



OpenGov Permitting Portal FAQs

Q. I've already registered to use ProjectDox. Isn't this the same?

A. No. ProjectDox was our former plan review software system. OpenGov has replaced ProjectDox as of January 21, 2026. Please register with OpenGov moving forward.

Q. I have registered to use the customer portal but I haven't received my confirmation 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. Additionally, you can also check your SPAM or Junk email. The confirmation email is not coming from the Town of Vail email system directly and will be coming from OpenGov, so it is possible that your filters may see this email as spam.

Q. I want to do an application in the portal. Where do I upload my plans?

A. You will now be able to upload your plans directly in your application. There will be a page towards the end of your application for document uploads, plan uploads, and additional information.

Q. Follow up question! Do I need to breakout my plans so they are one page per document anymore?

A. Nope! Not anymore! You can now keep your planset together for the upload and can name it whatever you prefer. All we ask is for you to flatten your plans prior to upload so our Plan Reviewers are able to make their comments.

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.vail.gov and select the appropriate application type to view submittal requirements.

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 will be notified of any change in status of your permit, such as when your permit requires a payment or goes into review. You will receive this notification by email, but you will also be able to double check permit status directly in the OpenGov portal.

Hope this helps!