

# Login Email Address

Your login email is the address you sign in with — and the address Pipeline uses for welcome messages, password resets, and everything sent on your behalf. Change it once, and both the sign-in and the outbound side follow.

## Introduction

Your login email lives on your Pipeline profile. It's how you sign in, and it's the return address on welcome emails, password resets, transaction messages, and replies you send through Pipeline.

When your admin first creates your profile, the welcome email goes there. After that, you manage it from *My Info*. Save a new address, and you'll use that one the next time you log in.

Admins update an agent's login email from *Manage Users*. Master admins are the exception — for security, only the master admin can change their own.

## How It Works

Your login email controls two things: how you sign in, and which address Pipeline uses for messages tied to your profile.

### What this address controls

Use it to sign in to Pipeline. Pipeline also uses it for password resets, welcome emails, transaction messages, and replies sent on your behalf.

Change it once, and the connected behavior follows. The new address becomes both your sign-in and your outbound identity.

### Where you update it

Update your own login email from *My Info*. Click your name in the upper-right corner, then [My Info].

Admins update an agent's from *Manage Users*. Open the agent's profile, edit the **Email Address** field, and save.

### Why each address has to be unique

Each Pipeline profile needs its own login email. The same address can't belong to two profiles at once.

If an admin sees "a user with that email already exists," that address is already on another Pipeline profile. The existing profile has to be updated, deactivated, or given a different address before the email can be reused.

### When someone moves brokerages

If someone changes brokerages and wants to keep the same login email, the old Pipeline profile has to be deactivated first. Support can free the address by deactivating the old profile — but the request has to come from that person's Pipeline login email.

That's different from changing the email on an active profile. Support doesn't edit an active login email for you; the profile owner or an admin makes that change.

For the full handoff, see *Move your Pipeline access to a new brokerage with the same email*.

## Master admin emails

A master admin is the only person who can update their own master admin login email. Other admins can't edit it, and support can't change it for them.

To change it, sign in as the master admin, go to *My Info*, update the **Email Address** field, and save.

### Good to know

- **One address, one profile.** Pipeline uses the login email to identify the profile, so the same address can't sit on two profiles at the same time.
- **\*\*Your login email is on *My Info*.** Click your name in the upper-right corner, then [My Info] to see it.
- **Admins can look up most users' login emails.** From *Manage Users*. Other admins can also find it under *Admin / Settings*.
- **Email aliases work.** Gmail, Outlook, and Apple Mail support `you+anything@yourdomain.com` -style aliases. Use one when you need two Pipeline profiles to send to the same inbox.
- **Your email signature doesn't update automatically.** If your old address is in your signature, edit the signature too so outbound messages match.
- **Support doesn't change active login emails for you.** Changes come from the profile owner or an admin. Support can help free an email by deactivating an old profile, when the request comes from that person's Pipeline login email.

### Change your own login email address

Updates the email you sign in with and the address Pipeline uses on messages from your profile.

**Who can do this:** Any user, on their own profile.

Click your name in the upper-right corner, then [My Info].

Type the new address into the **Email Address** field.

Click [Save Settings].

From your next sign-in onward, use the new address to log in. Pipeline also starts sending profile-based messages from there.

### Change an agent's login email address

Updates another user's login email from *Manage Users*.

**Who can do this:** Admins with access to *Manage Users*.

Go to the *Manage Users* page.

Click the agent's name.

Edit the **Email Address** field.

Click [Update User].

The agent signs in with the new address from then on. If the user is a master admin, they have to update their own login email from *My Info*.

## Reuse an email from another Pipeline profile

Frees an address that's already attached to another Pipeline profile so you can use it on a new one.

**Who can do this:** The profile owner (to request deactivation of an old profile) and the receiving brokerage's admin (to add the user once the address is free).

Each login email can belong to only one Pipeline profile at a time. If the address is already attached to another profile, free it before using it somewhere else.

Pick the path that fits the situation:

- **The person still needs the old profile.** Use an email alias for the second profile, like `you+newfirm@yourdomain.com`.
- **The person no longer needs the old profile.** They write to support from their old Pipeline login email and ask support to deactivate it. Once support confirms the deactivation, the new company can add the user with the same email.
- **The email is on an active profile at the same company.** Update the existing profile instead of creating a second one.

Need the full brokerage-move workflow? See *Move your Pipeline access to a new brokerage with the same email*.