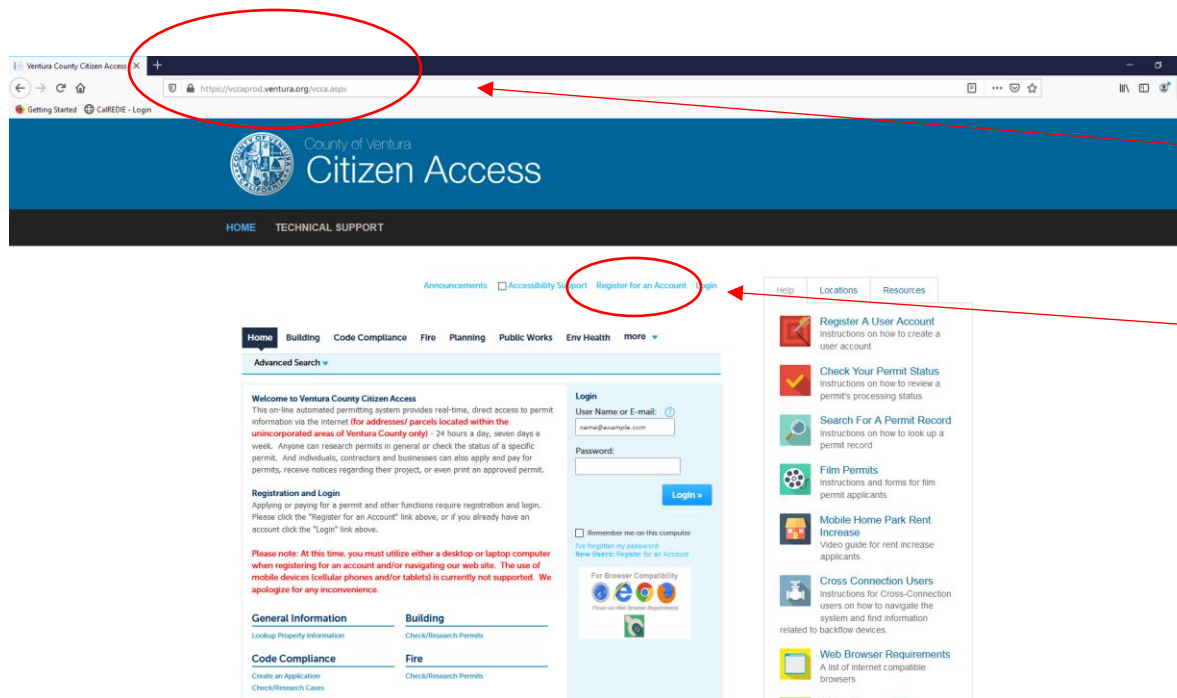
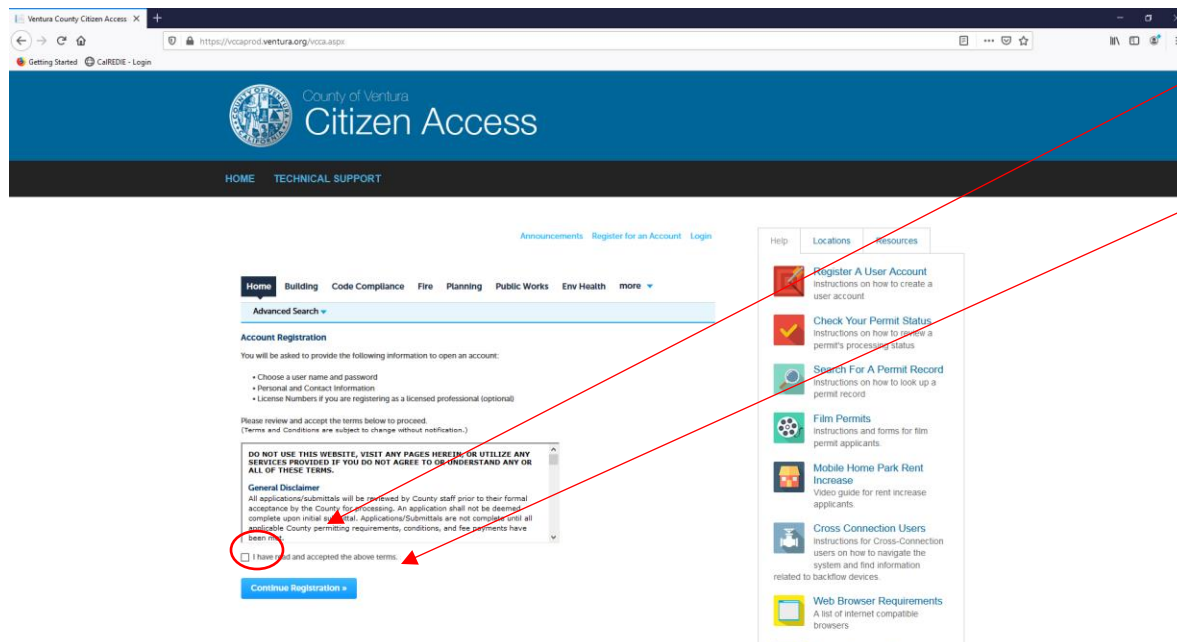


