

PDF-Only Restriction FAQ

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The PDF-only restriction is an account-wide setting that turns away anything that isn't a PDF, whether it's uploaded or emailed in. Answers to the common questions about images, what changes when you allow other file types, and why we recommend keeping it on.

Can I upload photos or images?

Only if your account allows file types beyond PDF. With the PDF-only restriction on, a `.jpg` or `.png` is turned away. A master admin can allow all file types, or you can convert the image to a PDF and upload that.

What can't I do with a non-PDF document?

Rotate it, merge it, or break it apart. Those tools are built for PDFs and are switched off for everything else. Image files can be opened for viewing in Pipeline; other file types you download to see.

Why do you recommend PDF-only?

Because it keeps every doc workable. A PDF can be previewed, rotated, merged and split without leaving Pipeline, which saves your admins and agents real time. Anything else sits in the transaction as a file you can only download.

Why did I get a rejection notice for my email signature?

Your signature image traveled as an attachment. Pipeline ignores attachments under 100KB, but a larger logo or signature image tries to upload — and on a PDF-only account, an image is refused. Remove or shrink the image in emails you send into Pipeline and the notices stop.

It says my document isn't a PDF, but it is.

Check the acknowledgement email for the actual file name. It names the file that was refused, which is often a screenshot or signature image rather than the document you meant to send. If the named file really is a PDF, forward the acknowledgement to help@paperlesspipeline.com and we'll dig in.

Is PDF-only a Pipeline rule or our own setting?

Yours. It's a setting on your account, not a system-wide rule, and your master admin can change it at any time.

How do I get a non-PDF file into Pipeline?

Convert it to a PDF first. Printing or exporting the file to PDF gets it in and gives you every Pipeline doc tool along with it. The alternative is asking your master admin to allow all file types.

Learn More

Restrict uploads to PDFs and you can preview, rotate, merge, and break apart everything that lands in your account without leaving Pipeline.

See [PDF-Only Restriction](#)

Still Have Questions?

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