Reinstatement

Last Modified on 11/10/2026 12:22 pm EST

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.

Introduction

Sometimes an account is closed and then the situation changes. A merger falls through, a new broker wants the history back, or the office decides too quickly. Asking whether it can be undone is a fair question and not an awkward one.

Reinstatement is bringing a closed account back. Whether that's possible, and whether the transactions and documents come back with it, depends mostly on how long it's been since the account closed. Our billing team looks at each request on its own, confirms what can be restored, and tells you the cost before we charge anything, so there's no commitment in asking.

The one thing that helps is asking sooner rather than later, because what can be recovered narrows over time. If you're weighing it up, reach out and let us check what's still there.

How It Works

Our team handles reinstatement on request. We look up the account, confirm what's recoverable, and share the cost before you decide.

Who Can Request It

The account's **master admin** should make the request. If we hear from someone else, we'll ask the master admin to confirm before we move forward.

How Long You Have

Reinstatement is time-sensitive. If your account is still within the recovery window, we can often restore your existing data along with it. Once that window has passed, the account and its data are gone for good — which is why reaching out sooner gives you the best chance.

What It May Cost

There's usually a cost to reinstate, and it varies by situation. Our Billing Team confirms the exact amount for your account and shares it with you before we charge anything.

If Your Account Was Suspended for Non-Payment

After two months of suspension for failed payments, Pipeline removes the account automatically. Before that, your data is still there, and you can reactivate the account by bringing the missed payments current.

Request to Reinstate Your Account

Reach out as the master admin and we'll check whether the account can be reinstated and what it would cost.

Who Can Do This: The account's master admin.

To request to reinstate your account:

1. Email help@paperlesspipeline.com from your master-admin email address, telling us the company or account you'd like to reinstate.
2. We'll share your request with our Billing Team, who confirm whether the account can be reinstated and the cost.
3. Let us know if you'd like to move forward, and we'll arrange the payment authorization securely.

Once that's done, we'll reinstate the account and confirm when it's ready. If your data was still within the recovery window, it comes back with the account.

If the Account Is Suspended Rather Than Closed

A suspension for failed payments isn't a cancellation, and it doesn't need a request to us. Saving a working card is what clears the outstanding balance and gets the account moving again, with nobody in the middle.

Pipeline keeps one credit card on file and charges it automatically each billing cycle — update it anytime from your account settings.

See Credit Card on File

Frequently Asked Questions

Can I reinstate an account I canceled?

Often, yes — reach out and we'll check. Have your master admin email help@paperlesspipeline.com and we'll confirm whether the account can be reinstated for you.

Will my data come back when the account is reinstated?

If it's still within the recovery window, yes. Reinstating in time typically restores your existing data along with the account; once the window has passed, the account and its data can't be recovered.

Does it cost anything to reinstate?

Usually, and it varies. Our Billing Team confirms the exact cost for your account and shares it with you before any charge is made.

My account was suspended for non-payment — can I get it back?

Yes, if it hasn't been removed yet. Suspended accounts are automatically removed after two months; before that, bringing your missed payments current reactivates the account with your data intact.

Who needs to request the reinstatement?

The master admin. We ask that the account's master admin send the request so we can verify it before restoring access.