

## Login Email Address FAQ

Quick answers on changing, finding, and reusing the email you use to sign in to Pipeline.

### How do I change my login email address?

Click your name in the upper-right corner, then **[My Info]**. Update the **Email Address** field and click **[Save Settings]**. Use the new address the next time you sign in.

### I forgot the email I use to log in – how do I find it?

If you're still signed in somewhere, open *My Info* – your login email is at the top. If you're locked out, ask your admin to look it up.

See [I forgot my login email address – how do I find it?](#) for every recovery path.

### Can two profiles share the same login email?

No. Each Pipeline profile needs its own login email address.

If you need profiles in two different companies, use an email alias on the second one. Gmail, Outlook, and Apple Mail all let you use `you+something@yourdomain.com` without extra setup.

### I'm changing brokerages – can I keep the same email at my new company?

Yes – ask support to deactivate your old profile, and your new brokerage's admin can add you with the same email. If you need both accounts during the transition, use an alias instead.

See [Move your Pipeline access to a new brokerage with the same email](#) for the full workflow.

### Can support change my login email for me?

Not directly.

For security, active login email changes have to come from either you (from *My Info*) or your admin (from *Manage Users*). Support can deactivate an old profile to free the address for reuse, but the actual email update happens on the profile.

### Why did the welcome email I sent go to a different address than I expected?

Pipeline sends welcome and password-reset emails to the **login email** on that specific profile.

If a user has two profiles with slightly different addresses, the message goes to whichever address is on the active profile you're sending from. Check the **Email Address** field on that profile – that's where the message will land.

### Does changing my login email also change the address my Pipeline emails

## come from?

Yes. Your login email is the return address on messages Pipeline sends for your profile — replies, transaction emails, notifications. Update it in *My Info*, and outbound mail follows automatically.

Your email signature is the one thing that doesn't update on its own. If your old address appears there, edit the signature too.

Learn more → [Login Email Address](#)