Login Email Address

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Sign in with your login email address, and get Pipeline's emails and the replies to your messages there.

Introduction

Your login email address does two jobs in Pipeline. You sign in with it, and it's where Pipeline reaches you. Your welcome email, password resets, and notifications go to it, and it's the reply-to address on messages you send from Pipeline.

When your address changes, you update it on your profile, and your sign-in and your Pipeline mail both move to the new one.

How It Works

Your login email lives on your personal profile, under [My Info].

Your First Login

When your admin sets up your profile, they send a Welcome Email to your login address with a temporary password. The first time you sign in, Pipeline asks you to set your own.

What Changes When You Update It

Update your email address and you'll use the new one to log in. It also becomes the reply-to address on messages you send, so replies reach the new inbox, and it's worth updating your email signature to match.

Change Your Email Address

Update your login email from your personal profile.

Who Can Do This: Anyone can change their own email address.

To change your email address:

1. Click the [Gear] in the upper-right corner, then [My Info].
2. Enter **Your Email Address**.
3. Click [Save Settings].

You'll use your updated email address to log in from now on. If your address appears in your email signature, update that too.

Change or Reset Your Password

Pipeline manages your password separately from your email address. To change one you know, reset one you've

forgotten, or — as an admin — reset one for an agent, see Password Reset.

Frequently Asked Questions

How do I change my email address?

From [My Info]. Click the [Gear] in the upper-right corner, then [My Info], update your email, and save.

How do I change my password?

Also from [My Info]. Enter your current password, then your new one twice to confirm.

What are the password requirements?

At least 8 characters. It also can't contain common words like `password`, `paperless`, or `pipeline`.

I forgot my password — can I change it here?

No — reset it instead. Changing your password asks for your current one; if you don't have it, seePassword Reset.

What's the temporary password in my Welcome Email?

A one-time password for your first login. Pipeline asks you to set your own the first time you sign in.