



Customer Portal - Tips & Tricks

Below are a few pointers to use when submitting a new application through our new 24/7 Customer Portal. These tips & tricks are not meant to replace the training classes scheduled.

What application do I choose?

Select the application that best fits your project. Doing construction on a single-family residence? Choose "Construction - Single Family Permit Application". Installing a Solar system at a duplex? Choose "Solar Thermal/Solar Electric Systems Permit Application - Duplex Property".

What address/parcel should I choose?

Applicants are still required to submit applications with correct parcel information. However, when searching parcel numbers within Commercial and/or Multi-Family properties, you will note that there is now a common parcel ending with the numbers "999". These parcel numbers should **NOT** be selected if you are working on an individual unit. In order to ensure you are using the correct parcel for the associated unit, you will:

1. Enter the associated parcel number received from the Eagle County Assessor website.
2. Begin typing the address into the Address/Parcel ID field and continue typing until the unit needed appears on the screen
3. Search maps.vailgov.com to retrieve the associated parcel Id

Applications entered with invalid/incorrect Parcel numbers may be rejected.

The screenshot shows a web application interface for applying for a permit. At the top, there is a navigation bar with seven steps: 1 Project Selection, 2 Terms Of Service, 3 Location, 4 Contact Info, 5 Application Details, 6 Fees & Payments, and 7 Confirmation. The 'Location' step is currently active. Below the navigation bar, there is a text box with the following instructions: "Please provide us with either the PROJECT ADDRESS or the PARCEL NUMBER. Simply start typing the address or parcel number into the box below and a list of available options appear. If you can not find your job site click here <http://maps.vailgov.com> for more search options. Then enter the correct information to start your application. If entering more than one address or parcel you must select which is the primary." Below the text box, there is a search input field labeled "Search by Address/Parcel ID:" with the text "100 e" entered. A dropdown menu is open, displaying a list of parcel addresses and their corresponding parcel numbers: "100 E MEADOW DR (210108256999)", "100 E MEADOW DR (210108261999)", "100 E MEADOW DR 19 (210108256019)", "100 E MEADOW DR 6A (210108256033)", "100 E MEADOW DR 6B (210108256034)", "100 E MEADOW DR 6C (210108256035)", "100 E MEADOW DR 7A (210108256036)", "100 E MEADOW DR 7B (210108256037)", "100 E MEADOW DR 1 (210108256001)", and "100 E MEADOW DR 3 (210108256003)". At the bottom of the form, there are two buttons: "<< Back" and "Next >>".

Do I need to know who my contractor is prior to submitting a permit (building, fire & public works)?

Yes. A contractor is required at time of application. This field will be modified to be required at time of application.

Do I need to answer all of the questions on the Application Details screen?

Yes. Information requested on the application details screen is information that is required for code review. Applicants need to be able to provide answers to each question on the application screen, for example: Occupancy Class, Construction Type & Code Editions.

How do I know which Permit Type to select under the Project Criteria item?

Select all of the disciplines that are associated with the work you are doing. Doing a bathroom remodel? You may need to choose Building, Plumbing & Mechanical (*Hint: hold the control key and press each type in the menu to multi-select*). Only running gas piping to a fire place? Choose only plumbing as your permit type.

Do I still need to enter the value for each discipline type on the application?

Yes. You will enter the value of each discipline under each section. The value for plumbing & mechanical will only appear if you selected those disciplines during your permit type selection process. Enter only building value on the building value line, enter plumbing value in the plumbing data field, and enter mechanical value in the mechanical data field.

When should my electrician submit their application for work associated with my permit?

Electricians need to submit their application at the same time the building permit is being applied for. Not submitting at the same time will delay plan review until the electrical application is received.

How do I get my plans to you for review?

Depending on the type of review you choose, you will either bring your paper plans into our office or you will upload your plans and documents directly into ProjectDox once your application has been processed through our Administrative team. Electronic plans will have a delay from application submittal to upload as we will process applications in the order received.