

Why Can't I Find a Doc That Was Uploaded?

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A doc that was definitely uploaded and definitely isn't where you expected is almost always still in Pipeline — filed somewhere you haven't looked yet. Work through these in order.

It Was Already Assigned to a Transaction

The most common ending. Somebody filed it before you went looking, and it left the *Unassigned* queue at that moment.

To check where it went:

1. Click [Unassigned] from the top menu.
2. Click [Assignment History] from the left menu.
3. Find the doc and read the transaction it was assigned to.

If it's there, open that transaction — including if it's the wrong one, which is the usual reason a doc "disappeared."

It Was Deleted

Deleting is the other way a doc leaves the queue, and deleted docs aren't gone — they go to the deleted docs bin, where they can be recovered.

Open [Deleted Docs] from the left menu of the *Unassigned* page and look for it there. The bin records who removed it and when, which usually explains the rest.

It's on the Transaction, in a Category You Can't See

Every doc on a transaction sits in a permission category, and categories decide who can see what. A doc filed under a category your role doesn't cover is genuinely there and genuinely invisible to you.

The tell is a duplicate-doc rejection: if Pipeline refuses a re-upload because an identical file already exists, the original is on the transaction — you just can't see it. Ask an admin to check, or to move it to a category you can see.

It Landed in a Different Location's Queue

Docs carry the location they arrived in. A doc emailed to a location-specific maildrop address sits in that office's queue, and if the sender doesn't have permissions in that location, they can't see their own doc.

An admin with permissions there can find and assign it. To stop it recurring, have people send to the **Any Location** address shown at the top of the *Unassigned* page.

Somebody Else's Name Is on It

Pipeline records the uploader from the maildrop address a doc was sent *to*, not from who sent the email. If a doc went to a colleague's address, it's in their queue under their name — so searching under yours turns up nothing.

Check with whoever owns the address that was used.

It Never Arrived

If none of the above turns it up, the upload may not have completed. For emailed docs, turn on Doc Acknowledgement Emails and resend — the reply tells you whether Pipeline received the file or rejected it, and why.

For docs uploaded from the browser, do a hard refresh (Ctrl+Shift+R on Windows, Cmd+Shift+R on a Mac) and try the upload again.

Still Stuck?

Email us the doc's name, roughly when it was added, and who added it. We can trace a specific document further back than the pages above reach.

Learn More

Unassigned is the holding queue every emailed doc passes through on its way to a transaction — open it to see what arrived, who added it, and what it came in with.

See [Unassigned Docs List](#)

Still Have Questions?

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