

Why Aren't Contact Suggestions Working?

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Suggestions come from the contacts on transactions you can see, so most trouble is one of two things: the contact isn't in your reach yet, or the dropdown itself is misbehaving in your browser.

A Contact or Role You've Used Before Isn't Suggested

Work through these in order:

- **Check that it's been used at least once.** Nothing is suggested until it's been saved on a transaction. A brand-new role or a contact you've only just thought of has to be typed in full the first time.
- **Keep typing to narrow the list.** The dropdown shows a slice rather than everything, and roles are listed alphabetically — so with a dozen roles starting *Title*, the one you want may sit below the cut. Typing more of it brings it into view.
- **Confirm you have access to a transaction it's on.** Suggestions follow transaction access. If the contact only exists on transactions you can't see, it won't be offered to you, even though a colleague sees it.
- **Add it again to bring it back.** A contact you haven't used in years can fall out of the recently-used list. Entering it once on a current transaction puts it back in circulation.
- **Ask whether it was hidden.** A master admin can hide a contact or a role so it stops being suggested. If a role vanished for the whole office, that's the first thing to check.
- **Rule out your browser.** Chrome and Firefox offer their own saved entries in form fields. If the entry you're chasing doesn't exist anywhere in your account, it's your browser's autofill — clear it there.

The Suggestions Dropdown Won't Close

If the list of suggested roles or contacts stays open and covers the [Add Contact] button, there are two known causes.

The first is tabbing. Moving through the fields with the Tab key can leave the suggestions open — a known issue our team is working on. Click the role from the list instead of tabbing to it and the dropdown dismisses normally.

The second is an out-of-date browser, which is the more common one. To clear it:

1. Do a hard refresh of the page.
2. Check your browser's version and update it if there's one available.
3. Try the same steps in a private or incognito window.
4. Try a different browser.

Updating the browser has resolved this for most people who've run into it.

Still Stuck?

If suggestions still aren't behaving after all of the above, email us at help@paperlesspipeline.com — name the contact or role you're expecting and the transaction you're on, and we'll take a look.

Learn More

Type a few letters and Pipeline offers the people you've already worked with, details and all — so a repeat escrow officer or lender lands on the transaction without retyping a thing.

See [Auto-suggested Contacts](#)
