

Why is Pipeline running slowly?

Pages take a long time to load, lists feel sluggish, or Pipeline times out before it finishes loading. Slowness almost always traces to one of a few causes. None of them mysterious.

Reason

The recurring causes, in order of likelihood: too many unreviewed or unentered docs piling up in the account; a weak or unstable internet connection; a full browser cache slowing every page load; an outdated browser; or, occasionally, a Pipeline-side incident.

Solution

Walk through these in order:

- **Check the Pipeline Status Page first.** If there's an active incident, wait for it to clear. Ask support for the Status Page URL if you don't have it.
- **Rule out your connection.** Open a couple of other large sites. If they're also slow, your connection is the cause, not Pipeline. Run a speed test if you want a number: ping under 100ms, 4+ Mbps down, 1+ Mbps up.
- **Hard refresh Pipeline.** *Windows: Ctrl + Shift + R. Mac: Cmd + Shift + R.* If that helps, clear your browser's cache (settings → *Clear browsing data* → *cached files*) and close-reopen the browser.
- **Update your browser.** An outdated browser is a known cause of slowness in modern web apps. Chrome and Firefox auto-update. Safari and Edge update with the operating system.
- **Try a different browser.** If Pipeline is fast in Chrome but slow in your usual browser, the issue is browser-specific.
- **Trim unreviewed and unentered docs.** More than ~5,000 unreviewed or unentered docs is a known cause of slowness. Review or archive old ones, or write to support and ask us to bulk-mark old documents reviewed or entered.
- **Reboot.** Restart your computer (and modem / router if needed) for a clean network connection.

If Pipeline is still slow after these, write to support with the specific page that's slow, your browser and version, and what your speed test showed. We'll dig in.