

DocuSign Integration FAQ

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

Connecting to DocuSign is free on Pipeline's side and happens one person at a time, but the DocuSign subscription is your own. Answers to the common questions about cost, who can use it, and where signed documents land.

Do I need my own DocuSign subscription?

Yes. Pipeline connects to DocuSign, it doesn't include it. You need an active DocuSign account of your own before the integration will do anything.

Does Pipeline charge for the DocuSign integration?

No. Connecting is free on Pipeline's side. DocuSign bills you separately for its own plan, and Pipeline doesn't cover the cost of your envelopes.

Can agents use DocuSign, or is it admins only?

Both. Master admins and agents send docs to and from DocuSign the same way, and no Pipeline permission controls it.

My admin connected DocuSign — why can't I use it?

Because the connection is per user, not per account. Every person who wants to send or import connects their own Pipeline profile from their own settings, so one person connecting never connects anyone else.

Do my Pipeline and DocuSign email addresses have to match?

No. You can connect your Pipeline profile to any DocuSign account you can sign in to, whatever address it uses.

Where do signed documents end up?

On the Unassigned page. If you sent the request from a transaction, the executed doc comes back pre-assigned to that transaction — you still assign it, but Pipeline already knows where it belongs.

I sent several documents in one envelope — why did they come back as one file?

Signed documents return as a single combined PDF. There's no option to have them come back separately, so break the combined file apart in Pipeline once it arrives. It's a logged feature request.

Can I use my DocuSign templates on documents sent from Pipeline?

Yes — you apply them on the DocuSign side. Open the document in DocuSign, click [Actions] in the upper-right,

then [Edit Documents]. Click the three-dot menu below the document, click [Apply Templates], select your template, and click [Apply Selected].

If your DocuSign template and your Pipeline document use the same name, DocuSign offers the matching template on its own once the document arrives.

Can I stop agents from using DocuSign?

No. DocuSign always appears as an integration option and there's no setting to hide it. In practice, an agent can only use it if they have their own active DocuSign subscription and choose to connect it.

Which DocuSign account is my profile connected to?

Pipeline can't tell you. It has no visibility into your DocuSign account details, so there's nothing to read on the Pipeline side. To be certain, disconnect and reconnect, signing in with the account you want.

Can Pipeline cancel my DocuSign subscription?

No. DocuSign is a third-party service and only DocuSign can change or cancel it. Contact DocuSign support directly.

Learn More

Connect your own DocuSign account to Pipeline and send documents for signature without leaving a transaction — signed copies come back on their own.

See [DocuSign Integration](#)

Still Have Questions?

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