Customer Questions & Answers

The Community Development Department has received numerous questions regarding the new online customer portal. We'd like to share these with everyone as you may have had a similar experience or question.

Q. I've already registered to use ProjectDox. Isn't this the same?
A. No. ProjectDox is our stand alone plan review software system. This registration is your "User ID" for the portal to submit your applications. This registration is separate from your Contractor registration, ProjectDox registration and Sharefile logins.

Q. I have registered to use the customer portal but I haven't received my email. What now?
A. Depending on your email service, you can get your confirmation email immediately or it can be delayed by a few hours. Our system does not control when you receive your confirmation email. Additionally, please check your SPAM or Junk email. The confirmation email is not coming from the Town of Vail email system so it is possible that your filters may see this email as SPAM.

Q. I have applied for my permit through the portal. Where do I upload my plans? Why can't I upload my plans immediately?
A. Once you have applied for your permit through the customer portal, the Community Development Department will review your application to ensure that
1. the correct application type has been applied for
2. there is enough information provided to move your application forward
3. that fees calculated correctly through the system.

After these items have been verified and/or updated with the correct information, you will receive two emails from the ProjectDox system. The first email will be an invitation to the permit/case and the second will be to upload your information to the system.

Because the Town verifies the applications prior to allowing upload, you will only receive invitations to ProjectDox during regular business hours Monday through Friday 8am-5pm.

Q. How do I know what is required to be submitted for my project?
A. This information is still available on the Town's website. Visit **www.vailgov.com** and select the appropriate application type to view submittal requirements

Q. My application status on the portal shows approved and the status in ProjectDox shows in review. Why don't these match?
A. If your application shows approved in the Customer Portal, you need to contact our office to pay any final permit fees so we can issue the permit to you. Once the permit is paid for and issued, we will stamp your plans as approved in ProjectDox and approve your project. The status in ProjectDox will not change until all fees are paid and the permit is issued.

Q. Will I still be notified of the approval of my permit or do I need to monitor my permits through the portal?
A. You should be notified of any change in status of your permit. We should be calling and/or emailing the applicant for each project to notify them that their permit is ready for issuance.