



City of New Braunfels PROJECT-DOX FAQs Sheet

1. Will it take longer to get my permit?

No. The new electronic plan review (EPR) was implemented to improve functionality, efficiency, and communication between City staff and those applying for permits and will give users a central hub where they can more easily upload plans and documents and communicate with their reviewer.

2. How do I get started?

Once your application has been submitted on the Cityworks platform at <https://nbpermits.nbtexas.org/publicaccess/template/Login.aspx> you will receive an introductory email from DoNotReplyNBTX@avolvecloud.com where you will be prompted to create your online account for the Project Dox Platform. Click the **"Create Account"** button to start the process.

3. Are there any tutorial videos I can watch?

Absolutely! You can watch micro-learning videos strategically placed throughout the application to help guide you in the tasks needing to be completed.

4. Do I need special software to use Project Dox?

No. The EPR product, Project Dox is hosted on a cloud-based website, so while an internet connection is required, no special software is needed. The site is accessible using common browsers such as Chrome, Firefox, Safari, and Edge. Chrome is recommended.

5. How can I submit a permit if I don't have a computer or internet access?

There are computers available for use at the city library. You will also be able to come into our offices located at city hall for assistance.

6. Can more than one person be given access to a project?

Yes, to add viewers to a project in ProjectDox, the applicant must have an active task. This can be done when adding revised documents to the project. Once you have accepted your task in ProjectDox, you can invite other members of your team to access the project as viewers. They will receive an email with links to the project. Each user must have an account with an email and password to log into a project. Please note that you won't be able to add new users once the project reviews are all completed and closed. Please be aware that the roles of an applicant and viewer are different, an applicant has complete control of the permit when they have an open task and the viewer can only view the permit and its status.

7. Can I submit Microsoft Office documents such as Excel and Word through the City's ePlan site?

All plans and drawings uploaded to the *[Drawings]* folder on an ePlan project must be submitted in PDF *single* sheet format.

However, applicants may upload supplemental documents saved as Word, Excel, images (Upg, bmp, tif), text or zip formats to the *[Documents]* folder in their projects.

The drawings folder is exclusively intended for uploading plans and details that specify the scope of work. Meanwhile, the documents folder is used to upload written forms and specifications.

Note: When uploading drawings it is important to follow the naming convention guide on filenames. This will help us expedite the review of your project. Please reference the filename conventions for Commercial and Residential projects at the end of this bulletin.

[Watch video](#)

Please follow the steps below:

STEP 1 of 3: Select and upload your drawing and supporting document files into this project, as required

File Upload for: CP2023-

Please click appropriately for the **type of files** you are uploading. [Watch video](#)

Uploaded files:

No files uploaded yet.

8. Can I upload a PDF fillable form through ProjectDox?

No, the site does not support PDFs that contain fillable fields.

You will need to fill out the form and finalize it by saving it as a regular PDF before uploading to the City's ePlan site.

9. Why do I have to submit each plan sheet individually?

There are several reasons why it is best practice by many cities, including New Braunfels, to accept plan, plat or drawing files in single sheet form.

- ▶ Allows for faster upload times, since the site is not encumbered by large, batched sets of plans.
- ▶ Allows for more efficient reviews since staff do not have to page through significant numbers of sheets to find the drawings they are needing to review.
- ▶ Allows for more efficient resubmittals, since only those pages of the plan set that have required changes need to be modified and re-submitted.
- ▶ Allows for faster review of change submittals since the software is designed to quickly find the noted requirements and compare and overlay resubmitted sheets for compliance.

10. Is there a limit on how many individual documents, drawings files, etc., I can upload at once?

No. However, depending on the strength and speed of your internet connection, a significant number of files may take a considerable amount of time to upload simultaneously.

11. What is the maximum upload file size?

File size is not limited on the site, however, depending on the strength and speed of your internet connection, very large files may take a considerable amount of time to upload. Very large non-drawing files can be uploaded to a project's *[Documents]* folder on the site in a zip format, which may speed upload times. ***Please note, all plan, plat or drawing files must be submitted in the [Drawings] folder of a project as single sheet pdf file, so size should not be an issue when uploading required drawings.***

12. My documents/drawings are in a .ZIP format. Can I upload .ZIP files into ProjectDox?

Any files to be considered supplemental documents that are uploaded to the *[Documents]* folder on a project can be provided in a zip format. However, if the document is a plat, plan, or other project drawing file to be reviewed by staff using the comment and markup tools in the reviewing process, it must be uploaded as a single sheet pdf and cannot be included in a zip file.

13. I am trying to upload my documents, but I never received an email.

Check your junk/spam folder in your email application. In addition, only the person who submitted the application will receive the *"Upload and Submit Task Assignment"* email. The email is simply a notification you have a task, at any point the applicant can log into ProjectDox and see if there are tasks that must be completed. It is recommended that you bookmark the Project Dox login site on your browser.

14. Why does my task still show *"Waiting for Applicant Information"*? I uploaded all my information.

Even if you have uploaded your documents, you must still complete the *"Upload and Submit Task"*.

15. I have received correction comments from some of my reviewers. Why am I unable to submit new or revised drawings?

Drawings, new or revised, cannot be uploaded to a project during an active review cycle. The applicant must wait until all reviews have been completed and the project has been sent back to them for corrections.

