

## Why does Pipeline say "a user with that email already exists" when I add someone?

You're trying to add an agent, and Pipeline blocks it with an "a user with that email already exists" error. The address is already attached to another Pipeline profile.

### Reason

Each Pipeline profile needs a unique login email address. If the same address sits on an active profile in another company's Pipeline account, Pipeline won't let you create a second profile with it.

### Solution

Pick the path that fits the agent's situation.

- **The agent doesn't need the old account.** Ask them to write to support from that email and request deactivation of their old profile. The request has to come from the profile owner so support can verify it. Once support deactivates the old profile, the address is free and you can add them.
- **The agent needs to keep access to both accounts.** Add them with an email alias instead. Gmail, Outlook, and Apple Mail let users create `name+brokerage@domain.com`-style aliases — emails to either address land in the same inbox.

Once the address or alias is clear, add the user again from *Manage Users*. The error should be gone.

Learn more → [Login Email Address](#)