Healthy Homes Ventura County (HHVC) User Guide



1. Enter <http://vcca.ventura.org/vcca.aspx> in your "search bar". It will take you to this screen.
2. Press "Register for an Account"



3. Read and accept the terms by "clicking" the small box.
4. Press "Continue Registration"

Ventura County Citizen Access

https://vccaprod.ventura.org/vca.aspx

Getting Started CaREDIE - Login

HOME TECHNICAL SUPPORT

Announcements Register for an Account Login

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

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

Contact Information

Choose how to fill in your contact information.

Register A User Account

Instructions on how to create a user account

Check Your Permit Status

Instructions on how to review a permit's processing status

Search For A Permit Record

Instructions on how to look up a permit record

Film Permits

Instructions and forms for film permit applicants

Mobile Home Park Rent Increase

Video guide for rent increase applicants

Cross Connection Users

Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices

Web Browser Requirements

A list of internet compatible browsers

Online Payment Process

Instructions on how to pay for permit fees online using a credit card

Track Your Online Document

5. Complete all the required information to create the account. Enter all your contact information, including home phone (if not available enter cell phone again)

6. Press "Add New"

Microsoft Word - 2017 GMH Fin... City of Metropolis - Citizen Portal

vccadevops/CitizenAccess/Default.aspx

Account Registration Step 2: Enter/Confirm Your Account Information

* indicates a required field.

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

Contact Information

Choose how to fill in your contact information.

Add New

Continue Registration >

2020 City of Metropolis All rights reserved.

Ventura County Citizen Access X

https://vccaprod.ventura.org/vcca.aspx

Getting Started CaREDE - Login

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

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**

Continue Registration >

- Register A User Account**
Instructions on how to create a user account
- Check Your Permit Status**
Instructions on how to review a permit's processing status
- Search For A Permit Record**
Instructions on how to look up a permit record
- Film Permits**
Instructions and forms for film permit applicants.
- Mobile Home Park Rent Increase**
Video guide for rent increase applicants.
- Cross Connection Users**
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices.
- Web Browser Requirements**
A list of internet compatible browsers
- Online Payment Process**
Instructions on how to pay for permit fees online using a credit card
- Track Your Online Payments**
Information about Official Payments and their charges, and instructions on how to print a copy of your receipt or view your payment history.
- Reports**
Instructions on accessing reports

7. Enter all your contact information, including home phone (if not available enter cell phone again), Press "Continue"

8. Press "continue" in this screen "again"

Microsoft Word - 2017 GMH Fin: X City of Metropolis - Citizen Portal X

vccadevops/CitizenAccess/Default.aspx

Account Registration Step 2: Enter/Confirm Your Account Information

* Indicates a required field

Login Information

* User Name:

* E-mail Address:

Continue **Cancel**

The information you entered is not found. Click Continue to create a new account. Click Cancel to change the 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**

2020 City of Metropolis All rights reserved.

Ventura County Citizen Access X

https://vccaprod.ventura.org/vcca.aspx

Getting Started CaREDIE - Login

Account Registration Step 2: Enter/Confirm Your Account Information

* indicates a required field.

