

Login Email Address

Last Modified on 09/04/2026 10:53 am EDT

Your login email address is the address you sign in with — and the one Pipeline sends your messages from.

Introduction

One address does two jobs. It's what you type at the sign-in screen, and it's what appears in the From line when Pipeline sends something on your behalf, which makes it the address the other side of a deal writes back to.

Pipeline identifies people by email address rather than by name, and that has one consequence worth knowing before it surprises you: an address can sit on exactly one profile across the whole product. It's why you sometimes can't add an agent arriving from another brokerage under their own address until the profile they left behind is closed, and why two people at the same company can't share an inbox as a login. It's also the address a password reset goes to, and the only one.

Kept current, it means your messages come from somewhere people recognize and anything Pipeline sends you actually reaches you. If a reset email never turns up, the address you asked from is usually not the address on your profile, which is a common mix-up rather than a fault on your end. And changing your email address doesn't touch your password. Pipeline keeps the two separate, so updating one leaves the other exactly as it was.

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 your from-address on messages, so 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](#).

Login Email Address FAQ

One email address signs you in and sends your messages, and you manage both it and your password from [My Info]. Answers to the common questions about changing your email, your password, and your first login. See [Login Email Address FAQ](#).

Ways to Use Login Email Address

See Login Email Address at work inside a bigger job:

- [Manage Your Pipeline Login Across Brokerages](#)
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