

DocuSign Isn't Working in Pipeline

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Most DocuSign problems in Pipeline come down to one thing: the connection between your profile and your DocuSign account has quietly dropped. Here's how to tell which one you're hitting.

The Send to DocuSign Button Is Missing

[Send to DocuSign] — along with the DocuSign tab and the [Import from DocuSign] link — is hidden whenever your Pipeline profile isn't connected to DocuSign. Nothing was removed from your account; there's nothing to send with.

To get the buttons back:

1. Click the [Gear] in the upper-right corner, then [My Info].
2. Select [DocuSign] from the *Integrations* section of the left menu.
3. Click [Get Started] and sign in to DocuSign again.

The options reappear on transactions, the *Unassigned* page, and the *Reference* page as soon as the connection is live.

A Colleague Can Send to DocuSign and I Can't

The integration connects per user, not per account. Your office's connection isn't yours — a transaction coordinator, an assistant, or a newly added agent each has to connect their own profile before the DocuSign options appear for them.

Connect your own profile using the same three steps above. No admin has to approve it and no Pipeline permission is involved.

Your Connection Keeps Dropping Every Few Months

Two things reset it, and both are normal. DocuSign quietly disconnects integrations that have gone unused for a while as a security measure, and changing your DocuSign password resets the connection as well.

Reconnect from [My Info] → [DocuSign] and carry on. If it's dropping far more often than that, tell us — that's worth a closer look.

You See "We're Having Trouble Loading This Information"

That message usually means the connection is broken or expired, even when DocuSign's own site logs you in without complaint. The link between the two systems can go stale on its own.

Work through these in order:

1. **Disconnect and reconnect.** Go to [My Info] → [DocuSign], disconnect, then click [Get Started] and sign in again.
2. **Rule out your browser.** Try the same send in a private or incognito window, which switches off extensions that can interfere.
3. **Test DocuSign directly.** Sign in at DocuSign and send a request from there. If that fails too, the problem is on DocuSign's side rather than in the connection.

If it still errors after all three, send us a screen recording of the whole path — from opening the transaction to the error — and note whether it happens on every document or just one.

Pipeline Connected to the Wrong DocuSign Account

Pipeline connects to whichever DocuSign account you sign in to at the moment you reconnect, not to any account you used before. A saved browser login can quietly put the old address back in the sign-in form.

Disconnect, then reconnect — and clear any auto-filled fields so you're signing in with the account you actually want. Pipeline has no visibility into your DocuSign account details, so reconnecting deliberately is the only way to be sure.

Nothing DocuSign-Related Works at All

When sending, signing in, and importing all fail at once, check DocuSign itself before troubleshooting Pipeline. DocuSign service disruptions have taken the integration down more than once, and everything returns to normal on its own once DocuSign restores service.

Still Stuck?

If DocuSign still won't work after reconnecting, email us at help@paperlesspipeline.com — tell us what you were sending, where you were sending it from, and what you already tried, and send a screenshot or screen recording if you can.

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](#)
