

Task @Mentions FAQ

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An @mention highlights a task for the person named on it — but highlighting and access are two different things. Answers to the common questions about who can mention, reminders, and why a mentioned task might not appear.

Can agents add @mentions to tasks?

No. Managing and editing tasks, including adding @mentions, is an admin function. Agents can work their tasks but can't add or change mentions.

Does @mentioning someone send them a reminder or give them the task?

No — on its own, an @mention only highlights. Whether someone gets reminders about a task, and whether they can see it at all, is decided by the task's visibility, not by the mention. To make a mention control access, set the task's visibility type to @mention.

Why isn't my @mentioned task showing on that person's task list?

Because the mention alone doesn't grant access. If the person isn't assigned to the transaction and the task's visibility isn't set to @mention, mentioning them just highlights a task they can't see. Set the task's visibility to @mention and it appears on their task list wherever they are, assigned to the transaction or not. See [Task Visibility](#).

How do I mention a whole group or role?

Add several mentions, or mention a role. Type multiple @mentions in one task — @smith @williams @jacobs — to reach several people, or mention a role exactly as it's written in a person's Manage Users profile — @officestaff — to reach everyone in that role.

Can I hide the @mention text so task names are easier to read?

Yes. On a transaction, click the gear by the *Checklists* section and choose [Hide @mention]; on the Tasks page, click the @ icon. Pipeline remembers your choice until you switch it back.

Learn More

Type @ and a name to highlight a task for the person who owns it, right where they'll look.

See [Task @Mentions](#)

Still Have Questions?

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