Login Information

* User Name: jondow

* E-mail Address: jondow@ventura.org

* Password: *****

* Type Password Again: *****

* Enter Security Question: always

* Answer: Nelsarime1

Contact Information

Choose how to fill in your contact information.

✓ Contact added successfully.

Jon Dow
jondow@ventura.org
Home phone: 8059815228
Work Phone: 8059815228
Fax: [Edit] Remove

Continue Registration »

- Check Your Permit Status: Instructions on how to review a permit's processing status
- Search For A Permit Record: Instructions on how to look up a permit record
- Film Permits: Instructions and forms for film permit applicants
- Mobile Home Park Rent Increase: Video guide for rent increase applicants
- Cross Connection Users: Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices
- Web Browser Requirements: A list of internet compatible browsers
- Online Payment Process: Instructions on how to pay for permit fees online using a credit card
- Track Your Online Payments: Information about Official Payments and their charges, and instructions on how to print a copy of your receipt or view your payment history
- Reports: Instructions on accessing reports in Citizen Access such as Planning's Approved Zoning Clearances Report and Environmental Health's Backflow Test Report

9. If done correctly, it will show that you have added "contact successfully"

10. Press "Continue Registration"

Ventura County Citizen Access X

https://vccaprod.ventura.org/vcca.aspx

Getting Started CaREDIE - Login

Announcements Register for an Account Login

Home Building Code Compliance Fire Planning Public Works Env Health more

Advanced Search

✓ Your account is successfully registered.

Your account has been successfully created.
Congratulations. You have successfully created an account. If you have registered as a licensed professional, additional activation by the County may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name: jondow
E-mail: jondow@ventura.org
Password: *****
Security Question: always

