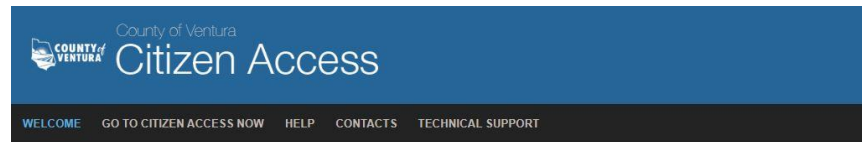




Welcome to the County of Ventura's Onsite Wastewater Treatment System (OWTS) Online Permit Application Portal Tutorial

Head Over to
<https://vcca.venturacounty.gov>
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](#).

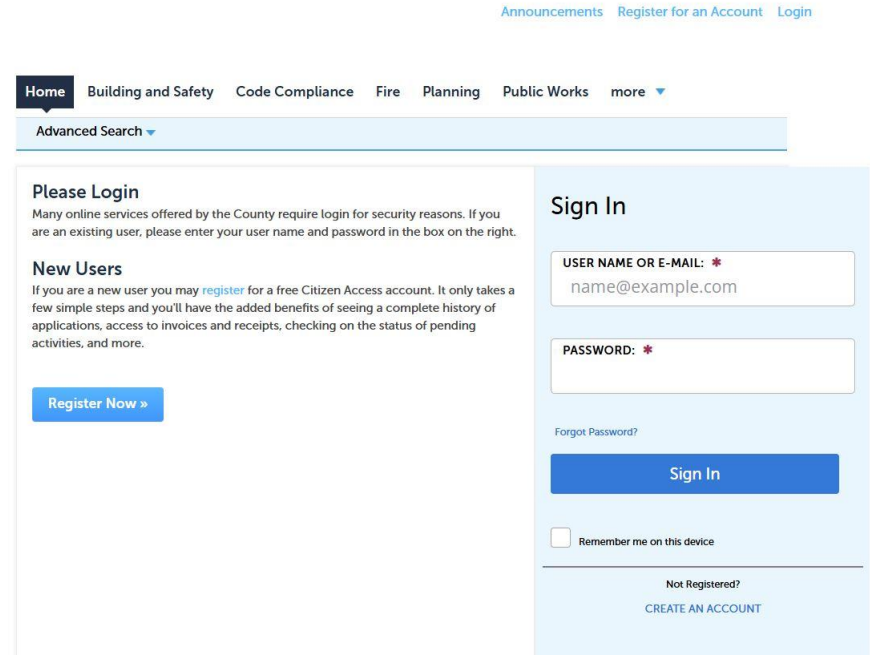
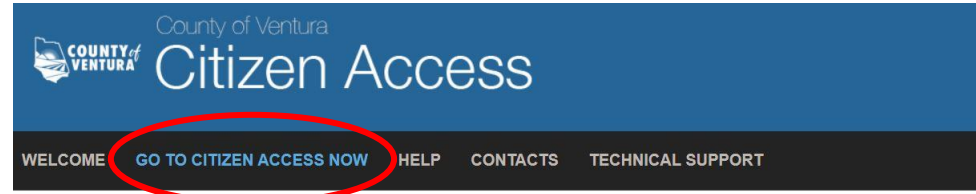
STEP 1:

Head Over to

[https://
vcca.venturacounty.gov](https://vcca.venturacounty.gov)

