:  \*Street Name:  Street Type:  Direction:

City:  State:  \*Zip:

Owner

Owner Name:

Address Line 1:

Address Line 2:

Address Line 3:

City:  State:  Zip:

Phone:  Phone 2:



# STEP 8:

Provide a Contact Person for the Application

You may Select an Existing Contact from your account, or Add a New Contact

Once a contact is added, continue the application

\*Please be aware that all contacts will be required to have a VC Citizen Access account

County of Ventura  
Citizen Access

WELCOME GO TO CITIZEN ACCESS NOW HELP CONTACTS TECHNICAL SUPPORT

Announcements Logged in as:cristina.colombo@ventura... Collections (0) Cart (0) Account Management Logout

Home Building and Safety Code Compliance Fire Planning **Env Health** more ▾

Create an Application Search Applications

Onsite Wastewater Treatment System

1	Type of OWTS Application	2	Property Information	3	Contacts	4	Required Documents	5	Review	6	7
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**Step 3: Contacts > Enter Applicant Information** \* indicates a required field.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account Add New

Save and resume later

Continue Application »

# STEP 9:

Use the resources provided to determine the documents needed for your Application Type

Add all completed required documents before continuing the application

\*Please be advised that your OWTS Application will not be processed until all required documents have been submitted

The screenshot shows the 'County of Ventura Citizen Access' portal. The navigation bar includes 'WELCOME', 'GO TO CITIZEN ACCESS NOW', 'HELP', 'CONTACTS', and 'TECHNICAL SUPPORT'. The user is logged in, with 'Announcements', 'Collections (0)', 'Cart (1)', 'Account Management', and 'Logout' visible. The main menu is open to 'Env Health'. Below the menu, there are buttons for 'Create an Application' and 'Search Applications'. The current application type is 'Onsite Wastewater Treatment System', with a progress bar showing steps: 1 Property Information, 2 Contacts, 3 Required Documents (highlighted), 4 Review, 5 Pay Fees, and 6. A red arrow points to the 'Required Documents' step in the progress bar. Below the progress bar, the text reads: 'Step 4: Required Documents > Upload Documents'. A red arrow points to the URL: <https://mados.venturacounty.gov/environmental-health/programs/liquid-waste/publications/citizen-access-required-documents-for-owts-apps-043025.pdf>. Below this, it states: 'Please be advised that your OWTS application will not be processed until it is complete. A list of required documents for each type of project is available at: [URL]'. A note says: 'If the required documents are not provided, project processing will be delayed. OWTS staff will contact you to request any missing documentation.' A small asterisk indicates a required field. Below this is the 'Attachment' section, which states: 'The maximum file size allowed is 1000 MB. ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;plf;scr;scrt;shb;sys;vb;vbe;vbs;vxd;wsc;wsf; are disallowed file types to upload.' Below the text is a table with columns: Name, Type, Size, Latest Update, and Action. The table is empty, with the text 'No records found.' below it. At the bottom of the attachment section, there are two buttons: 'Add' (circled in red) and 'Save and resume later'. A red arrow points to the 'Continue Application »' link at the bottom right of the page.

# STEP 10:

Review all the information provided  
in the Application for accuracy,

Read the attestation statement,

Check the certification box, 

[Continue Application](#)

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification.

Date: 05/01/2025

Save and resume later

 [Continue Application »](#)

# STEP 11:

Note that at this point, application fees will equal \$0.00

Click Save to Cart



[Announcements](#)

[Collections \(0\)](#) [Cart](#)

[Account Management](#) [Logout](#)

[Home](#) [Building and Safety](#) [Code Compliance](#) [Fire](#) [Planning](#) **Env Health** [more](#) ▾

[Create an Application](#)

[Search Applications](#)

