

Not Receiving Your Security Code

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When two-factor authentication is on but the code never reaches your inbox, it's almost always an email-delivery problem — not your Pipeline account. Here's how to sort out each cause.

The Security Code Email Never Arrives

Your login is fine; the email is being stopped somewhere between us and your inbox. Work through these in order:

- **Check your spam or junk folder.** Security codes come from Paperless Pipeline to your login email address — the filter may have set it aside.
- **Ask us to clear a block.** If a Pipeline email was ever marked as spam, your address can land on our block or spam-reports list, which stops all delivery. Email help@paperlesspipeline.com and we'll remove it.
- **Check with your email provider or IT team.** If codes still don't arrive after we've cleared our side, your receiving mail server is blocking us. Your email administrator will need to allow messages from Paperless Pipeline.
- **Confirm your login email address.** Make sure the address on your profile is one you can actually open, since that's where every code is sent.

"Maximum Number of Security Codes Exceeded"

This means the account hit its daily limit on code emails. Pipeline sends up to 6 security-code emails per user in any 24-hour period, and that limit can't be raised or reset by support.

To get back in:

1. Have a master admin temporarily opt the locked-out user out of two-factor authentication (from that user's profile).
2. Have the user log in without a code.
3. Turn two-factor authentication back on for them once they're in.

If you'd rather wait, the limit clears on its own once the 24-hour window passes.

Still Stuck?

If codes still won't come through after checking spam, clearing any block on our side, and confirming your email provider isn't filtering us, contact us — and mention what you've already tried so we can pick up from there.

Learn More

Two-factor authentication adds a second step to every login: a one-time security code sent to your email, entered right after your password.

See [Two-factor Authentication](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
