

# Creating Your Pass Account

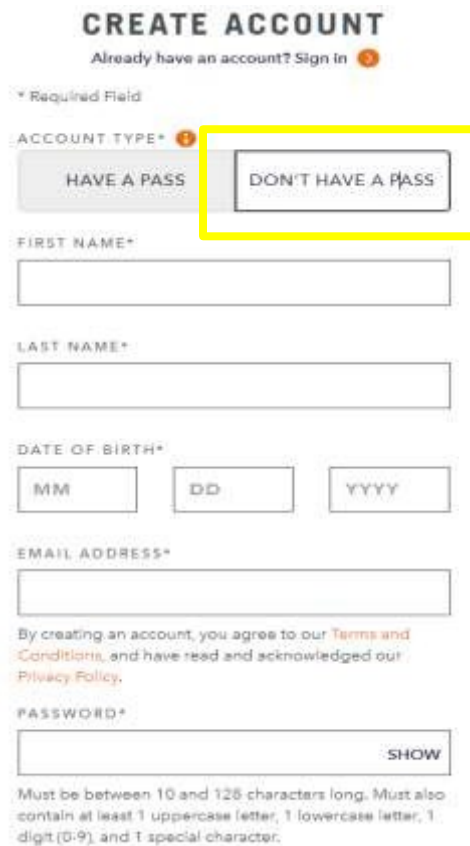
**HEAD OF HOUSEHOLD-** Must be the person and their email who you identified as the main contact when purchasing your pass.

Please note that any changes to account information for the household can ONLY be made by the individual listed as “Head of Household (HOH)”. If you are not the HOH, you will only be able to complete these items for your own pass. You will NOT be able to complete for other members of the household.

To complete the Pass Account creation process, you will need to have the Head of Household’s name, date of birth, and email address.

- Click on this [link](#) to create your account

**Make sure “Don’t Have a Pass” under Account Type is selected.** The information you enter must be the information of the guest designated as “Head of Household”. You will need the Head of Household’s email address, first and last name, and date of birth.