### Onsite Wastewater Treatment System

1	2	3 <a href="#">Contacts</a>	4 <a href="#">Required Documents</a>	5 <a href="#">Review</a>	6 <a href="#">Pay Fees</a>	7 <a href="#">Record Issuance</a>
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### Step 6: Pay 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
Additional Fees/ Fees for Services Not Listed	<input type="text" value="0"/>	\$0.00

TOTAL FEES: \$0.00

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

[Recalculate](#)

[Save to Cart »](#)



## STEP 12:

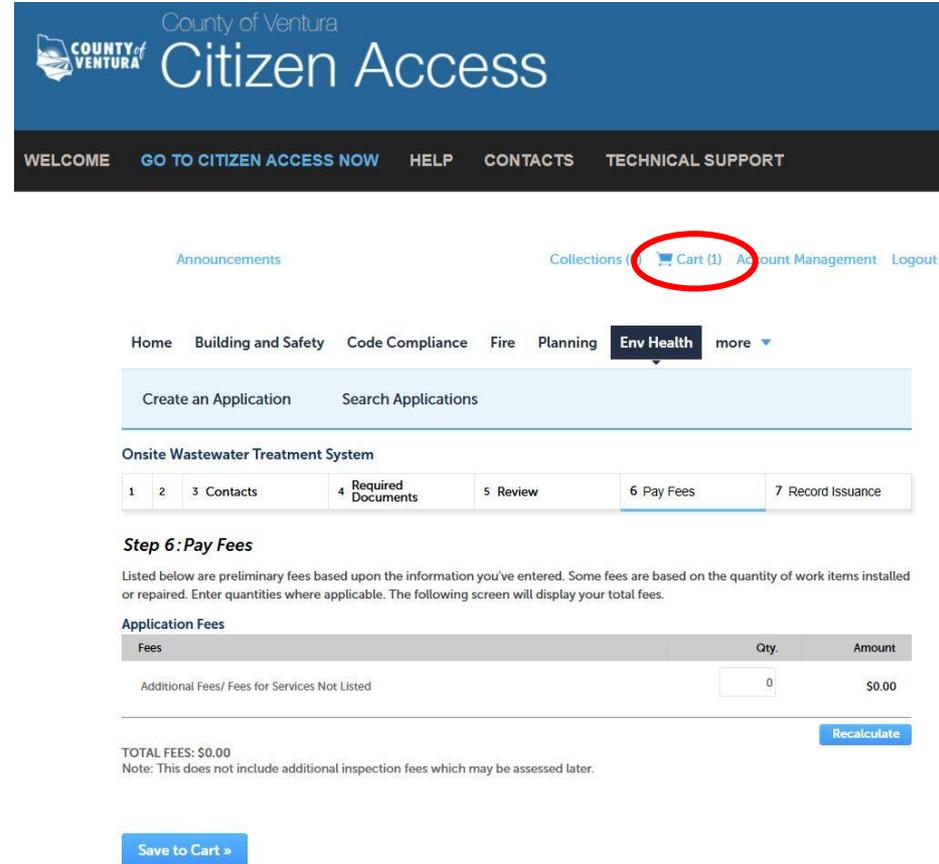
OWTS staff will check the submitted application and required documents for completeness. Once the application package is deemed complete, a fee will be issued

The applicant will receive an email with instructions for payment



# STEP 12:

Navigate to the Account Cart and follow instructions for payment



County of Ventura  
CITIZEN ACCESS

WELCOME GO TO CITIZEN ACCESS NOW HELP CONTACTS TECHNICAL SUPPORT

Announcements Collections **Cart (1)** Account Management Logout

Home Building and Safety Code Compliance Fire Planning Env Health more ▾

Create an Application Search Applications

Onsite Wastewater Treatment System

1 2 3 Contacts 4 Required Documents 5 Review 6 Pay Fees 7 Record Issuance

**Step 6: Pay 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
Additional Fees/ Fees for Services Not Listed	<input type="text" value="0"/>	\$0.00

TOTAL FEES: \$0.00

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

Save to Cart »

Recalculate