

Two-factor Authentication FAQ

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Two-factor authentication is an email-based security code layered on top of your password. Answers to the common questions about turning it on, opting out, remembered devices, and codes that don't arrive.

How do I turn on two-factor authentication?

A master admin turns it on company-wide. Go to [Admin / Settings], check [Require two-factor authentication] under Feature Settings, and click [Save Settings]. It's an account-wide setting, not a per-user toggle.

Can I get my security code by text message or an authenticator app?

No — codes are email-only. Every security code is sent to your Pipeline login email address; there's no SMS or authenticator-app option.

Can I turn two-factor authentication off for just one person?

Yes. A master admin can opt any individual user out from that user's profile, even while 2FA stays required for everyone else. Master admins can also opt themselves out in My Info.

Does "remember this device" turn two-factor authentication off?

No. It just skips the code on that one device for 30 days. 2FA stays on everywhere else, and the code returns on that device once the 30 days pass.

Why didn't my security code email arrive?

Almost always your email is blocking it. Check your spam folder first. If a Pipeline email was ever marked as spam, your address can land on a block list that stops delivery — email help@paperlesspipeline.com and we can clear it. If it still won't arrive, your email provider is blocking us and your IT team needs to allow our messages.

I'm locked out after too many code requests — can you reset it?

The daily limit can't be reset. Pipeline sends up to 6 code emails per user every 24 hours. The fix is for a master admin to temporarily opt that user out of 2FA so they can log in, then turn it back on — or wait for the 24-hour window to reset.

I got a security code I didn't request — is my account hacked?

No — that's 2FA doing its job. A code alone can't let anyone in without also getting into your email inbox. To be safe, change your Pipeline password (and your email password if you're concerned).

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.