**CREATE ACCOUNT**  
Already have an account? Sign In

\* Required Field

ACCOUNT TYPE\*  
HAVE A PASS DON'T HAVE A PASS

FIRST NAME\*

LAST NAME\*

DATE OF BIRTH\*  
MM DD YYYY

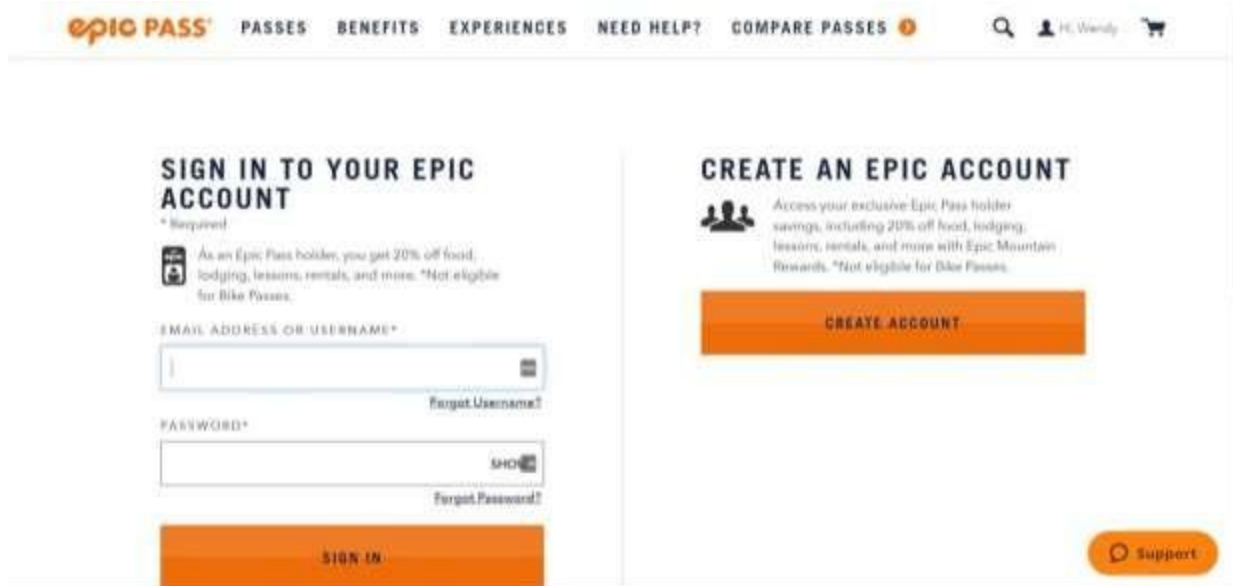
EMAIL ADDRESS\*

By creating an account, you agree to our [Terms and Conditions](#), and have read and acknowledged our [Privacy Policy](#).

PASSWORD\*  
SHOW

Must be between 10 and 128 characters long. Must also contain at least 1 uppercase letter, 1 lowercase letter, 1 digit (0-9), and 1 special character.

After filling in your email and password, click  "Create Account". You will be redirected to the page below and are officially logged in.



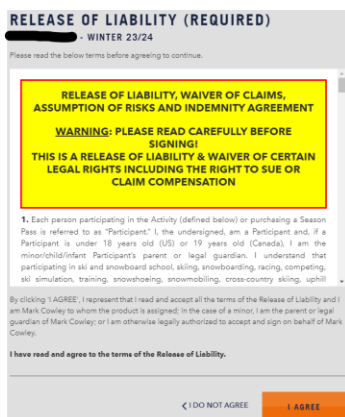
From here, you will need to sign the Release of Liability and upload a photo.

Review all mailing, email, and phone number details first to ensure they are accurate.

Click on “View action” on the red “Alert” bar and click on each required action to complete them. The first action will bring you to your profile to upload your photo and sign your Release of Liability waiver.



To sign your Release of Liability waiver, select “Complete Release”. You then see the screen below. Read the Release of Liability by using the scroll bar to the right of the form and select “I agree”. This is required to use your pass on the mountain. The Head of Household can sign the Release of Liability waivers for their household members. If a household member is a minor, only the HOH can sign the waiver on their behalf.





## Upload a Photo to Your Account

Click on the “Upload a Photo”, like in the example below.

### MY PROFILE



#### Mama Bear

Head of Household ⓘ

Date of Birth: February 2, 1994

Release of Liability ⓘ

Winter 22/23: **APPROVED**

Follow requirements closely for the photo to be approved (similar to a driver’s license or passport, photo images not meeting the requirements will be rejected). The preferred format is JPEG, less than 1MB, 400 x 400 pixels. Photos will be rejected if the photo resolution is too small, if you are wearing glasses or a hat, or if your face is less than 50% of the photo area. Once you have uploaded the photo, the status will change from “Missing” to “Pending”. After the photo is approved, the status will change to “Approved” and you will see the photo in your account. Please note that it can take up to one week for your photo to be approved.

Important: if you already have a photo on your account, it can only be changed in person at a ticket window or pass office with additional photo ID verification, as pass products are non-transferable.

A photo on file or an approved photo will trigger your pass to be mailed to you. If you do not receive your pass, check with your travel advisor (up to 6 weeks after photo approval). Please note that your household’s passes may arrive in multiple packages. If you do not receive your pass, you can either pick it up at one of the Vail Resorts pass offices (not partner resorts) or download the MyEpic app to activate Mobile Pass and use your phone as your pass, more details [here](#).

## Can’t Find your Pass/Searching for a Duplicate Account

If you have a current active pass, but don't see it in your account, you can search for a duplicate account.

At the top of your profile, click on the “Passes” page, as per the below example.



Click on “Search for Account” in the box, example below.

