City of New Braunfels PROJECT-DOX FAQs Sheet

(Revised January 13, 2026)

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?**
   You will receive an introductory email from DoNotReplyNBTX@avolvecloud.com where you will be prompted to create your online account. 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 ProjectDox?**

   The City's ePlan site is 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 help.

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

   Yes, the owner or agent for the owner may request to have additional users added to a project. When you click on and accept your Task in ProjectDox, you have the option of inviting other members of your team. They will get an email with links to access the project. If they have not created an account, they will need to do so to log into your project. Once the project reviews are closed, you will no longer be able to add users. Contact the Development Services Division for assistance.

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 <u>must</u> be submitted in PDF *single* sheet format.

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

***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. ***

Task Instructions   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

Upload Drawings   Upload Documents

Uploaded files:

No files uploaded yet.

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

No, the site <u>does not support</u> 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, drawing 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 up 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 the 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 <u>must</u> 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 that you have a task; at any point, the applicant can log into ProjectDox and see if there are tasks that must be completed.

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.
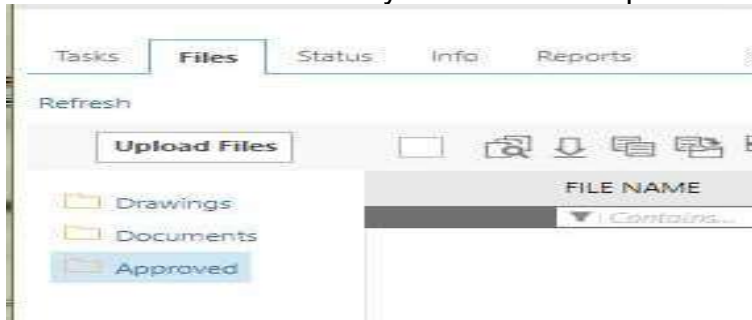
16. **What is a Changemark?**

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 the current review cycle?**

Once a full review cycle has been completed, the applicant will receive an automatic email notification. The applicant <u>must</u> 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 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.

City of New Braunfels

Welcome to the City of New Braunfels ePlan Review Portal

Login

E-mail: [_____]

Password: [_____]

[Login]

Forgot password?

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

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 illustrates the required naming convention of single-sheet drawing files for a **residential** permit application submittal. All drawing files must be uploaded individually, in upright orientation, to the **"Drawings"** folder as single-sheet PDFs.

Each filename must begin with a sequence number to dictate the display order of the sheets. The rest of the filename should indicate what the sheet represents. Sequence numbers must not be repeated.

All drawing files must be numbered sequentially by discipline (e.g., architectural, structural, plumbing, landscaping, etc.). Each discipline's set must be fully numbered before moving on to the next—for example, all architectural drawing files must be numbered before any structural drawing files are numbered. For submittals with more than nine drawing sheets, the sequence number must be three digits, e.g., 001, 002, etc.

Sequence Number	Sheet Name	Sheet Number	File Name
001	Coversheet	A0.00	001 A0.00 Coversheet
002	Site Plan	A0.01	002 A0.01 Site Plan
003	Floor Plan	A1.00	003 A1.00 Floor Plan
004	Front and Rear Elevations	A2.00	004 A2.00 Front and Rear Elevations
005	Left and Right Elevations	A2.01	005 A2.01 Left and Right Elevations
006	Roof Plan	A3.00	006 A3.00 Roof Plan
007	Wall Details	A4.00	007 A4.00 Wall Details
008	Mechanical Plan	M1.0	008 M1.0 Mechanical Plan
009	Mechanical Schedules	M1.1	009 M1.1 Mechanical Schedules
010	Electrical Plan	E1.0	010 E1.0 Electrical Plan
011	Electrical Schedules	E1.1	011 E1.1 Electrical Schedules
012	Plumbing Details	P0.0	012 P0.0 Plumbing Details
013	Plumbing Plan	P1.0	013 P1.0 Plumbing Plan
014	Foundation Plan	S1.00	014 S1.00 Foundation Plan
015	Foundation Details	S1.01	015 S1.01 Foundation Details
016	Wind Bracing	S1.02	016 S1.02 Wind Bracing
017	Landscape Plan	L1.00	017 L1.00 Landscape Plans

Documents do not need to be uploaded as single sheets. Individual documents, such as ResChecks, Erosion Control Forms, Subcontractor Notification Forms, etc., must be uploaded separately and named logically to indicate the file's contents. Documents must be uploaded to the '**Documents'** folder.

The table below illustrates the required naming convention of single-sheet drawing files for a **commercial** permit application submittal. All drawing files must be uploaded individually, in upright orientation, to the **"Drawings"** folder as single-sheet PDFs.

Each filename must begin with a sequence number to dictate the display order of the sheets. The rest of the filename should indicate what the sheet represents. Sequence numbers must not be repeated. All drawing files must be numbered sequentially by discipline (e.g., civil, architectural, mechanical, plumbing, landscaping, etc.). Each discipline's set must be fully numbered before moving on to the next—for example, all mechanical drawing files must be numbered before any plumbing drawing files are numbered. For submittals with more than nine drawing sheets, the sequence number must be three digits, e.g., 001, 002, etc.

Sequence Number	Sheet Number	Sheet Name/Description	File Name
001	G0.01	Coversheet	001 G0.01 Coversheet
002	C0.01	Erosion Control	002 C0.01 Erosion Control
003	C0.02	Grading Plan	003 C0.02 Grading Plan
004	A0.00	Site Plan	004 A0.00 Site Plan
005	A1.00	Life Safety	005 A1.00 Life Safety
006	A1.01	Floor Plan	006 A1.01 Floor Plan
007	A2.00	Reflected Ceiling	007 A2.00 Reflected Ceiling
008	M0.00	Mechanical Notes	008 M0.00 Mechanical Notes
009	M0.01	Schedules	009 M0.01 Schedules
010	M1.0	Mechanical Plan	010 M1.0 Mechanical Plan
011	E0.01	Electrical Notes	011 E0.01 Electrical Notes
012	E0.02	Electrical Site Plan	012 E0.02 Electrical Site Plan
013	E1.00	Power Plan	013 E1.00 Power Plan
014	P0.01	Plumbing Site Plan	014 P0.01 Plumbing Site Plan
015	P1.00	Wastewater Plan	015 P1.00 Wastewater Plan
016	P2.00	Riser Diagrams	016 P2.00 Riser Diagrams
017	S0.01	Foundation Plan	017 S0.01 Foundation Plan
018	S0.02	Framing Plan	018 S0.02 Framing Plan

Documents do not need to be uploaded as single sheets or in any particular sequence; however, individual documents, such as ComChecks, TDLR forms, Special Inspection forms, etc., must be uploaded separately and named logically to indicate the file's contents. Documents must be uploaded to the '**Documents**' folder.