

Login FAQ

You sign into Paperless Pipeline at the *Pipeline Login* page with your email and password. Here's what readers ask most about getting in.

What URL do I use to sign into Pipeline?

`app.paperlesspipeline.com` — that's where the app lives. The marketing site at `www.paperlesspipeline.com` is a separate address, so if that one shows a certificate warning, it doesn't affect the app.

What email do I sign in with?

The login email address on your Pipeline profile — the one your admin used when they added you. Not sure which one that is? Ask your admin to check *Manage Users*. It's not necessarily the same as a forwarding address or alias you use for email. It has to be the literal address on your profile.

What's the "Stay logged in for 7 days" checkbox?

Check it before clicking **[Log In]** and Pipeline keeps you signed in for a week on that browser. Handy on a device you trust. After 7 days, you sign in again. Check the box to renew.

Does Pipeline have Two-Factor Authentication?

Yes, optionally — your company's master admin turns it on. With it on, you enter a one-time security code (emailed to your login address) after your password at every new sign-in. Pipeline doesn't deliver codes by text or app. Email only.

See *Two-Factor Authentication* for the details.

Why am I getting a 403 Forbidden error?

A 403 means your IP is on a spam blacklist Pipeline blocks for security. Switch networks or VPN nodes to get a clean IP.

See [Why am I getting a 403 Forbidden error when I sign in?](#) for every fix.

I can't sign in even though my password is right — what now?

Almost always, the password is right and *something else* is wrong. The two recurring causes: you're typing the wrong email (an old one, a forwarding alias, or one bound to a deactivated profile), or your profile is inactive.

Confirm the exact login email with your admin and verify the profile is active. That fixes most of these.

Learn more → [Login](#)