

Monthly Backups FAQ

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Pipeline generates a downloadable backup of your account every month, included with your plan. Answers to the common questions about what's included, downloading, and ordering past backups.

How long is each monthly backup available?

30 days. Each month's backup is ready at the close of that month and can be downloaded for the next 30 days, then it expires. Download the ones you want to keep before that window closes.

What's included in a monthly backup?

Transactions with documents that were created or became inactive that month. Each is saved in a folder by property address, with documents in their original format and notes, emails, checklists, and activity history as plain text. Only transactions containing docs are included.

Do I have to download my backups?

No — it's optional. Your data stays online for as long as your account is active. Backups are there if you want an offline copy on hand, especially in case you ever cancel.

Can I include active transactions, or leave them out?

Both. Check [Include in next month's backup] on a transaction to add it, or turn on [Only include completed transactions in monthly backups] in Admin / Settings to keep active ones out until they close.

Can I get a backup from a month I missed?

Yes, for a fee. Past backups can be re-generated for \$140 per four-month period of data. Email help@paperlesspipeline.com with the months and years you need, and the re-generated backup will be available to download for 30 days.

What if my backup won't open?

It's usually the download or the unzip tool. Confirm the file finished downloading, then extract it with 7-Zip. See [Why Won't My Backup Open?](#) for the full steps.

Learn More

Every month, Pipeline builds a downloadable copy of your account so you always have an offline record of your transactions and documents — yours to keep, whether you're just being cautious or planning ahead.

See [Monthly Backups](#)

Still Have Questions?

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