

Primary Location Contact FAQ

Last Modified on 09/04/2026 11:10 am EDT

A Location's primary contact is the admin that system emails come from. Answers to the common questions about setting and routing a Location's primary contact.

Which emails come from the primary contact?

System-generated ones. Daily task reminders and expiration and closing notifications for that Location are sent from its primary contact, so agent replies land with the right person.

Who receives agent replies if I haven't set a primary contact?

The Admin/Support Contact. If no Admin/Support Contact is set either, those notifications come from — and replies go to — the Master Admin.

Can each Location have its own primary contact?

Yes. Set a different primary contact for each Location so a multi-office account routes agent replies to the local admin.

Our primary contact changed and we don't know how — what happened?

A Location's primary contact only changes when someone checks that box on a user's profile. Open Manage Users and click through your admins to see whose profile currently has "Make this user the primary administrator for this location" checked.

How do I set a Location's primary contact?

From the Manage Users page. Open the user's profile, check "Make this user the primary administrator for this location," and click [Update User].

Learn More

Give each Location a primary contact so agents know who to reply to, and system emails come from the right person.

See [Primary Location Contact](#)

Still Have Questions?

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

