

# Move your Pipeline access to a new brokerage with the same email

When you change brokerages, you can bring your Pipeline login email with you. Support frees the address from your old profile, your new brokerage's admin adds you, and you sign in with the same address you always have.

## Introduction

Pipeline gives each profile one unique login email address. That keeps profiles cleanly separated — but it creates a small handoff when you change firms. Your address is still tied to your old profile, so your new brokerage's admin can't add you with the same one yet.

If you no longer need the old account, ask support to deactivate the old profile. Once that's done, your new brokerage can add you with the same email. If you need access to both accounts during the transition, use an alias on the new profile instead.

## When this fits

- You've left a brokerage and joined a new one.
- You don't need the old account's transactions anymore.
- You'd rather not change which email you sign in with.

## 1. Decide whether you need the old account

If you don't need the old transactions anymore, write to support from your old Pipeline login email and ask support to deactivate the profile with the old brokerage.

You lose access to the old company's data once that profile is deactivated. If you need to stay in both accounts, use a Gmail, Outlook, or Apple Mail alias on the new profile — for example,

`you+newfirm@yourdomain.com`. Both addresses land in the same inbox, and you keep both Pipeline logins.

## 2. Have your new brokerage add you

Once support confirms the old profile is deactivated, your new brokerage's admin can add you as a user with that email from *Manage Users*.

See *Users* for the user-add workflow.

## 3. Sign in and finish setup

Sign in to the new account with your email and the password from the welcome message Pipeline sends.

Update your password and the rest of your profile from *My Info*, and you're set.

Learn more → [Login Email Address](#)