

Unassigned Docs Search FAQ

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Search on the Unassigned page matches doc names, sorting lasts for one visit, and the columns are what they are. Answers to the common questions about finding a doc in the queue.

Why doesn't the search find a doc I can see in the queue?

It's almost always the punctuation. The search matches your text as one continuous string inside the filename, so `Gold Dust` misses a file named `Gold_Dust.pdf` — the space isn't in the name. Search a single word instead and it comes straight up.

What does the Unassigned search actually look at?

The doc's name. If you're going by where a doc came from rather than what it's called, read the **Email Subject or Source** column, or sort by it.

I searched and got nothing. Is the doc gone?

Not necessarily — check for an active location filter first. If you're narrowed to one office and the doc arrived in another, search comes back empty while the doc sits in the queue. Clear the filter and search again before concluding anything.

Can I set a default sort order for the Unassigned page?

No. You can re-sort by clicking a column heading, but the choice lasts for that visit only. A saved default sort has been requested and isn't available.

How do I group all the docs for one property together?

Sort by **Email Subject or Source**. Ask people to put the property address in the subject line when they email docs in, and everything for that address stacks together — which makes a batch quick to work through and easy to find later.

Can I change which columns appear on the Unassigned page?

No — the columns are fixed. There's no way to trade one out for another, such as showing a transaction's status in place of *Location*. Doc labels and a subject-line convention are the practical substitutes, and hovering over a doc's assign button shows the property it's tied to.

A column is missing for one person but not another. Why?

Their browser window is too narrow. The page drops its less-used columns as the window shrinks, which is the usual reason **Email Subject or Source** disappears for one user on an account where everyone else can see it.

Maximizing the window brings it back.

Can I search for a doc after it's been assigned?

Not from here. Once a doc is assigned it leaves the queue, so this search stops finding it. Pipeline's main search will turn it up by name, and *Assignment History* shows which transaction it went to.

Learn More

Fifty rows in the queue and you want one of them. The Unassigned page has its own search field and sortable columns, and both behave in ways worth knowing before you decide a doc isn't there.

See [Unassigned Docs Search](#)

Still Have Questions?

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