Why Aren't Pipeline's System Emails Reaching an Agent?

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The reminders are switched on, the agent swears nothing arrived, and you're the one holding a stack of "undelivered mail" notices. Here's what's usually behind it, in the order we hit it.

The Address on Their Profile Is Wrong

This is most of them. If a user's login email is invalid, misspelled, or no longer exists, every system email to that person fails — and because these emails go out daily, so do the failures.

Update the user's login email address on their profile. If they've left the company, deactivate the profile instead: that stops every system email to them, stops the bounce notices with it, and leaves their transactions and history exactly where they are.

Turn off a user's access when they leave — without losing any of the work tied to their name.

See User Deactivation

The Failure Notices Are Coming to You, Not to Them

This is the part that surprises people. System emails are sent on behalf of a contact, not from a generic address — the account's Admin & Support Contact by default, or a Location's Primary Location Contact where one is set. When a message to an agent fails, the failure notice goes back to *that* person. So an admin who never sent anything ends up with a pile of undelivered-mail notices carrying someone else's name.

There's no way to unsubscribe from those notices. The only way to stop them is to fix the address underneath — update it, or deactivate the profile. If they're arriving for a Location you don't manage, check who's set as that Location's primary contact.

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

See Primary Location Contact

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

The Address Has Been Blocked After Repeated Failures

When an address keeps rejecting our messages, Pipeline stops sending to it, and nothing further reaches that person until it's cleared — even after the underlying problem is fixed on their end. That's the case to suspect when a brand-new user never gets their welcome email, or when one person on a working domain is the only one missing messages.

Email us the address and we'll check the delivery record and clear it. Fix the cause on the receiving end too, or it'll happen again.

Their Mail Server Is Filtering or Refusing It

Have them check junk and spam first — that resolves a good share of these on its own.

If the address is clean and messages still aren't landing, the receiving server may be turning them away. Some corporate mail systems cap how many messages they'll accept from one outside sender in an hour or a day; once that cap is hit, everything after it is rejected until the window resets. That's a limit on their side, and their email administrator or IT team is the only one who can lift it.

They Weren't Supposed to Get It

Worth ruling out before chasing delivery at all — each of these emails has its own audience and its own conditions:

- **Daily Activity Emails** go to admin-level users only, and only to those who switched it on for themselves. An agent will never receive one.
- **Closing & Expiration Reminders** are account-wide. If the company setting is off, nobody receives them, and there's no per-user setting to check.
- **Monthly Production Summary** needs the company setting on, the agent's own setting on, *and* closed transactions with commissions entered in the current fiscal year.
- **Agent Anniversary Emails** go to master admins and location admins with the Manage Users permission — never to the agent whose anniversary it is.

Everyone's Emails Bounced at Once

A burst of undelivered notices for the whole office at the same time is a different animal — that's usually a delivery outage on our side, not a per-address problem, and it produces one notice per failed message, which is why the batch is so large.

Messages that failed in an outage window aren't re-sent automatically, so resend anything important by hand. If new notices keep arriving well after the burst, forward one to us and we'll look at the delivery record.

Still Stuck?

Email us at help@paperlesspipeline.com with the user's email address and which email should have arrived. We can see whether the message went out and what happened to it — though our delivery records only go back a couple of days, so tell us quickly.

Learn More

Every morning, a single email tells you what happened in your account the day before — the transactions added, the ones that changed status, and how many docs are still sitting unassigned.

See Daily Activity Emails