Contact Order FAQ

Last Modified on 09/04/2026 11:06 am EDT

Contacts start out in the order they were added, and both you and your office can change that. Answers to the common questions about sorting, custom order, and who sees which.

Can I put contacts in a custom order?

Yes. Master admins and admins drag a transaction's contacts into any order, and that arrangement becomes the shared office default.

Why are my contacts in this order?

Because that's the order they were added — where every transaction starts. Sort your own view from the control at the top of the Contacts section, or ask an admin to set your office's order.

Does my sort choice stick?

Yes. Pipeline remembers your sort preference and applies it on every transaction you open.

If I sort my view, does everyone else's change too?

No — the sort control is your own preference. The order everyone sees is the one an admin sets by dragging the contacts into place.

Can I group contacts by side, or keep title and escrow together?

Yes, by putting them in that order. Whatever arrangement an admin drags the contacts into is the one your office sees.

Learn More

Contacts show up in the order they were added, but you can sort your own view — or set the order your whole office sees.

See Contact Order

Still Have Questions?

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