Getting Into Pipeline

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One email address gets you in, and it's where replies to your Pipeline mail come back to. Here is how to sign in the first time, and what to do when the way in stops working.

Introduction

Pipeline has no separate username. Your email address is your identity in the account, which is why moving between brokerages so often turns into a login problem.

Your office adds you and sends the welcome email. From there the account is yours.

1. Sign In for the First Time

Your office sends a welcome email with a link to set your password. Sign in at the same address every time, since that address is what your access is tied to.

Log in with the email address on your profile and your password to get to your company's account.

See Login

2. Changed Firms? Free Up Your Address

If you have changed firms and your new office is told your email already exists, your old profile still holds it. Ask the old firm to deactivate you, or email us from that address and we will. If you still need both accounts, give the new office an email alias instead.

Hold a Pipeline profile at two brokerages at once — both accounts open side by side, every notification still landing in the one inbox you already watch.

See Manage Your Pipeline Login Across Brokerages

3. Set a Password When You Do Not Have One

The change-password form asks for your current password. If you never set one, use the forgot-password link on the sign-in page and Pipeline sends you a fresh one.

Reset a password you've forgotten, change one you know, or reset one for an agent.

See Password Reset

4. Know Where to Ask

Help in the top-right corner reaches our team with your account details already attached. For how your office wants things done, the admin and support contact on your Home page is the person to ask.

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

message.

See Get Help