

Troubleshoot Slow Performance

Is Paperless Pipeline responding slowly? This guide explains what to do when performance is running slow.

Check Unreviewed Docs

Large volumes of unreviewed or unentered documents can slow down Paperless Pipeline. Here's how to address this:

- **Reduce Excess Documents:** If you have over 5,000 unreviewed or unentered documents, trim them down.
 - If you don't use the Entered Docs feature, consider disabling it. [Learn how →](#)
- **Bulk Update Assistance:** Need help marking old documents as reviewed or entered? Email us at with your criteria (e.g., mark all docs assigned more than 6 months ago).

Check Paperless Pipeline's Status

Visit the [Status Page →](#) to check for:

- **Known Outages:** See if there is a reported issue affecting performance.
- **Scheduled Maintenance:** Maintenance usually occurs early morning on weekends to minimize disruption.

Test Other Websites

If the Status Page shows everything is running smoothly, try visiting other websites like CNN, Facebook, or YouTube. This can tell you if the problem is with your internet or just with Paperless Pipeline.

Remember, some sites are simpler than Pipeline. They may load faster because they don't deal with big tasks like uploading docs. For a better check, try visiting heavy-duty sites with lots of videos or interactive features. These will give you a clearer picture of your internet's performance.

Verify Browser Compatibility

Ensure your browser meets the [Browser Requirements →](#) for Paperless Pipeline.

- **Try Another Browser:** If using Chrome, switch to Firefox (or vice versa) to see if the issue persists.

Clear Your Browser's Cache

When you visit a webpage, your browser saves files like images in its cache to load faster next time. Over time, this cache can build up and slow down your browser if it's not cleared regularly. Here's what to do:

[Clear your browser's cache →.](#)

Close and reopen the browser to free up memory.

Log back into Paperless Pipeline.

Try Speed Test

Visit [SpeedTest.net](https://www.speedtest.net) → and run a test. Your results should meet these minimum requirements:

- **Ping:** Less than 100 ms.
- **Download Speed:** At least 4 Mbps.
- **Upload Speed:** At least 1 Mbps.

Reboot Your Computer

If the steps above don't resolve the slowness:

Power down your computer.

Wait 30 seconds.

Turn it back on to clear excessive memory usage or running programs.

Check Your Network

If you're in a shared office, consult your IT team to ensure the network is functioning properly. If you're at home, contact your internet provider to check for any issues with your connection.