

Password Reset

Forgot your password? Reset it from the login page. Remember it but want a new one? Change it from *My Info*. Either way, it's yours to manage — support can't see passwords and can't change them for you.

Introduction

Your Pipeline password is yours to manage. You change it from *My Info* when you remember your current one. You reset it from the login page when you don't. Support never has access to the password itself, so the path back in always starts with you.

Admins have one extra path. From *Manage Users*, an admin can send a password reset email to any user — useful for onboarding, for a locked-out teammate, or after a security event when you want everyone back into clean credentials.

This Topic covers both flows. The password requirements at the bottom apply to whichever path you take.

How It Works

Password updates happen in three places: *My Info*, the login page, or *Manage Users*. Which one you use depends on the situation.

Change vs. reset

The difference is whether you remember your current password. **Change** (in *My Info*) needs your current password to set a new one. **Reset** (from the login page or via admin) doesn't. You prove you control the email address on file, then set a new password from a one-time link.

The reset email

Pipeline emails a one-time reset link to your Pipeline login email when you request a reset. The link is good for a short window. Open the email, click the link, set a new password, sign in. The email arrives within about 15 minutes.

Admin-initiated resets

A master admin or a location admin with the **Manage Users** permission can send a reset link to any user. Click the gear icon next to a user's name in *Manage Users* and pick [Reset Password]. There's no bulk-reset option — for a large office, you walk the list.

Password requirements

Passwords follow guidelines from the National Institute of Standards and Technology (NIST), which favor length over forced complexity:

- At least 8 characters.
- No common words like "password," "paperless," or "pipeline."
- No forced mix of uppercase, lowercase, numbers, or symbols.

A long passphrase you can remember is more secure than a short password with required symbols. The rules reflect that.

Good to know

- **Support can't look up or send your password.** Passwords are stored securely and can't be read by anyone, including support. Forgotten yours? Reset it.
- **The reset link goes to your exact Pipeline login email.** Not a forwarding address, not an alias — the literal address on your Pipeline profile. Not sure which one that is? Ask your admin.
- **The reset email usually arrives within 15 minutes.** Anything longer points to a delivery issue (spam, your provider's filter, or your address on Pipeline's suppression list).
- **Password manager users:** update Pipeline in your manager after any reset or change. Otherwise it'll auto-fill the old one and you'll be back here in a minute.
- **No bulk reset.** Admins send resets one user at a time from *Manage Users* — about five minutes for ~120 users.

Reset a forgotten password

Get back in when you can't remember your password. Pipeline emails you a one-time reset link.

Who can do this: Anyone with a Pipeline profile.

Use this when you've been signed out and the password won't come back to you.

****Go to the *Pipeline Login* page.****

Click [Forgot your password?].

Enter your Pipeline login email address, then click [Send Reset Email]. The reset link arrives within about 15 minutes.

Open the email and click the reset link.

Enter your new password, confirm it, and click [Change Password].

Sign in with the new password.

You're back in. If the email doesn't arrive, see *The password reset email never arrives*.

Change your password from My Info

Set a new password while you're already signed in.

Who can do this: Anyone — you can change your own password.

Use this when you remember your current password and just want a new one.

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

Enter your Current Password.

Enter your New Password, then retype it to confirm.

Click [Save Settings].

Use the new password the next time you sign in. If you use a password manager, update your Pipeline entry there too.

Send a password reset email to a user

Email a one-time reset link to any user from *Manage Users*.

Who can do this: Master admins, and location admins with the **Manage Users** permission.

Use this for onboarding a new hire who needs their welcome email resent, for a teammate who's locked out, or for a credential refresh after a security event.

Open *Manage Users* and find the user.

Click the gear icon next to their name.

Select [Reset Password].

Pipeline emails the user a reset link.

The user clicks the link and sets a new password. The reset email goes to whatever address is on their Pipeline profile — if it's wrong, fix it on their profile first (see *Login Email Address*).

If the user shows as inactive, Pipeline returns a "D'oh!" error instead of sending. Activate the user first (gear icon → [Activate User]), then resend.