

Why Can't I Add a Contact?

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Most trouble adding a contact comes down to one of two things: how the email address is formatted, or a dropdown sitting on top of the button you're trying to click.

Pipeline Says the Email Address Is Invalid

This is almost always the address itself rather than your account — usually a space that came along when the address was copied and pasted.

To get the contact saved:

1. Click into the **Email** field and delete the address completely.
2. Type it back in by hand, so no leading or trailing spaces come with it.
3. Check that it has an  and a full domain after it.
4. Save the contact again.

If it still won't take, send us the exact address at help@paperlesspipeline.com and we'll look at it with you.

A Dropdown Is Covering the Button

If the list of suggested contacts or roles won't dismiss — sitting over the [Add Contact] button, or wiping what you typed when you click away — that's a suggestions problem rather than an adding problem, and it's handled with the rest of them. The same goes for a second, plainer box over Pipeline's own list, which is your browser's autofill.

- [Why Aren't Contact Suggestions Working?](#)

Learn More

Keep the escrow officer, the lender, and the co-op agent right on the transaction, where anyone working the deal can find them.

See [Adding a Contact](#)

Still Have Questions?

Still stuck? Email us at help@paperlesspipeline.com — tell us what you already tried and we'll pick up from there.
