

A Reference Doc Won't Open or Download

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A reference doc that won't open, won't come down, or arrives blank is almost always the browser or the file itself — not your account. Here's how to clear each one.

The Reference Page Won't Load or Categories Won't Expand

When the page hangs, or clicking [+] next to a category does nothing, the browser is usually the culprit. Pipeline's newer features rely on a current browser, and an old or unsupported one quietly fails on exactly this kind of click. The same cause is behind an agent who can't open or upload anything on the page while everyone else can.

To get the page working again:

1. Do a **hard refresh** — `Ctrl+Shift+R` on Windows, `Cmd+Shift+R` on a Mac.
2. Update your browser to its latest version, or open Pipeline in a different one.
3. Clear your browser's cache so it re-downloads the latest files.

If it still won't behave, send us a short screen recording of what you're seeing — that's the fastest way for us to pin it down.

The Doc Downloads but Won't Open

Downloads arrive in their original file format, so the file needs an app on your device that handles that type. A `.docx` needs a word processor; a PDF opens in a PDF reader.

If a PDF opens to a blank or broken screen, try opening the downloaded file in a full PDF reader such as Adobe Reader rather than the viewer built into your browser.

A PDF Won't Preview — I Have to Download It to See It

Some PDFs are saved in the XFA (Adobe LiveCycle) format, which no browser-based viewer can display — Pipeline's included. The file is fine; only the in-browser preview is affected.

Download the doc to read it. To make it previewable for everyone, an admin can open the original in Acrobat, print it to a new standard PDF, and re-upload that version to the *Reference* page.

A Fillable Form Comes Down Blank or Won't Keep What I Typed

Forms are filled in outside Pipeline. Anything typed into a preview isn't saved, and some PDF readers will report a successful save on a form they can't actually write to.

To fill a form and keep your entries:

1. Download the blank form from the *Reference* page.
2. Open it in a full PDF reader such as Adobe Reader.
3. Fill it in and save it to your device.
4. Upload the completed copy to the transaction it belongs to.

Learn More

The Reference page lists every doc and link your office has posted, grouped into categories — browse it, search it by name, and take what you need without leaving Pipeline.

See [Reference List](#)

Still Have Questions?

Still stuck after all of the above? Email us at help@paperlesspipeline.com — mention what you already tried and which doc it is, and we'll pick up from there.