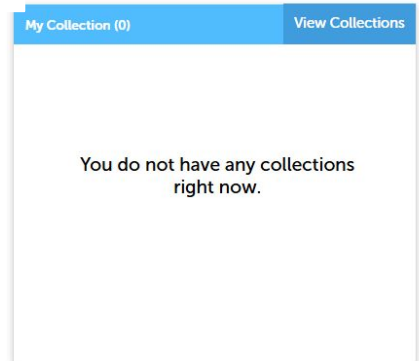
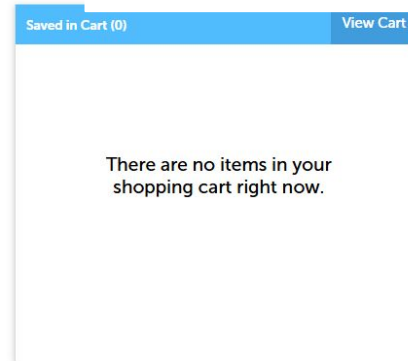
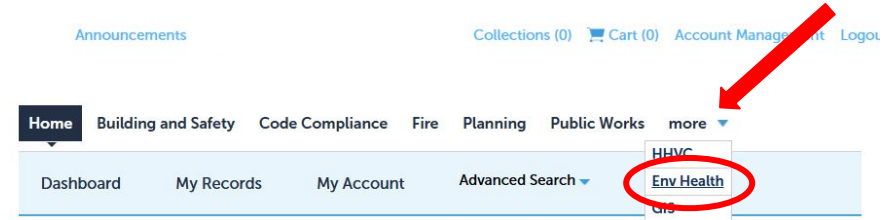
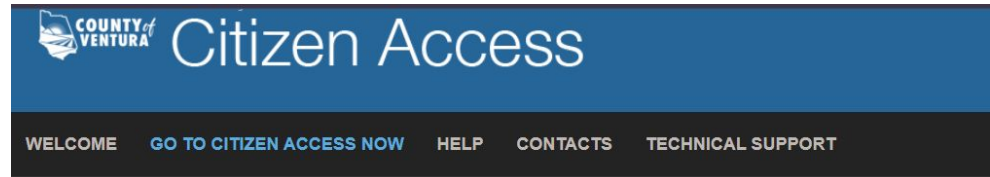
and either Login or
Create an Account

(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

The screenshot shows the County of Ventura Citizen Access website. The header includes the County of Ventura logo and the text "Citizen Access". Below the header is a navigation bar with links: WELCOME, GO TO CITIZEN ACCESS NOW, HELP, CONTACTS, and TECHNICAL SUPPORT. The main content area has a sub-header with "Announcements" and links for "Collections (0)", "Cart (0)", "Account Management", and "Logout". A navigation menu includes "Home", "Building and Safety", "Code Compliance", "Fire", "Planning", "Env Health", and "more". The "Env Health" menu is open, showing "Create an Application" (circled in red) and "Search Applications". Below this is a "Select a Record Type" section with a text input field and a "Search" button. A dropdown menu is open, showing options: "EHD", "Backflow Test", "Device Replacement", "New Device", "New Facility", and "Onsite Wastewater Treatment System" (circled in red). A red arrow points to the "Onsite Wastewater Treatment System" option. At the bottom, a red arrow points to the "Continue Application »" link.

County of Ventura
Citizen Access

WELCOME GO TO CITIZEN ACCESS NOW HELP CONTACTS TECHNICAL SUPPORT

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

Home Building and Safety Code Compliance Fire Planning Env Health more

Create an Application Search Applications

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Search

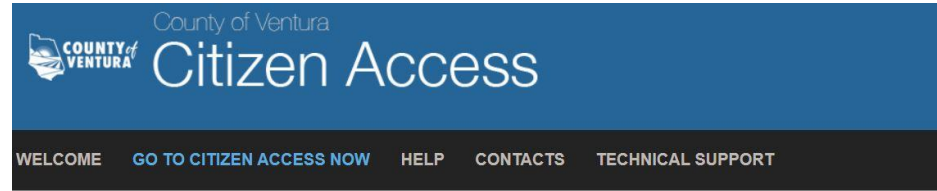
▼ EHD

- ☐ Backflow Test
- ☐ Device Replacement
- ☐ New Device
- ☐ New Facility
- ☒ Onsite Wastewater Treatment System

Continue Application »

STEP 4:

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



[Announcements](#)

[Collections \(0\)](#) [Cart \(0\)](#) [Account Management](#) [Logout](#)

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

[Create an Application](#)

[Search Applications](#)

Environmental Health Online System

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

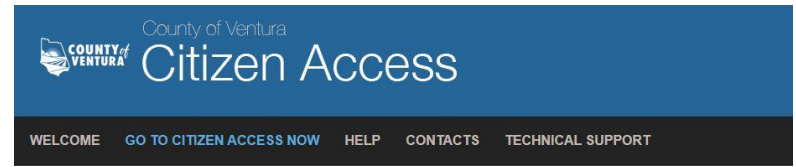
☒ I have read and accepted the above terms.

