

Why Can't I Add or See a Doc Comment?

Last Modified on 09/04/2026 11:08 am EDT

A comment you can't add, a bubble that won't open, or a note your agent says they never saw. Comment trouble almost always comes down to who uploaded the doc, whether it's been reviewed, and who can see it.

The Comments Look Like They Vanished

Comments are probably hidden. The bubble in the doc list header toggles every comment in the list, and it's a per-user setting — so one person can be looking at a list with nothing on it while a teammate reads the same comments fine.

To bring them back:

1. Open the transaction and go to its doc list.
2. Click the comment bubble in the list header.

A blue header bubble means comments are showing; gray means they're hidden. Hovering it tells you which way the click will go.

Clicking the Bubble Does Nothing

If a comment won't open at all, the browser is the usual culprit. Update to the current version of your browser, or try Chrome or Firefox, and the bubble responds again.

I Can't Comment While Previewing a Doc

There's no comment field inside the preview window itself. Leave the preview open and add the comment from the doc's own row above it — the bubble is where commenting lives, not the previewer.

An Agent Can't Comment on Their Own Doc Anymore

Agents keep their comment option only while a doc is still theirs to manage. Any one of these ends it:

- **An admin already commented on the doc.** Agents can't overwrite an admin's comment.
- **The doc has been marked Reviewed.** After review, managing the doc — comments, labels, everything — is admin work.
- **Someone else uploaded the doc.** Commenting on another person's doc takes **View All Transactions** for that location.

If a transaction coordinator or team lead needs to comment across the office, granting them **View All Transactions** for that location is the fix.

My Agent Says They Never Saw the Comment

Comment visibility follows the doc's Permission Category. If the doc sits in an office-only category, the agent can't open the doc — so they can't see the comment, and they aren't emailed about it either. Move the doc to a category the agent can reach and both work again.

Also worth checking: the company setting **Email agents when admin comments on documents** has to be on for any comment email to go out at all.

I'm an Admin and I Don't Get Comment Notifications

Comment emails go to the agents on the transaction who can view the doc, plus whoever uploaded it. Creating the transaction doesn't put you on that list. As an admin you'll get notified about comments on docs you uploaded yourself, and not otherwise.

Still Stuck?

If comments still aren't working the way you expect, email help@paperlesspipeline.com with the transaction and doc name, and tell us what you already tried.

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](#)
