Get Data Back From an Account You Canceled

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The account is closed and the records are still needed — for an audit, a lawsuit, a tax year, a deal that came back. They aren't gone. Getting them takes a reinstatement, and the sooner you ask, the less it takes.

Introduction

When you cancel a Pipeline account, Pipeline removes its data and online access ends. That's real: nobody on our side can open a closed account and look something up for you, which is why a support reply that says *we can't see it either* isn't a brush-off.

What can happen is a manual recovery. Our Tech Team brings the account back with everything in it: transactions, documents, users, checklist templates, commission records. After that it behaves like any other account for as long as you keep it. There's a fee for the work, and it grows with how long the account has been closed.

The rest of this is about doing that once, getting everything out in a single visit, and closing it again on your terms.

When to Use This

- You canceled, and now an auditor, an attorney, or a former client wants paperwork from a deal you closed years ago.
- Your office closed and someone needs a file from the account nobody is paying for anymore.
- Your account was suspended for non-payment and has since been removed.
- You downloaded a backup before canceling and it turns out to be empty or won't open.
- You're coming back to Pipeline and would rather pick up your old account than start from nothing.

Why This Beats Waiting Until Someone Asks for a File

Almost everyone in this situation arrives after the fact, and the cost of arriving late is the whole story. We price a recovery by how much work it takes to find and rebuild an account, and that grows the longer it's been closed — a request a few weeks after canceling and the same request three years later are not the same job, and they aren't the same number.

So if there's any chance you'll want these records, this is not a decision to defer until the demand letter arrives. The version of this that costs least is the one where you pull everything, verify it, and cancel again inside a single billing cycle — and the version that costs most is the one where you wait to find out whether you'll need it.

1. Work Out What You Actually Need

Reinstating brings everything back, which makes it the right answer for transactions, documents, activity history, contacts, and commission records. There's one case where it isn't worth it.

If the only thing you want out of the old account is your **checklist templates** — because you're starting fresh somewhere and don't want to retype them — recreating them by hand in a new trial account is cheaper than paying for a recovery. It's tedious rather than expensive. Anything beyond that, and reinstatement is the only route there is.

2. Ask Us as Soon as You Can

Email us and say plainly: this account was canceled, roughly when, and what you need out of it. We'll check whether it's recoverable and come back with a figure.

Two things are worth including in that first message so we're not going back and forth: the company name the account was under, and the master admin's email address. We look up long-closed accounts by those two, and a first message that carries them saves a day.

Canceled an account you now want back? Reinstatement may be possible — and if you're still inside the recovery window, your data can come back with it.

See Reinstatement

> Was the account *suspended for non-payment* rather than canceled on purpose? Pipeline removes suspended accounts after two months, and we still hold the data on our side. Say so in your message — the missed months are usually part of the conversation as well as the recovery.

3. Send Authorization From the Master Admin Address

We need written authorization for the recovery charge, and it has to come from the master admin's email address on the account. That's a security requirement, not a formality: a closed account is exactly the kind of thing somebody else might like to reopen, so we check that the request is coming from the person who ran it.

If nobody knows who that was — the company folded, the admin left — tell us. We can identify the master admin on record, and where the person is genuinely unreachable, the company's owner can establish ownership instead.

4. Provide a Card and Pick a Plan

A reinstated account has to be on an active Transaction Plan, so the recovery comes with two decisions: which plan, and which card.

Take the smallest plan that fits what you're doing. If you're reinstating purely to pull records, you aren't creating transactions, so the lowest plan is usually the right one — and there's no contract holding you to it.

Pipeline bills on a simple monthly transaction plan — a ladder you move up or down as your deal volume changes.

See Transaction Plans

> You can't type card details into an account that isn't open yet, so for the first payment we'll take them over the phone. Once the account is back, billing works normally again from Admin / Settings.

5. Pull Everything While It's Open

Treat the reinstated account as a window, not a home. Get everything out in one visit rather than discovering a gap after you've closed it a second time.

Work from a list: the transactions and documents you came for, any reports your accountant or attorney will want, your contacts, and the monthly backups. If the months you need have aged out of their 30-day download window, ask us to re-generate them *in the same request* as the reinstatement — it's one conversation, one authorization, and one round of work rather than two.

A month's backup is downloadable for 30 days, and then it's gone from the page. The months you missed aren't lost — our Tech Team can build them again, and this is how to ask.

See Order Backups for Months You Never Downloaded

> Anything we re-generate lands *in the account* for you to download, and it expires again after 30 days. The account has to stay open until every file is actually on your drive — not queued, not downloading, on your drive.

6. Close It Again on Your Terms

When the files are in hand, you can cancel again. Nothing about a reinstatement commits you to staying.

Before you do, open the archives. A download that stopped halfway looks completely normal in a folder and is empty when you open it — and once the account is closed again, replacing a bad file means paying to reopen it. Spot-check each year: open the ZIP, click into a couple of transaction folders, confirm the documents are there and actually open.

Closing your account doesn't have to mean losing the paperwork. Collect your backups while the account is still open, and the whole archive leaves with you.

See Get Your Files Out Before You Go

> If this keeps happening — a file needed once or twice a year from an account you don't otherwise use — the Archive Plan is the cheaper shape. It keeps the records online and read-only for a low monthly rate instead of paying a recovery each time. See Wind Down an Office and Keep the Records Online.