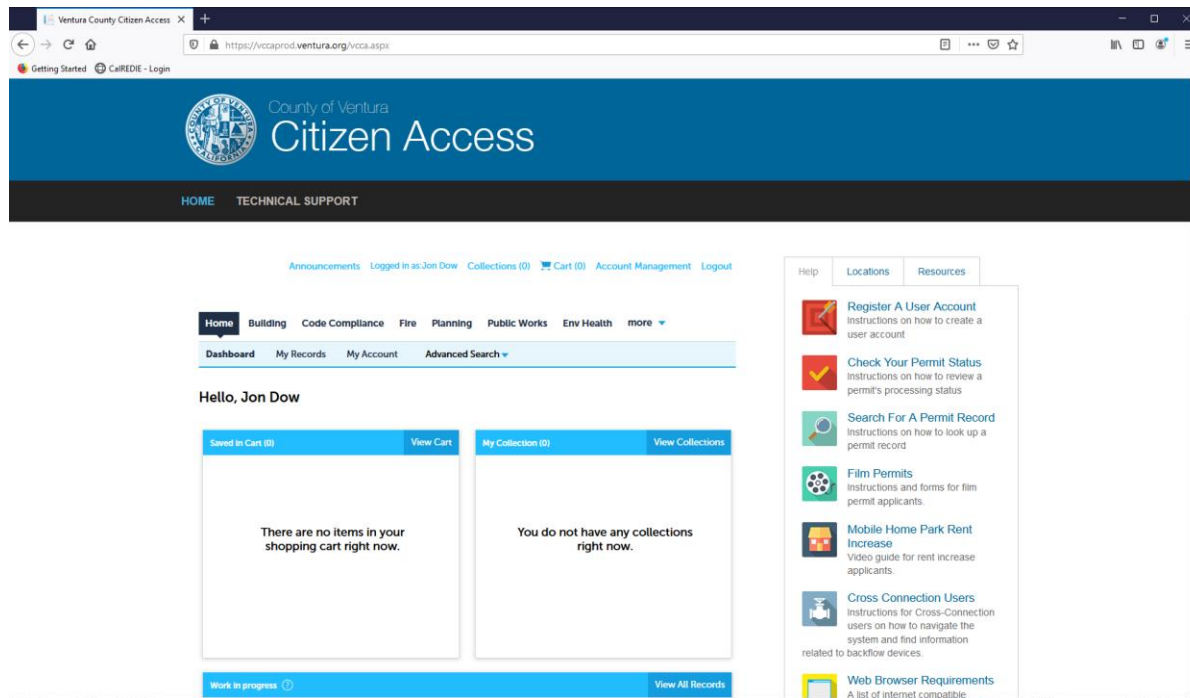
Contact Information

Jon Dow
2240 E. Gonzales Road
jondow@ventura.org
Home Phone: 8059815228
Work Phone: 8059815228
Fax: [Edit] Remove

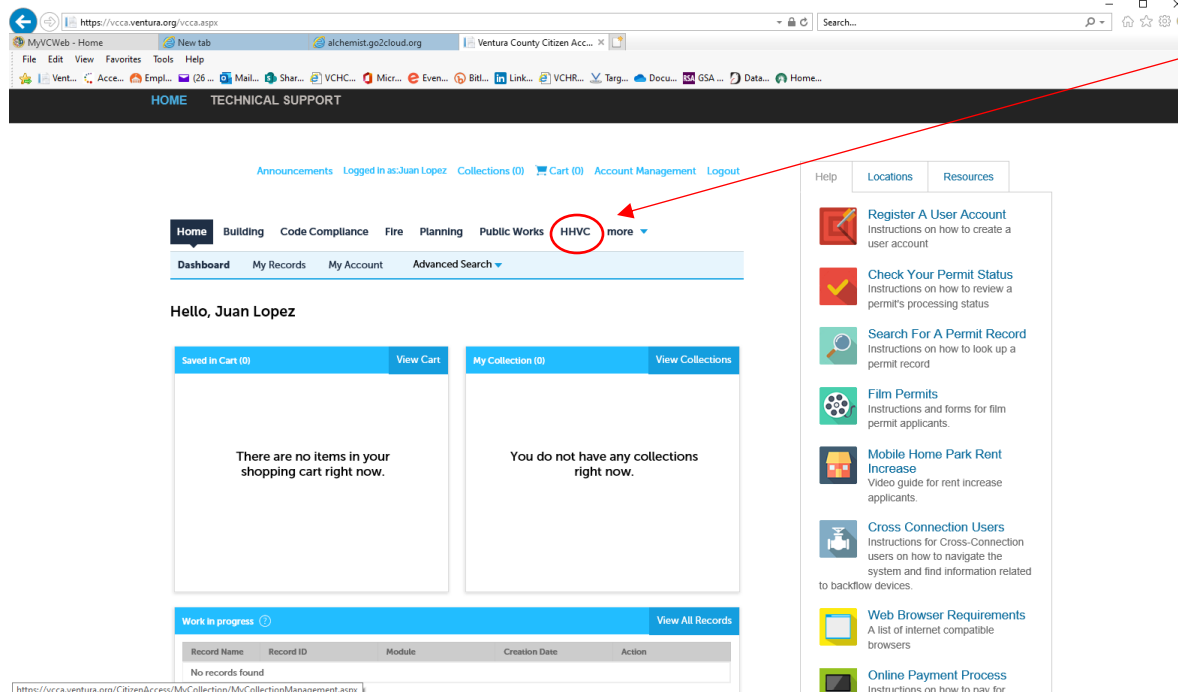
Login Now

- Register A User Account: Instructions on how to create a user account
- Check Your Permit Status: Instructions on how to review a permit's processing status
- Search For A Permit Record: Instructions on how to look up a permit record
- Film Permits: Instructions and forms for film permit applicants
- Mobile Home Park Rent Increase: Video guide for rent increase applicants
- Cross Connection Users: Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices
- Web Browser Requirements: A list of internet compatible browsers
- Online Payment Process: Instructions on how to pay for permit fees online using a credit card
- Track Your Online Payments: Information about Official Payments and their charges, and

