Dropbox Imports FAQ

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Dropbox imports go one way and always land in Unassigned Docs. Answers to the common questions about accounts, pre-assigning, syncing back out, and why the option sometimes doesn't appear.

Do I need my own Dropbox account?

Yes. The import connects to your Dropbox account. Pipeline doesn't charge for it and doesn't cover the cost of your Dropbox storage — you subscribe to Dropbox directly.

Can I import a document straight onto a transaction?

No. Dropbox imports always land in *Unassigned Docs*. Assign them to a transaction from there, the same as anything else that arrives.

Can I pre-assign a doc I'm importing from Dropbox?

No. There's no way to pre-assign a doc on its way in from Dropbox. Import it first, then assign it on the Unassigned page.

Can Pipeline sync with a Dropbox folder so new files import automatically?

No. There's no folder watching and no automatic sync — each import is something you start yourself from the Unassigned page.

Can Pipeline send documents or monthly backups out to Dropbox?

No. The integration only brings files in. To get something into Dropbox, download it from Pipeline and upload it to Dropbox yourself. Monthly backups in particular can only be downloaded from inside Pipeline, for security reasons.

Why don't I see Import From Dropbox on my iPad or phone?

Because Dropbox doesn't support uploads in Chrome on mobile devices. The menu item is hidden as a result. Turn on **Request Desktop Site** in Chrome's menu and the option appears.

How can I tell whether a doc came in from Dropbox?

Check the *Email Subject / Source* column on the Unassigned page. Docs brought in this way are marked **Imported from Dropbox**. Anything without that marker arrived another way — usually by email to a maildrop address.

Does Pipeline import from Box or Google Drive too?

No — Dropbox is the one. Box and Google Drive imports have both been asked for and passed to the development team, but neither is built.

Learn More

Pull documents straight out of Dropbox into Unassigned Docs, without downloading them to your computer first.

See Dropbox Imports

Still Have Questions?

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