

Scheduled Messages Queue FAQ

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A queue is where a scheduled message waits, and Pipeline keeps two of them. Answers to the common questions about finding yours, who else can see it, and what you can change before a message goes.

Where do I find my scheduled messages?

Click the [Gear] in the upper-right corner, then [My Info], and select [Scheduled Messages]. Pipeline also emails you the morning a message is generated, with a link straight there, and flags waiting messages on your Home page when you log in.

Can my admin see what's waiting in my queue?

No. Scheduled messages are personal. Nobody else — including a master admin — can see or send messages pending in your queue. Once a message sends, it appears in *Notes & Sent Emails* on the transaction, where anyone with access to that transaction can read it.

Can someone cover my queue while I'm out of the office?

Not today. A queue can't be shared or handed over, so messages waiting on you stay waiting. If someone needs to cover for you, they'd have to send those messages from their own account. It's a real gap and we've heard about it — tell us at help@paperlesspipeline.com if it's biting you, because that's what moves it.

Can I change a message before it sends?

Yes, from your Scheduled Messages queue. Open the message, click [Edit Message], and change the subject, body, or recipients. The edit applies to that one message — the Message Template behind it is untouched.

Can I edit a message I scheduled from a transaction?

No. Delete it and schedule a new one. Messages scheduled on a transaction with [Schedule Send] are fixed once set. If what's changing is a date the message quotes, an autofill tag is the way around it — the message pulls the transaction's current date when it sends, so a rescheduled closing flows through on its own.

Can I send my whole queue at once?

No — each message is sent with its own click. That's deliberate: a queued message was assembled from a rule rather than written by you, and it's usually going to a client. Even so, a full queue moves in a couple of minutes against hours of drafting the same messages by hand.

Why does a message in my queue show an error?

Almost always a recipient the template couldn't resolve on that transaction. A template targeting both sides of a

deal will flag one when your office only represents one side, and the *Buying Agents* role won't match an outside co-op agent. You can add the address by hand and send, or send as-is.

What happens if I delete a message from my queue?

It comes off the queue and won't be sent. That's the right move for a message you don't want — an expiration reminder on a listing that already closed, for example.

Learn More

Scheduled messages wait in a queue where you can preview them, fix what's wrong, send them, or delete them before they reach anyone.

See [Scheduled Messages Queue](#)

Still Have Questions?

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