11. Once your account has been registered, press "Login now"



You will see this welcome screen



12. Press "HHVC"

Ventura County Citizen Access

https://vccaprod.ventura.org/vcca.aspx

Getting Started | CaREDIE - Login

County of Ventura
Citizen Access

HOME TECHNICAL SUPPORT

Announcements Logged in as: Jon Dow Collections (0) Cart (0) Account Management Logout

Home Building Code Compliance Fire Planning **Healthy Homes VC** more

Create an Application Search Applications

Online Application

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

Help Locations Resources

Register A User Account
Instructions on how to create a user account

Check Your Permit Status
Instructions on how to review a permit's processing status

Search For A Permit Record
Instructions on how to look up a permit record

Film Permits
Instructions and forms for film permit applicants.

Mobile Home Park Rent Increase
Video guide for rent increase applicants.

Cross Connection Users
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices.

Web Browser Requirements
A list of internet compatible browsers

13. Read and accept the General Disclaimer by checking off the box.

Press "Continue application"

14. Complete "Eligibility Criteria" Questions.

Ventura County Citizen Access

https://vccaprod.ventura.org/vcca.aspx

Getting Started | CaREDIE - Login

HOME TECHNICAL SUPPORT

Announcements Logged in as: Jon Dow Collections (0) Cart (0) Account Management Logout

Home Building Code Compliance Fire Planning **Healthy Homes VC** more

Create an Application Search Applications

Lead Abatement Program

1 Eligibility Criteria 2 Property Information 3 Applicant Information 4 Review 5 Record Issuance

Step 1: Eligibility Criteria: Questions

In order to be eligible for the Healthy Homes Lead Abatement Program, properties must be located within Ventura County and be built before 1951.

Commercial properties are ineligible for the program. In addition, the following use types are also ineligible: Correctional facilities, nursing homes, dormitories, non-family military housing (e.g. barracks), mental health psychiatric rehabilitation residences, alcohol/detox living facilities, supervised apartment living quarters for youths over 16, schools, and non-home based day care centers.

Completed applications will be reviewed for accuracy and then prioritized based on properties currently housing a child (birth to 21 years old) with an identified blood lead level at or above the Center for Disease Control (CDC) level of concern of 4.5 micrograms per deciliter. Any eligible property that currently houses a child less than 6 years of age or a pregnant woman. Where 50% of the households in the area are determined to be low-income (at or below 80% of the metropolitan statistical area income in 2017) and 50% or more of the housing units have children less than 6 years of age.

You will be contacted within 7 business days by phone. For more information email us at: HealthyHomesVC@ventura.org
Healthy Homes Ventura County hours of operation: Monday through Friday 8:00am to 5:00pm

Custom Fields

INFORMATION

Help Locations Resources

Register A User Account
Instructions on how to create a user account

Check Your Permit Status
Instructions on how to review a permit's processing status

Search For A Permit Record
Instructions on how to look up a permit record

Film Permits
Instructions and forms for film permit applicants.

Mobile Home Park Rent Increase
Video guide for rent increase applicants.

Cross Connection Users
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices.

Web Browser Requirements
A list of internet compatible browsers

Online Payment Process
Instructions on how to pay for permit fees online using a credit

REGISTRATION

When this home or property built before 1951? Yes

* Is this a commercial property? No

* Is this property one of the following?
Correctional facilities, nursing homes, dormitories, non-family military housing (e.g. barracks), mental health psychiatric rehabilitation residences, alcohol/detox living facilities, supervised apartment living quarters for youths over 16, schools, and non-home based day care centers? No

* Number of adults 18 years or older: 0

* Number of children 6-17 years living in home: 0

* Number of children 0-5 years living in home: 0

* Number of pregnant women living in home: 0

* Are you a residential property owner? Yes

* Have you been notified by the County of a lead paint problem? No

Continue Application

Save and resume later

Press "Continue Application" when done.

