

Why Doesn't My Unreviewed Queue Look Right?

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Docs you already reviewed still sitting in the list, a missing [Unreviewed] tab, or an order that shifts as you work — each of these has its own cause, and each one clears.

Docs I Already Reviewed Are Still on the List

This is almost always doc name grouping. When two docs have similar names, Pipeline collapses them into one group and shows only the most recent version at the group level. If one version in the group is reviewed and another isn't, the group keeps showing in the queue — and on the transaction, everything looks checked off.

To clear it:

1. Open the transaction and expand the doc group to see every version in it.
2. Review the versions that are still unreviewed.

You can also review the outstanding version straight from the *Unreviewed* page, where each doc is listed on its own rather than grouped.

The [Unreviewed] Tab Is Missing

The review step is a company setting, and when it's off the tab goes with it. A master admin can turn it back on.

To restore the tab:

1. Sign in as a master admin, click [Gear] in the upper-right corner, then [Admin / Settings].
2. Scroll to Feature Settings and check [Enable Reviewed Docs functionality].
3. Click [Save Settings].

The [Unreviewed] tab comes back right away.

The List Reorders While I'm Working

Sorting by a column whose value changes as you review — a reviewer column, for instance — moves a doc as soon as you check it. Sort by document name instead and the order holds. Reviewed docs still drop off the list on your next refresh; that part is expected.

If the list reorders when you haven't touched a column header at all, that's worth a look from us. Take a screenshot of the reordered list and send it over.

Pipeline Slows Down When I Open the Queue

A very large unreviewed pile is the most common cause of account-wide slowness. Keep unreviewed docs under 5,000. If you're well past that, email us with the rule you want applied — docs assigned before a date, docs on closed transactions — and our tech team can clear the backlog in one pass.

A Doc I Expected Isn't in the Queue

Two things to check first. A doc sitting in *Unassigned Docs* hasn't reached a transaction yet, so it isn't in the review queue — assign it and it appears. And if you're filtering by location, status, or label, the doc may be outside the filter; clear the filter and look again.

If it's still missing, leave it unreviewed and contact us straight away. Once a doc is marked reviewed, it's off the list and there's nothing left for us to inspect.

Still Stuck?

If the queue still isn't behaving after all of the above, email help@paperlesspipeline.com — tell us what you already tried and, where you can, send a screenshot so we can pick up from there.

Learn More

Every doc assigned to a transaction lands on the *Unreviewed* list and stays there until an admin signs off on it — one running worklist of what's outstanding across your whole office.

See [Unreviewed Docs List](#)