[Continue Application »](#)

STEP 5:

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

Select the correct Application Type
from the dropdown menu



The screenshot shows the "Env Health" section of the portal. A red arrow points to the "Step 1: Type of OWTS Application" link in the breadcrumb navigation. Below this, a table lists the steps: 1 Type of OWTS Application, 2 Property Information, 3 Contacts, 4 Required Documents, 5 Review, 6, and 7. The "Type of OWTS Application" step is highlighted. The main content area provides instructions for selecting the correct application type, including a link to a PDF guide. Below this, the "Project Information" section contains fields for "Application Name" and "Detailed Description". The "Custom Fields" section is also visible. At the bottom, the "OWTS DATA" section contains a dropdown menu for "Application Type" which is circled in red. A red arrow points to the "Continue Application" link at the bottom right.

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.

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

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
---	--------------------------	---	----------------------	---	----------	---	--------------------	---	--------	---	---

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.

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

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: --Select-- ▾

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

County of Ventura
Citizen Access

WELCOME GO TO CITIZEN ACCESS NOW HELP CONTACTS TECHNICAL SUPPORT

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

Parcel

*Parcel Number:

Search Clear

Address

*Street No.: *Street Name: Street Type: Direction:
City: State: *Zip:
Search Clear

Owner

Owner Name: ⓘ
Address Line 1:
Address Line 2:
Address Line 3:
City: State: Zip:
Phone: Phone 2: (Mobile Phone)
Search Clear

Save and resume later **Continue Application >**

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
----------------------------	------------------------	-------------------	----------------------	----------	---	---

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

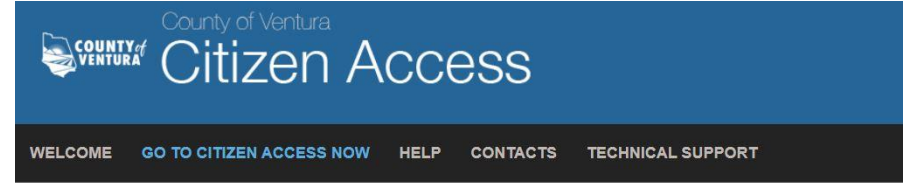
[Continue Application »](#)

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



Announcements

Collections (0) 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	4	5	6	7
	Property Information	Contacts	Required Documents	Review	Pay Fees	

Step 4: Required Documents > Upload Documents

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: <https://madoocs.venturacounty.gov/environmental-health/programs/liquid-waste/publications/citizen-access-required-documents-for-owts-apps-043025.pdf>

If the required documents are not provided, project processing will be delayed. OWTS staff will contact you to request any missing documentation.

* indicates a required field.

Attachment

The maximum file size allowed is 1000 MB.

ade;adp;bat;chm;cmd;com;cpb;exe;hta;htm;html;ins;isp;jar;js;json;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;plf;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf; are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

Continue Application »

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

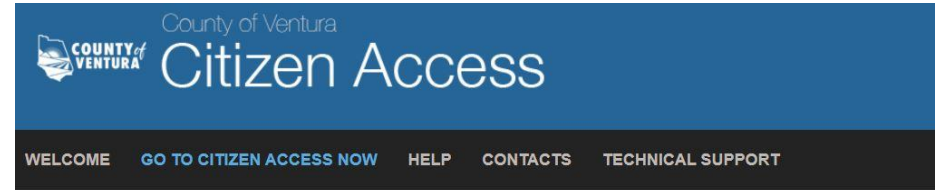
Save and resume later

[Continue Application »](#)

STEP 11:

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

Click Save to Cart



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	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:

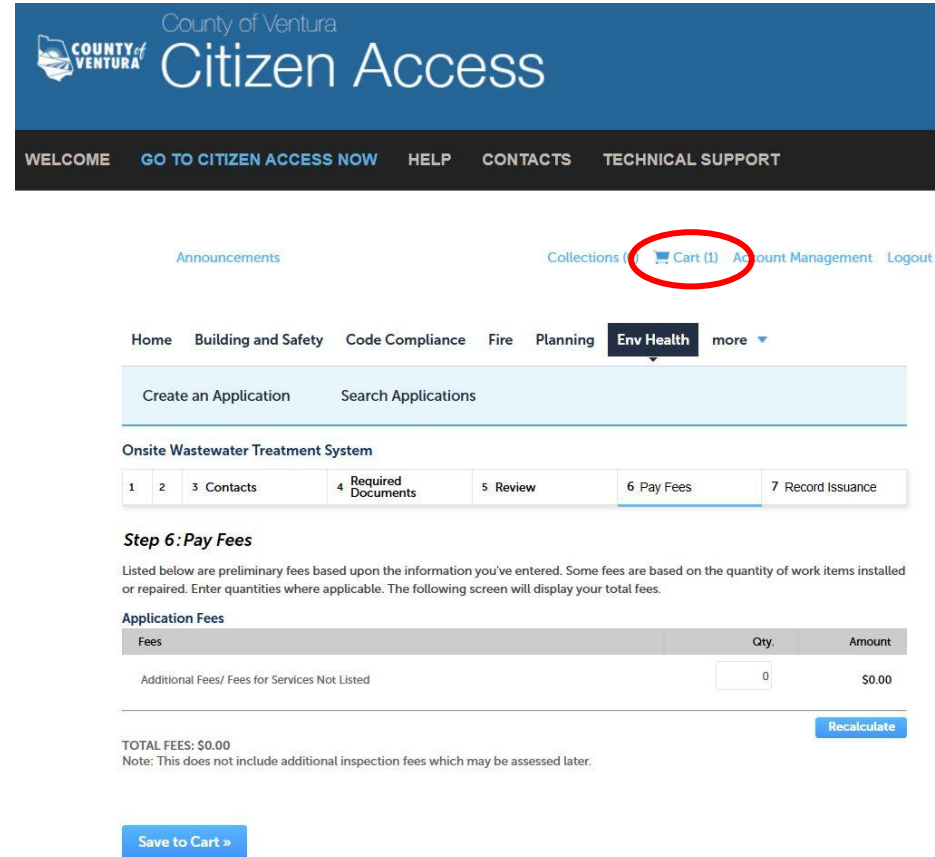
OWTS staff will check the submitted application and required documents for completeness. Once the application package is deemed complete, a fee will be issued

The applicant will receive an email with instructions for payment



STEP 12:

Navigate to the Account Cart and follow instructions for payment



The screenshot shows the County of Ventura Citizen Access website. The header includes the County of Ventura logo and the text "Citizen Access". Below the header is a navigation bar with links: WELCOME, GO TO CITIZEN ACCESS NOW, HELP, CONTACTS, and TECHNICAL SUPPORT. The main content area has a top navigation bar with links: Announcements, Collections, **Cart (1)** (circled in red), Account Management, and Logout. Below this is a secondary navigation bar with links: Home, Building and Safety, Code Compliance, Fire, Planning, Env Health, and more. The "Env Health" link is highlighted. Below the secondary navigation bar is a light blue box with two buttons: "Create an Application" and "Search Applications". Below this box is a section titled "Onsite Wastewater Treatment System" with a progress bar showing steps: 1, 2, 3 Contacts, 4 Required Documents, 5 Review, 6 Pay Fees (highlighted), and 7 Record Issuance. Below the progress bar is a section titled "Step 6: Pay Fees" with a paragraph of text: "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." Below this text is a table titled "Application Fees" with columns: Fees, Qty., and Amount. The table has one row: "Additional Fees/ Fees for Services Not Listed" with a Qty. of 0 and an Amount of \$0.00. Below the table is a section titled "TOTAL FEES: \$0.00" with a note: "Note: This does not include additional inspection fees which may be assessed later." Below the note is a blue button labeled "Recalculate". At the bottom of the page is a blue button labeled "Save to Cart »".

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	0	\$0.00

TOTAL FEES: \$0.00
Note: This does not include additional inspection fees which may be assessed later.

Recalculate

Save to Cart »