Ventura County Citizen Access

https://vccaprod.ventura.org/vcca.aspx

Getting Started CalREDIE - Login

Announcements Logged in as:Jon Dow Collections (0) Cart (0) Account Management Logout

Home Building Code Compliance Fire Planning **Healthy Homes VC** more

Create an Application Search Applications

Lead Abatement Program

1 Eligibility Criteria: 2 **Property Information:** 3 Applicant Information: 4 Review 5 Record Issuance

Step 2: Property Information: > Location

Parcel

Please enter your 10-digit Assessor Parcel Number below. The number can be found on your property tax statement or you can search for the address below. You may also click this link to the County's site: <http://gis.ventura.org/countyview/>.

*Parcel Number:

Search **Clear**

Address

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

Unit Type: Unit No.:

City: State: *Zip:

Help Locations Resources

Register A User Account
Instructions on how to create a user account

Check Your Permit Status
Instructions on how to review a permit's processing status

Search For A Permit Record
Instructions on how to look up a permit record

Film Permits
Instructions and forms for film permit applicants.

Mobile Home Park Rent Increase
Video guide for rent increase applicants

Cross Connection Users
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices.

Web Browser Requirements
A list of internet compatible browsers

Online Payment Process
Instructions on how to pay for permit fees online using a credit card

Track Your Online Payments
Information about Official Payments and their charges, and

15. The "Parcel Number" can be found in a Property Tax bill.

If you do not have a past Property Tax bill, look at the next slide

Ventura County Citizen Access

https://vccaprod.ventura.org/vcca.aspx

Getting Started CalREDIE - Login

Please enter your 10-digit Assessor Parcel Number below. The number can be found on your property tax statement or you can search for the address below. You may also click this link to the County's site: <http://gis.ventura.org/countyview/>.

*Parcel Number:

Search **Clear**

Address

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

Unit Type: Unit No.:

City: State: *Zip:

Search **Clear**

Owner

Owner Name:

Address Line 1:

Address Line 2:

Address Line 3:

City: State: Zip:

Mobile Home Park Rent Increase
Video guide for rent increase applicants

Cross Connection Users
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices.

Web Browser Requirements
A list of internet compatible browsers

Online Payment Process
Instructions on how to pay for permit fees online using a credit card

Track Your Online Payments
Information about Official Payments and their charges, and instructions on how to print a copy of your receipt or view your payment history.

Reports
Instructions on accessing reports in Citizen Access such as Planning's Approved Zoning Clearances Report and Environmental Health's Backflow Test Report

Technical Support

Please use this Technical Support contact form when experiencing technical issues that aren't covered in the above Help section. Please provide all requested information. We will be in contact with you within one business day after receiving your information.

16. You can also find your Parcel Number by entering your property address.

Press "search"

Ventura County Citizen Access

Getting Started CaREDIE - Login

Parcel No.: 2240 Direction: E Parcel Name: GONZALES Parcel Type: RO

Unit Type: --Select-- Unit No.: City: OXNARD State: CA Zip: 93030

Search Clear

Owner

Owner Name: VENTURA COUNTY OF

Address Line 1: 800 S VICTORIA AVE

Address Line 2:

Address Line 3: ATTN: R/W AGENT

City: VENTURA State: CA Zip: 930090001

Phone: Mobile Phone

Search Clear

Continue Application » Save and resume later

Online Payment Process
Instructions on how to pay for permit fees online using a credit card

Track Your Online Payments
Information about Official Payments and their charges, and instructions on how to print a copy of your receipt or view your payment history.

