

Doc Comments FAQ

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A doc comment pins a note to one document, shows as a blue bubble, and emails the agent when an admin leaves it. Answers to the common questions about who can comment, who gets notified, and what happens when a comment is deleted.

Who can leave a comment on a doc?

Admins with **View All Transactions**, on any doc they can see. Agents can comment on docs they uploaded themselves, and only while those docs are still unreviewed and no admin has commented yet.

Can a team lead comment on their agents' docs without being a full admin?

They need **View All Transactions** for the location. That's the permission that unlocks commenting on docs someone else uploaded. It's admin-level, but it can be granted for one location at a time.

Why did an agent lose the ability to comment on a doc?

The doc was marked **Reviewed**, or an admin commented on it first. Either one hands the doc to admins. Agents keep their comment option only while the doc is still theirs to manage.

Do agents get emailed when an admin comments?

Yes, when the company setting is on. **Email agents when admin comments on documents** in *Admin / Settings* controls it. The email goes to agents on the transaction who can view that doc, plus whoever uploaded it, and carries the comment, the admin's name, and the transaction and doc names.

Can I leave an internal comment that doesn't email the agent?

No. The notification setting is company-wide, so it's on for every comment or off for every comment. There's no per-comment internal option.

How do we stop the comment emails?

Turn off **Email agents when admin comments on documents** in *Admin / Settings*. Comments still appear on the docs; agents just aren't emailed about them.

Can agents reply to a comment on the doc?

No, comments aren't threaded. A reply goes into the transaction's notes and email history rather than back onto the doc.

Can I tell whether an agent read a comment?

No. There's no read receipt or acknowledgement on doc comments. If you need proof a step happened, a checklist task is the better tool.

What happens to a comment if the doc is deleted?

The comment goes off the doc, but the record stays. It remains in the transaction's notes and email history and in *Transaction History*. If the doc itself was deleted by mistake, it can be recovered.

Can I change the color a comment displays in?

No. Comments show in a light blue box with italic text, and that isn't adjustable today.

Are doc comments the same as notes on the transaction?

No — a doc comment belongs to one document. It sits on that doc's bubble and you can edit or delete it. Entries in the transaction's notes and email history are a permanent log and can't be deleted.

Learn More

Leave a note right on a doc and it travels with the document — your team sees it, the agent hears about it, and *Transaction History* keeps the record.

See [Doc Comments](#)

Still Have Questions?

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