

Hidden Contacts FAQ

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Hiding a contact removes it from the suggestions without removing it from anything else. Answers to the common questions about hiding, deleting, and why a bad entry keeps coming back.

Does hiding a contact delete it?

No. A hidden contact stays on every transaction it's already saved on, exactly as it was — it just stops being offered as a suggestion.

Who can hide a contact?

Master admins. It's done from the Manage Contacts page in your admin settings.

I fixed the contact on a transaction, so why is the old version still suggested?

Because suggestions are drawn from every transaction a contact appears on. Fixing one leaves the rest. Hide the obsolete entry, or have a master admin correct the contact across all transactions at once.

Will hiding a contact stop emails going to their old address?

It stops that address being offered the next time someone adds a contact. It doesn't change transactions where the contact is already saved, so correct or delete it there too.

Can I hide a contact role too?

Yes, separately. Contact Roles keep their own suggestions and their own page, [Manage Contact Roles], in your admin settings.

Learn More

Retire an old or misspelled contact so it stops turning up as a suggestion, without touching the transactions it's already on.

See [Hidden Contacts](#)

Still Have Questions?

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