Reports
Instructions on accessing reports in Citizen Access such as Planning's Approved Zoning Clearances Report and Environmental Health's Backflow Test Report

Technical Support
Please use this Technical Support contact form when experiencing technical issues that aren't covered in the above Help section. Please provide all requested information. We will be in contact with you within one business day after receiving your information.

Questions and/or requests for further information related to various permits/programs should be directed to the appropriate department. Contact information for each department associated with Citizen Access can be found above under Locations.

Name * required

Email * required

17. Once the correct Parcel Number is entered, the registered property owner information will appear

18. Press "continue application".

Ventura County Citizen Access

Getting Started CaREDIE - Login

County of Ventura
Citizen Access

HOME TECHNICAL SUPPORT

Announcements Logged in as Jon Dow Collections (0) Cart (0) Account Management Logout

Home Building Code Compliance Fire Planning **Healthy Homes VC** more

Create an Application Search Applications

Lead Abatement Program

1 Eligibility Criteria: 2 Property Information: 3 Applicant Information: 4 Review: 5 Record Issuance

Step 3: Applicant Information: > Contact
This contact information will be used to arrange meeting times and keep you informed. * 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

Continue Application » Save and resume later

Register A User Account
Instructions on how to create a user account

Check Your Permit Status
Instructions on how to review a permit's processing status

Search For A Permit Record
Instructions on how to look up a permit record

Film Permits
Instructions and forms for film permit applicants.

Mobile Home Park Rent Increase
Video guide for rent increase applicants.

Cross Connection Users
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices.

Web Browser Requirements
A list of internet compatible

19. During this step you need to press "select from Account" to choose the desired contact requesting the initial inspection (you) or add new contact if the contact is not listed in the account.

Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select which to use in the next step.
Showing 1-2 of 2

Category	Type	Name
<input type="radio"/> Associated Contact	Citizen Access	Jon Dow
<input type="radio"/> Associated Owner	VENTURA COUNTY OF	

[Continue](#) [Discard Changes](#)

20. Pressing “Select from account” will give you the contacts associated with the property.

After choosing a contact, press “continue”.

Contact Information

*First: Jon *Last: Dow

*Address Line 1: 2240 E. Gonzales Road

*City: Oxnard *State: CA *Zip: 93036

*Home Phone: *Work Phone: *Mobile Phone: 8059815218

*E-mail: jondow@ventura.org

[Continue](#) [Discard Changes](#)

21. Selecting one of the contacts will display their information. During this step, you have the opportunity to update any missing information for the contact.

Press “continue”

Ventura County Citizen Access

https://vccaprod.ventura.org/vcca.aspx

Getting Started CalREDIE - Login

HOME TECHNICAL SUPPORT

Announcements Logged in as Jon Dow Collections (0) Cart (0) Account Management Logout

Home Building Code Compliance Fire Planning **Healthy Homes VC** more

Create an Application Search Applications

Lead Abatement Program

1 Eligibility Criteria: 2 Property Information: 3 **Applicant Information:** 4 Review 5 Record Issuance

Step 3: Applicant Information: > Contact

This contact information will be used to arrange meeting times and keep you informed.

Applicant

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

✔ Contact added successfully.

Jon Dow
 jondow@ventura.org
 Home phone: 8059815228
 Mobile Phone: 8059815228
 Work Phone:
 Fax:
[Edit](#) [Remove](#)

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

Help Locations Resources

- Register A User Account**
Instructions on how to create a user account
- Check Your Permit Status**
Instructions on how to review a permit's processing status
- Search For A Permit Record**
Instructions on how to look up a permit record
- Film Permits**
Instructions and forms for film permit applicants
- Mobile Home Park Rent Increase**
Video guide for rent increase applicants
- Cross Connection Users**
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices
- Web Browser Requirements**
A list of internet compatible browsers
- Online Payment Process**
Instructions on how to pay for permit fees online using a credit card

22. During this step the contact has been added to the application.

Press "Continue the application"

