Single Sign-On

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Sign your people into Pipeline straight from your own portal, with no second password to type. What Pipeline offers is a signed-link API we built ourselves — not SAML, and not OAuth.

Introduction

If your brokerage runs its own intranet, dashboard, or agent portal, you can put a Paperless Pipeline icon on it and have one click take someone straight into their Pipeline account, already signed in. Your system vouches for who they are; Pipeline trusts the vouching and skips the login screen.

It's worth being precise about what this is, because nearly everyone calls it SSO and that word carries expectations. Pipeline's is a proprietary API rather than a standards-based identity integration. Your developer builds a signed link using a secret key we issue. There's no SAML metadata to exchange, no OAuth consent screen, no Okta or OneLogin application to install, and no way for your side to control or end a Pipeline session. If your IT team is expecting to point an identity provider at us, this isn't that.

How It Works

Your system builds a one-time link, signs it with your account's secret key, and sends the person to it.

What the Link Carries

Three things: the person's Pipeline User ID, a timestamp in ISO 8601 format, and a hash generated from those values and your account's secret key with HMAC-SHA256. Pipeline checks the hash and the timestamp, and when both hold up the person lands inside their account. The User ID your system needs appears on user profiles once SSO is enabled.

What It Isn't

A standards-based identity integration. Pipeline's SSO doesn't use SAML, doesn't support OAuth 2.0, doesn't conform to OneLogin-style specifications, and doesn't let your platform manage or end a Pipeline session. It and Zapier are the two integrations Pipeline offers; there is no open API alongside them.

You Build It, We Support It

We supply the documentation, the keys, and a test user to build against. Writing the integration is your developer's work — we don't implement it on your behalf.

Request Your SSO Keys

A master admin asks us for the keys. Our tech team issues a development key first, then production once your test succeeds.

Who Can Do This: Master admins.

To request your SSO keys:

1. Email help@paperlesspipeline.com from your master admin login address, or send us a message from inside your master admin Pipeline account.
2. Tell us you want to set up SSO, and name anyone outside your company who'll be working on it.
3. We pass the request to our tech team, who issue a development key and a test user — name, email address, and Pipeline User ID — for `dev.paperlesspipeline.com`.
4. Build and test your integration against the development environment.
5. Let us know the development test succeeded, and we'll release your production key.

Both keys are free. Keep the production key on your server side and treat it the way you'd treat a password.

Authorize a Developer to Work on Your SSO Setup

Before we'll discuss keys or setup details with anyone outside your company, a master admin has to say so in writing.

Who Can Do This: Master admins.

To authorize a developer to work on your SSO setup:

1. Email help@paperlesspipeline.com from your master admin login address, or send the request from inside your master admin Pipeline account.
2. Name the person or company you're authorizing, and the email address they'll write in from.
3. Say what they're authorized to do — request keys, ask setup questions, or both.

Once we have that in writing we can work with them directly. Any master admin on the account can give this authorization. Send your list of Pipeline User IDs to your developer yourself rather than asking us to forward it.

Cover Several Accounts With One Key

Worth settling before your developer starts, because it decides whether this is one build or five. A key is issued per account, and grouping your accounts under one organization is what lets a single production key serve all of them.

One company, several Paperless Pipeline accounts. An Enterprise ties them together so the people who run the whole business can reach every account from one portal.

See Enterprise

Frequently Asked Questions

Does Paperless Pipeline support SAML or Okta-style SSO?

No. Pipeline's SSO is a proprietary signed-link API using HMAC-SHA256. There's no SAML metadata to exchange and no identity-provider application to install — if your IT team is planning around an identity provider, this isn't the

same thing.

Does it support OAuth 2.0?

No. OAuth 2.0 isn't supported either.

Can our platform control or end a Pipeline session?

No. Pipeline's SSO signs a person in; it doesn't hand session control back to your system.

Who can request SSO for our account?

Any master admin. Every master admin on an account can authorize an SSO key request, and the authorization has to come to us in writing.

Is there a charge for the SSO keys?

No. The development key and the production key are both free.

Why are there two keys?

So the integration is proven before it touches live accounts. The development key works against `dev.paperlesspipeline.com`; the production key is issued once you tell us the development test succeeded.