

Admin & Support Contact FAQ

Last Modified on 09/04/2026 11:04 am EDT

Your Admin & Support Contact is the help contact your team sees on the Home page and the sender behind system emails. Answers to the common questions about where it shows, what fills in by default, and how it differs from a location's primary contact.

Where does the Admin & Support Contact appear?

On the left menu of the Home page for every user. The name, email, and phone show there so anyone who needs help knows exactly who to reach.

What happens if I leave the fields blank?

Pipeline fills in the master admin. A blank Support Name or Support Email defaults to the master admin's name and email; a blank Support Phone shows no phone number.

Why do system emails come from this address?

So replies reach your admin. Automated emails Pipeline sends are addressed from the Admin & Support Contact email, meaning an agent who replies to a notification is writing straight to the admin.

How is this different from a location's primary contact?

They're two separate settings. The Admin & Support Contact is your account-wide help contact in Company Settings; a location's primary contact is set per location on the Manage Users page.

Who can change the Admin & Support Contact?

Master admins. It applies to the whole account, so it's set at the company level.

Learn More

Point your team to the right person for help — the contact shown on every Home page and used on system emails.

See [Admin & Support Contact](#)

Still Have Questions?

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