# Admin & Support Contact

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

## Introduction

A new agent joins and doesn't know who to ask about anything. An office manager leaves and agent replies to notifications still go to them. Both of those come back to one setting: who your account points people to for help.

The Admin & Support Contact is a name, an email address, and a phone number stored on the account itself. That last part is where people trip. Once it's filled in, it stands on its own. Changing your own email address elsewhere doesn't move it, and taking a departed admin out of your user list doesn't either. It stays whatever was last saved in Company Settings until someone saves something different.

Kept current, it does two things worth having: your team can see at a glance who to ask, and replies to Pipeline's automated mail reach someone in your office rather than no one. The fields are plain text, too, so a role name and a shared inbox work just as well as a person's name if that's how your office prefers to be reached.

## How It Works

The contact is three fields in Company Settings, and Pipeline uses it in a couple of places your team sees.

### Where It Appears

The Admin & Support Contact shows on the left menu of the Home page for all users, so anyone who needs help can find the name, email, and phone right there.

### What Fills In by Default

If you leave the name or email blank, Pipeline uses the master admin's name and email. Leave the phone number blank and Pipeline shows no phone.

### It's Where Replies Go

When a location has no primary contact, the Admin & Support Contact email is the reply-to on Pipeline's automated emails. That way, when an agent replies to a notification, their reply goes straight to the admin. With no Admin & Support Contact set, replies go to the master admin.

### How It Relates to a Location's Primary Contact

The Admin & Support Contact is your account-wide help contact. It's separate from a location's primary contact, which you set per location on the Manage Users page. Where a location has a primary contact, replies go to that person first.

## Set Your Admin & Support Contact

Update the name, email, and phone from Company Settings.

**Who Can Do This:** Master admins.

To set your Admin & Support Contact:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Scroll to the **Admin & Support Contact** section.
3. Enter the **Name**, **Email**, and **Phone**. Leave the name or email blank to fall back to the master admin's; leave the phone blank to show none.
4. Click [Save Settings].

The updated contact appears on the Home page for all users, and it becomes the reply-to on system emails for any location without a primary contact.

# Route Replies to the Right Office

One contact for the whole company works while there's one office. Once there are several, this setting becomes the fallback rather than the answer, because an agent replying to a notification should reach the admin down the hall.

Give each Location a primary contact so agent replies to system emails reach the right person.

See Primary Location Contact

# Frequently Asked Questions

## 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 Name or Email defaults to the master admin's name and email; a blank Phone shows no phone number.

## Why do replies to system emails go to this address?

**So replies reach your admin.** When a location has no primary contact, Pipeline's automated emails carry the Admin & Support Contact email as the reply-to, so 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.