

# Uploading Docs FAQ

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Uploading takes up to 25 docs at a time, and where they land depends on whether you started from a transaction or from Unassigned. Answers to the common questions about file types, batch limits, permissions, and why an upload button might be missing.

## How many documents can I upload at once?

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Up to 25 at a time. There's no limit on how many docs a transaction can hold in total, so larger batches just go up in rounds of 25. The per-upload limit is there to keep uploads fast and reliable.

## What file types can I upload?

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PDFs work everywhere. Some offices turn on a setting that accepts PDFs only, and in those accounts any other file type is rejected on the way in. If you're not sure how your account is set, ask your office admin.

## Why don't I see an Upload Docs button on a transaction?

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You don't have **Upload Docs** permission in that transaction's location. The permission is granted per location, not per transaction — being added to a deal as an agent doesn't grant it. Ask your office admin to add it for the location the transaction sits in.

## Why did my upload land in Unassigned instead of on the transaction?

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Either you started from the Unassigned page, or you don't have **Assign docs to transactions** permission. Without that second permission the upload still succeeds — the docs just wait in Unassigned for an admin to file them.

## Is uploading better than emailing docs in?

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Uploading is the more direct route. It's the only way to put a doc straight onto a transaction; emailed docs always stop in Unassigned first. Beyond that, pick whichever fits how you work.

## Can I upload a document to more than one transaction at a time?

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No — one upload, one destination. If the same paperwork belongs on two transactions, upload it to each one.

## My upload keeps failing. What should I try first?

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Hard refresh your browser, then try a different one. Press Ctrl+Shift+R on Windows or Cmd+Shift+R on a Mac and upload again. Most upload failures that aren't permission-related clear up with a fresh browser session.

## Learn More

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Drag a stack of PDFs in or pick them from your computer — docs go straight onto a transaction, or into Unassigned to file later.

See [Uploading Docs](#)

## 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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