

# Unassigned Docs List FAQ

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The Unassigned queue holds every doc that arrived without a transaction, scoped by location and cleared by assigning or deleting. Answers to the common questions about who can see it, how long docs stay, and where they go next.

## How long does a doc stay in Unassigned?

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As long as you leave it there. Nothing expires or clears itself out — a doc waits until someone assigns it to a transaction or deletes it.

## Why can an agent see a doc in Unassigned that an admin can't?

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The queue is scoped by location. Docs carry the location of the address or upload they came in through, and you only see docs in locations you have access to. A doc emailed to a location-specific address sits in that office's queue.

## Can agents see each other's unassigned docs?

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No. Agents see the docs they added themselves, up until those docs are moved onto a transaction. Admins see what their permissions cover across the locations they work in.

## Why can someone else see a doc I unassigned?

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Unassigning gives the doc back to the queue, not back to you. A doc that was on a transaction keeps that transaction's location when it returns, so anyone with **View all transactions** and **Assign docs** in that location can see it. If you're rejecting a doc rather than re-filing it, delete it instead — deleted docs can still be recovered.

## What does an admin need to work the Unassigned queue?

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Both **View all transactions** and **Assign docs**, in each location they're covering. One without the other leaves gaps, which is the usual explanation when an admin can see part of the pile and not the rest.

## Can I stop agents from deleting docs in Unassigned?

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No — there's no permission setting for it. Agents can manage the docs they uploaded, including deleting them, while those docs are still unassigned and not yet reviewed. Deleted docs go to the deleted docs bin and can be recovered.

## What's the difference between a green and a blue assign button?

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Blue already knows its transaction; green doesn't. A blue button means the doc was emailed to a transaction's address, so that transaction is selected for you. A green button means you pick the transaction yourself.

## Where do docs go after I assign them?

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Onto the transaction you chose, under the permission category you picked. They leave the queue at that moment, and the move is recorded in *Assignment History*.

## A doc disappeared from Unassigned. What happened to it?

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It was assigned or deleted — both are recorded. *Assignment History* shows what was filed and where; the deleted docs bin shows what was removed. When a doc vanishes minutes after a successful upload notice, someone else usually filed it.

## Do docs signed through Pipeline come back here?

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Yes. When every signer finishes, the completed document returns to Pipeline and lands on the *Unassigned* page, ready to be assigned. There's nothing to re-upload.

## Where can I see how many unassigned docs I have?

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On the Home page. The counts used to sit in the top menu bar and were removed for good — recalculating them on every page load was degrading performance across the account.

## Learn More

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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?

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Didn't find your answer above? Email us at [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) and we'll help.

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