Get Help

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Need a hand? The quickest way to reach us is right inside Pipeline — and a real person on our team reads every message.

Introduction

When something in Pipeline isn't working or doesn't make sense, you can write to our support team from inside Pipeline or by email. Both reach the same in-house team, so there's no wrong way to ask.

A message you send from inside Pipeline arrives already tied to your profile and your company's account. We know who you are and which account you mean, even when you can't send email from the address you log in with.

Get Help Inside Pipeline

Click [Help] in the top-right corner, then [Get Help], then [Contact]. It's the fastest way to reach us — your message comes straight to our team with your account details already attached.

Email Us

Prefer email? Write to help@paperlesspipeline.com. Send it from your Pipeline login email so we can find your account faster. There's no ticket limit — email us as often as you need.

Search the Help Center

The Help Center is open around the clock, and most questions have a step-by-step answer in it.

Type your question the way you'd ask a coworker, and search brings up the articles that match.

See Get the Most Out of the Help Center

Check for an Outage

If Pipeline seems down for everyone, check status.paperlesspipeline.com for known issues and scheduled maintenance.

When You'll Hear Back

We're here Monday through Friday, 8am–5pm CT, and closed on U.S. federal holidays. Messages that arrive after hours are answered the next business day. At busy times a reply can take a few hours — but it's always a real person, in-house.

Help Us Do This Better

If there's a way you'd rather reach us, or getting help has ever felt clunky, email help@paperlesspipeline.com and tell us. We read every note, and it shapes what we build next.

Send Your Agents to Someone in the Office First

Plenty of what agents ask isn't about how Pipeline works, it's about how your office wants things done, and someone down the hall answers that faster than we can. [Help] always reaches our team. The Admin & Support Contact is who agents see for help inside your own office.

Point your team to the right person for help — the contact shown on every Home page and used on system emails.

See Admin & Support Contact

Frequently Asked Questions

How do I contact Paperless Pipeline support?

Fastest is [Help] → [Get Help] → [Contact] inside Pipeline; or email help@paperlesspipeline.com. Sending from your login email helps us find your account faster.

What are your support hours?

Monday–Friday, 8am–5pm CT. After-hours messages are answered the next business day, and we're closed on U.S. federal holidays.

How fast will I hear back?

Usually within the hour during business hours. At busy times it can take a few hours — but it's always a real person, in-house.

How do I know if Pipeline is down?

Check the status page. status.paperlesspipeline.com shows known outages and scheduled maintenance.