Here is a basic guide on submitting applications on The City of New Braunfels Online Permitting Portal:

Go to the City’s Permit Portal site https://nbpermits.nbtexas.org/publicaccess/

Login using your previously created user account (email address) and password

SUBMITTING AN APPLICATION ONLINE
Once you have logged in to the site you should see all permits where your login email is a listed contact. Permits that are still in progress/open will be listed under the Open/Active Permit tab. All permits where your email account is listed as a permit contact will be displayed in the ALL tab. Incomplete tab lists requests/applications that have been started, but not yet submitted.

To begin a new application, click on GO TO FORMS button at the top of the page – this will take you to the list of all available applications / requests on the portal by City Department:

Then select the folder for the permit you need:
Select the specific permit you require and click Begin Application. *(If you need additional details about the requirements for each permit, a link to the City’s webpage is provided for you when you click on a permit)*

Once you have selected the application you need, click on Begin Application.
Complete each of the application form sections.

Required items are presented in Red text or have a red background. Required items MUST be completed before the application can proceed. Examples of required items:

Detailed information and requirements for application submittals can be found on the Fire Marshal’s web page: https://newbraunfels.gov/313/Fire-Marshals-Office

Once your application is submitted, you can keep up with the status of your permit on the portal and make any required payments online.
MAKE A PAYMENT USING THE ONLINE PORTAL

From the home page find the permit you want to pay and select PAY Fees from the drop down list:

OR from inside an open permit you can also select PAY Fees from the drop down list:

Once you are on the payment page, you will see the total amount of the fees owed. You may enter the amount to be paid, if different from the full Total. Then Check the box beside the Payment Terms and Conditions and click on PAY NOW

Upon clicking Pay Now, you will be taken to a separate payment site. Complete the payment form. When your payment is complete, you will be sent an email receipt and be returned to the City’s online portal. Your payment should display as processed within your permit.

**NOTICE:** all credit/debit card transactions will incur a 2.75% processing fee paid directly to the credit card processor which is NOT included in your City fee payment amount. The processing fee will display as a separate transaction on your credit card billing statement.
Sample receipt email:

Payment for Case: CO2022-04

Permit Payment <cmessenger@nbtexas.org>

To ""  ""

If there are problems with how this message is displayed, click here to view it in a web browser.

2/06/2022

310 Landis St • New Braunfels TX 78130 • 310.221.4200
Online Payment Receipt

Payment Date: Saturday, February 06, 2022
Transaction #: 00010
Payment Type: Mastercard
Case Number: CO2022-04
Invoice #: 581372
Payment Amount: $250.00
Cardholders Name: ""  ""
Cardholders Email: ""  ""

NOTICE: All credit/debit card transactions will incur a 2.75% processing fee paid directly to the credit card processor which is NOT included in this payment amount. The processing fee will display as a separate transaction on your credit card billing statement.