

Unassigned Docs List

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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.

Introduction

Docs that arrive without a destination have to wait somewhere. Unassigned is that somewhere, and it's a workqueue rather than a folder: everything on this page is on its way to a transaction, and nothing is meant to stay.

A doc lands here the moment it enters Pipeline with no transaction attached, and it sits until somebody decides where it belongs. For an agent that's usually a short stop, gone by the time they look again. For whoever files paperwork it's the daily list, and the list does most of the explaining: each row tells you what the doc is, who put it there, and which office it came in through, so you can work down the queue without opening every file.

The queue is also the answer to the most common false alarm in the product. A doc that seems to have vanished after an agent emailed it in has usually done nothing of the kind. It's sitting right here, waiting on a person. What the page isn't is storage: there's nowhere to park a buyer's rep agreement that has no deal behind it yet, because everything here is on its way somewhere.

How It Works

What Lands Here

Three things: docs emailed to any maildrop address, docs uploaded from the *Unassigned* page rather than from inside a transaction, and docs returned from a completed signature request. A doc uploaded from inside a transaction skips the queue — it's already filed.

Telling One Doc From Another

Each row carries the doc's name, who added it, its location, and an **Email Subject or Source** column. That last one is what people lean on hardest when a filename says nothing useful: an emailed doc arrives carrying the sender's address and the subject line it was sent with, which is usually enough to place it. Location matters too — a doc carries the location it arrived in, and you see the queue for the locations you have access to.

How a Doc Leaves

Assigned to a transaction, or deleted. Nothing expires on its own, and both routes are recorded and recoverable, which is the answer when a doc looks like it vanished. Unassigning gives a doc back to the queue rather than back to you: it returns carrying its transaction's location. When you're rejecting a doc rather than re-filing it, delete it instead — deleted docs can still be recovered.

Open the Unassigned Page

The queue is one click from anywhere in Pipeline.

Who Can Do This: Anyone with **Upload Docs** permission in at least one location.

To open the Unassigned page:

1. Click [Unassigned] from the top menu.

You'll see every doc waiting to be filed, along with your own maildrop address at the top of the page.

See Which Transaction a Doc Is Already Tied To

A doc emailed to a transaction's maildrop address arrives already knowing where it belongs — hovering tells you which one before you commit to anything.

Who Can Do This: Anyone who can see the *Unassigned* page.

To see which transaction a doc is already tied to:

1. Click [Unassigned] from the top menu.
2. Hold your cursor over the doc's blue [Assign] button.

The transaction it's pre-assigned to appears. A green button has no transaction behind it — that one's yours to choose.

Unassigned Docs List FAQ

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.

See [Unassigned Docs List FAQ](#)

Unassigned Docs List Troubleshooting

A doc you're sure was uploaded isn't in the queue? Start here.

- [Why Can't I Find a Doc That Was Uploaded?](#)

