

Why didn't my password reset email arrive?

You clicked [Send Reset Email] and waited. Nothing showed up. The fix depends on which of a small set of causes you hit — and most of them clear in a minute.

Reason

The most common reasons: the email landed in spam, your address is on Pipeline's suppression list (because a past Pipeline message was flagged as spam from that account), the address you typed has a typo, or you requested the reset using a forwarding address that isn't your actual Pipeline login email.

Solution

Walk through these in order:

- **Check spam, junk, and promotion folders.** Search for `help@paperlesspipeline.com`.
- **Verify the email is your exact Pipeline login.** Not a forwarding alias, not an old address. If you don't know which one's on your profile, ask your admin to check *Manage Users*.
- **Check for typos in the email field.** Common ones: *gmali.com*, missing letters, wrong domain. The reset only sends to addresses that match a Pipeline profile.
- **Write to support with your login email.** If your address landed on Pipeline's suppression list (which happens if a past Pipeline message was marked as spam), support can clear it and you'll receive future emails normally.
- **If the address on your profile is wrong,** an admin updates it from *Manage Users*. After they save, request the reset again. It'll go to the corrected address.