

Why does Pipeline look broken or won't load right?

Buttons in odd places, styles missing, white space where content should be, or the page just spins. Almost always a local issue: cache, browser, or network policy.

Reason

The common causes: a full or corrupted browser cache serving stale code; an outdated browser whose JavaScript or rendering engine can't handle Pipeline's current build; a browser extension breaking the page; or a corporate firewall stripping out Pipeline's CSS / JS as it passes through.

Solution

- **Hard refresh.** *Windows: Ctrl + Shift + R. Mac: Cmd + Shift + R.* Forces the browser to re-download Pipeline instead of using the cached version.
- **Clear your browser's cache and cookies.** Settings → *Clear browsing data* → *Cached images and files* (and cookies if the first round doesn't help). Close and reopen the browser after.
- **Update your browser.** Most "looks broken" reports clear up after an update. Safari and Edge update with the OS — that may mean updating macOS or Windows.
- **Try a different browser.** If Pipeline looks right in a different browser, the original one needs an update or a profile reset.
- **Disable browser extensions.** Ad blockers, privacy add-ons, and developer tools occasionally break Pipeline's layout. Disable them in Pipeline's tab and reload.
- **Check with your IT team if you're on a work network.** Corporate firewalls sometimes strip out Pipeline's CSS or JavaScript files, which makes the app render as bare HTML. Your IT team can whitelist `paperlesspipeline.com`.