Ventura County Citizen Access

https://vccaprod.ventura.org/vcca.aspx

Getting Started CalREDIE - Login

HOME Building Code Compliance Fire Planning **Healthy Homes VC** more

Create an Application Search Applications

Lead Abatement Program

1 Eligibility Criteria: 2 Property Information: 3 Applicant Information: 4 **Review** 5 Record Issuance

Step 4: Review

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

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Lead Abatement Program

Custom Fields

INFORMATION

Was this home or property built before 1951?: No

Is this a commercial property?: No

Is this property any of the following?
 Correctional facilities, nursing homes, dormitories, non-family military housing (e.g. barracks), mental health psychiatric rehabilitation residences, alcohol/detox living facilities, supervised apartment living quarters for youths over 16

[Edit](#)

Register A User Account
Instructions on how to create a user account

Check Your Permit Status
Instructions on how to review a permit's processing status

Search For A Permit Record
Instructions on how to look up a permit record

Film Permits
Instructions and forms for film permit applicants

Mobile Home Park Rent Increase
Video guide for rent increase applicants

Cross Connection Users
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices

Web Browser Requirements
A list of internet compatible browsers

Online Payment Process
Instructions on how to pay for permit fees online using a credit card

Track Your Online Payments
Information about Official Payments and their charges, and instructions on how to print a copy of your receipt or view your payment history

Reports
Instructions on accessing reports

23. In the Review screen, make sure all the information is correct.

Ventura County Citizen Access

Getting Started CalREDIE - Login

How did you hear about this program?:

Parcel [Edit](#)

Parcel Number: 2330084065

Address [Edit](#)

2240 E GONZALES RD
OXNARD CA 93030

Owner [Edit](#)

VENTURA COUNTY OF
800 S VICTORIA AVE
ATTN RW AGENT
VENTURA CA 930090001

Applicant [Edit](#)

Jon Dow
2240 E. Gonzales Road
Oxnard, CA 93036

Home Phone: 8059815238
Mobile Phone: 8059815238
E-mail: jondow@vepietf.org

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.

I authorize and request that the county test this property for lead paint hazards at no cost to me.
I understand that if the county identifies lead paint hazards, it may provide abatement services, subject to availability of funding.
I understand that if abatement services are recommended, that consent must be given by the actual property owner of record.

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

Date:

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

Information related to various permits/programs should be directed to the appropriate department. Contact information for each department associated with Citizen Access can be found above under Locations.

Name * required

Email * required

Type of Issue * required

Select...

Type of Internet Browser * required

Select...

Describe the Issue:

[SUBMIT](#) [RESET](#)

24. Finally, check the box and agree to the certification, and press "continue application".

Ventura County Citizen Access

Getting Started CalREDIE - Login

County of Ventura
Citizen Access

HOME TECHNICAL SUPPORT

Announcements Logged in as: Jon Dow Collections (0) Cart (0) Account Management Logout

Home Building Code Compliance Fire Planning **Healthy Homes VC** more

Create an Application Search Applications

1 Select item to pay 2 Payment Information 3 **Receipt/Record Issuance**

Step 3: Receipt/Record Issuance

Receipt

Thank you for using our online services!
Your transaction(s) has been successfully submitted.
Please print your receipt(s) and retain a copy for your records.

2240 E GONZALES RD, OXNARD CA 93030

LA20-0036

Help Locations Resources

Register A User Account
Instructions on how to create a user account

Check Your Permit Status
Instructions on how to review a permit's processing status

Search For A Permit Record
Instructions on how to look up a permit record

Film Permits
Instructions and forms for film permit applicants.

Mobile Home Park Rent Increase
Video guide for rent increase applicants.

Cross Connection Users
Instructions for Cross-Connection users on how to navigate the system and find information related to backflow devices.

Web Browser Requirements
A list of internet compatible

25. This displays the confirmation screen of a successful submitted application.

26. Be sure to save your reference number to follow up on updates of your application.