Deleted Docs

Last Modified on 11/10/2026 12:25 pm EST

Delete a doc and it doesn't vanish. It lands in *Deleted Docs*, where it stays for a year with a record of who removed it and when.

Introduction

Every doc deleted from a transaction, and every doc deleted out of *Unassigned Docs*, moves to a *Deleted Docs* page instead of being erased. Pipeline keeps the file itself, the name of the person who deleted it, and the date it happened.

The page stays out of the way until it's needed. A transaction only shows a [Deleted Docs] link once someone has actually deleted something there, so most transactions never show one at all.

What you find on the page depends on your role. Master admins see everything that's been deleted; everyone else sees only what they deleted themselves, which keeps one person's cleanup out of everyone else's view.

How It Works

There are two *Deleted Docs* pages and they behave the same way: one on each transaction, one on *Unassigned Docs*. A doc goes to whichever page it was deleted from.

Where Deleted Docs Lives

On a transaction, [Deleted Docs] sits in the left menu alongside the transaction's other tools. On the *Unassigned Docs* page, [Deleted Docs] sits in that page's left menu and holds the docs removed before they ever reached a transaction.

When the Link Shows Up

The [Deleted Docs] link only appears where docs have actually been deleted. No link on a transaction means nothing has been deleted from it. If you just deleted something and the link isn't there yet, leave the page and come back to refresh it.

What the Page Shows

Each row is one deleted doc, with the person who deleted it and a **Deleted On** date. Hover over that date to see the exact time. Next to each doc is a [Download] button, which is how a doc comes back.

Who Sees Which Docs

Master admins see every deleted doc on a transaction or in *Unassigned Docs*, no matter who removed it. Everyone else sees only the docs they deleted themselves, including admins who hold the **Delete Documents** permission. Need a doc someone else deleted? Ask a master admin.

How Long a Deleted Doc Sticks Around

Both *Deleted Docs* pages show docs deleted within the past year. After a year Pipeline clears them permanently and they can't be brought back. A master admin can also clear docs out early, and that's just as final.

View Deleted Docs on a Transaction

See every doc that's been deleted from a transaction, along with who removed it and when.

Who Can Do This: Master admins see every deleted doc on the transaction. Everyone else sees only the docs they deleted themselves.

To view the docs deleted from a transaction:

1. Open the transaction.
2. Click [Deleted Docs] in the left menu. If there's no link, nothing has been deleted from this transaction.
3. Hover over a doc's **Deleted On** date to see the exact time it was deleted.

You'll see each deleted doc with the person who removed it and the date it went. To put one back on the transaction, download it and upload it again.

View Deleted Docs in Unassigned Docs

See the docs deleted out of *Unassigned Docs* before they ever reached a transaction.

Who Can Do This: Master admins see every deleted doc in *Unassigned Docs*. Everyone else sees only the docs they deleted themselves.

To view the docs deleted from Unassigned Docs:

1. Go to the *Unassigned Docs* page.
2. Click [Deleted Docs] in the left menu.
3. Hover over a doc's **Deleted On** date to see the exact time it was deleted.

You'll see each deleted doc with the person who removed it and the date, going back a year.

Permanently Delete a Doc from Unassigned Docs

Clear docs out of *Deleted Docs* for good. Once a doc is permanently deleted, no one can bring it back.

Who Can Do This: Master admins.

To permanently delete a doc from Unassigned Docs:

1. Go to the *Unassigned Docs* page and click [Deleted Docs] in the left menu.
2. Check the box next to each doc you want gone for good.
3. Click [Permanently Delete] near the top of the page.

The docs leave *Deleted Docs* and can't be recovered afterward, by you, by an agent, or by our team. Download

anything you might still want before you clear it.

Frequently Asked Questions

Where does a doc go when it's deleted?

To *Deleted Docs.* A doc deleted from a transaction lands on that transaction's *Deleted Docs* page; a doc deleted from *Unassigned Docs* lands on the *Deleted Docs* page there.

Why don't I see a Deleted Docs link on this transaction?

Nothing has been deleted from it. The link only appears where docs have actually been deleted. If you just deleted something and the link hasn't appeared, navigate away from the transaction and back.

Why can I only see the docs I deleted?

That's by design. Master admins see every deleted doc; everyone else sees only their own deletions, even admins with the **Delete Documents** permission. To get a doc someone else deleted, ask a master admin.

How long do deleted docs stay in Deleted Docs?

One year. Both *Deleted Docs* pages show docs deleted within the past year. After that Pipeline clears them permanently.

Can a deleted doc be removed for good?

Yes, by a master admin. On the *Deleted Docs* page in *Unassigned Docs*, a master admin can check off docs and click [Permanently Delete]. Once that's done, nobody can bring them back.

Can I see who deleted a doc and when?

Yes. Each row on the *Deleted Docs* page shows who removed the doc and a **Deleted On** date — hover the date for the exact time.