16. What is a Changemark?

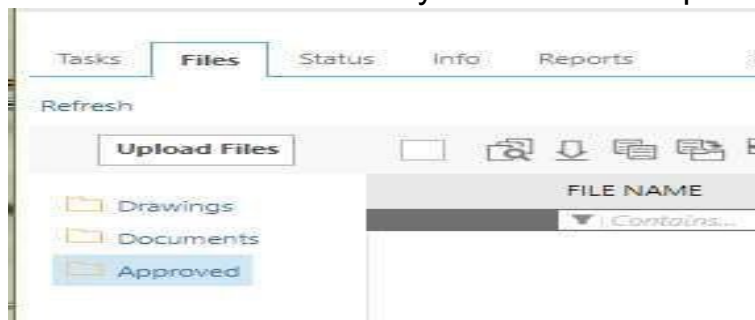
A changemark is a plan callout created by the review staff to identify a markup and associated comments. A markup file layer can have one or more changemarks. Standard markup names and colors are used for each reviewing agency for easy identification.

17. How will I know when all reviews have been completed for current review cycle?

Once a full review cycle has been completed, the applicant will receive an automatic email notification. The applicant must wait until all reviews have been completed and the project has been sent back to them for corrections. At any point, the applicant can log into ProjectDox and see if the review has been completed.

18. How do I access my approved plans and supporting documents?

The *[Approved]* folders for all projects will become available once the permit has been issued. Files can be directly downloaded or printed from the project on the ePlan site.



19. Are my plans secured?

Yes, your plans are held on a secure server. Only you and the review staff have access to the drawings, and all drawings are read only and cannot be altered.

20. Forget your password?

You can use the "Forgot password?" link on the new Braunfels ePlan site login screen. The system will ask you for your account email address, last name and first name. You will receive an email from DoNotReplyNBTX@avolvecloud.com (make sure to add this to your safe senders list in your email application) with a validation code and a link to the site's reset password page. On the site page enter the validation code and then enter and save your new password. Passwords must be 12-20 characters in length and must contain at least one each of UPPERCASE letter, lowercase letter, number and one of these special characters: !@#%&*?. Password reset validation codes will expire after FOUR (4) HOURS



The screenshot shows the login interface for the City of New Braunfels ePlan Review Portal. At the top left is the City of New Braunfels logo. Below it is a grey banner with the text "Welcome to the City of New Braunfels ePlan Review Portal". Underneath the banner is the word "Login" in a bold, sans-serif font. Below "Login" are two input fields: "E-mail:" and "Password:". Below the "Password:" field is a "Login" button. Below the "Login" button is a "Forgot password?" link highlighted in yellow. At the bottom of the form is a small line of text: "You need an account to access your projects. Contact the Jurisdiction if you don't have an account login."

21. Who do I contact if I still have problems or questions concerning ProjectDox after reviewing the submittal guide and micro-learning videos?

Our knowledgeable staff at city hall are always available for help by calling 830-221-4041, option 1 or by emailing building@newbraunfels.gov

Special Notes

Note 1: The last two pages of this bulletin provide File Naming Guides for Residential and Commercial projects. Please reference these guides prior to uploading drawing files for the first time.

Files that are not named and uploaded correctly will result in delays and applicants may be required to resubmit.

Note 2: During the resubmittal process, revised drawing files should always be named the same filename as the original drawing file that has been corrected or modified. The plan review software will identify that the drawing is a new version automatically. Please do not try to version the filenames during resubmittal as this will add time to the review process.

Residential File Naming Guide

The Table below represents an example of the naming convention of single sheet files for the drawings for a **residential** permit submittal. Files should be numbered at the front of the filename to dictate the display order sequence of the plan sheets. The rest of the name should indicate what the sheet represents. Documents are not required to be uploaded as single sheets and are not required to be sequenced, however, it is recommended that individual documents such as ResChecks, Erosion Control Forms, or Subcontractor Notification Forms be uploaded separately and named logically to indicate the content of the file.

Sequence	Sheet Name	Sheet Number	File Name
001	Siteplan	0.01	001Siteplan0.01
002	Landscaping	0.01	002Landscaping0.01
003	Coversheet	0.01	003Coversheet0.01
004	Elevation	A0.01	004ElevationA0.01
005	Floorplan	A0.02	005FloorplanA0.02
006	Architectural	A0.03	006ArchitecturalA0.03
007	Architectural	A0.04	007ArchitecturalA0.04
008	Roof Plan	A0.05	008Roof PlanA0.05
009	Plumbing	P0.01	009PlumbingP0.01
010	Electrical	E0.01	010ElectricalE0.01
011	Mechanical	M0.01	011MechanicalM0.01
012	Foundation	F0.01	012FoundationF0.01
013	Structural	S0.01	013StructuralS0.01
014	Ceiling Framing	S0.02	014Ceiling FramingS0.02
015	Floor Framing	S0.03	015Floor FramingS0.03
016	Wind Bracing	S0.04	016Wind BracingS0.04
017	Truss Layout	T0.01	017Truss LayoutT0.01
018	Truss Details	T0.02	018Truss DetailsT0.02

Commercial File Naming Guide

The Table below represents an example of the naming convention of single sheet files for the drawings for a **commercial** permit submittal. Files should be numbered at the front of the filename to dictate the display order sequence of the plan sheets. The rest of the name should indicate what the sheet represents and the applicant may wish to add the original sheet number at the end.

Commercial File Order and Naming Convention Sample

Sequence	Sheet Number	Sheet Name	Filename
001	CS01.0	Coversheet	001 Cover CS01.0
002	C0.00	Civil	002 Civil C0.00
003	A001.0	Architectural	003 Archi A001.0
004	S001	Structural	004 Struc S001
005	S002	Structural	005 Struc S002
006	E001.00	Electrical	006 Elect E001.00
007	M001.00	Mechanical	007 Mecha M001.00
008	P001.00	Plumbing	008 Plumb P001.00
006	L1.0	Landscape	006 Lands L1.0
007	IR.0	Irrigation	007 Irrig IR.0
008	FS1	Fire Sprinkler	008 Fire FS1

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