Add an Agent Whose Email Is Already in Use Elsewhere

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An agent you're onboarding already has a Pipeline profile somewhere else, and their address can only hold one. Getting them onto your roster comes down to a single question — and it's the agent who answers it.

Introduction

You go to add an agent and Pipeline tells you their email address already exists. They're not on your roster, you've never had them in your account, and searching turns up nothing. It looks like the system is wrong.

It isn't. Pipeline identifies people by their login email address across every account on the system, not just yours, and you can only search your own. So the conflict is real and invisible from where you're standing: that address is attached to a live profile at another company, usually the brokerage your agent just left. For why the error reads the way it does, see Can't Add a User? Email Already Exists.

Which road you take depends on whether your agent still needs their old account, and there are only two. This article is about finding out which one you're on and getting them added. Most of the work isn't yours.

When to Use This

- Pipeline says an agent's email address already exists, but they aren't on your roster and you can't find them anywhere.
- You're onboarding an agent who just switched to you from another brokerage.
- You're adding a transaction coordinator who already works in another brokerage's Pipeline account.
- You've never used Pipeline before and it's still telling you an address is taken.
- You own the domain the address is on, and it's blocked anyway.

Why This Has to Go Through the Agent

The instinct is to treat this as leftover data and ask us to clear it out, and it's the instinct that costs people a week. The record isn't stale. Someone's working profile is holding that address right now, inside an account that belongs to another company — and we won't reach into another brokerage's user list on an outside request, which is the same rule that stops a stranger from deactivating one of your agents tomorrow. Even a request from the agent's old office won't do it on its own.

What does work is a word from the person themselves. The agent owns the profile, so the agent is the one who can retire it, and everything below is arranged around getting them the right instruction quickly. Copying them on a message to us doesn't count — the request has to come from them, from the address in question. Your fastest move isn't a support ticket. It's a text to your new hire.

1. Check Your Own Inactive Users First

Before you go anywhere near their old brokerage, rule out the cheapest explanation: they used to work for you. A deactivated user drops off your active roster and won't show on Manage Users until you choose to view all users —

so a returning agent's old profile can hold the address while looking, from your side, like nothing at all.

If you find them there, stop. Don't add them again — switch the original back on. Every deal they ever closed with you is bound to that profile, and a new one starts them empty.

Bring a former user back into Pipeline with their history intact.

See User Reactivation

2. Ask the Agent Whether They Still Need Their Old Account

This is the fork, and you can't answer it for them — you can't see the account in question, and they may have deals still open on it that you know nothing about. Ask them plainly: *are you finished with your old brokerage's Pipeline, or do you still need to get into it?*

Their answer picks your road, and the two are genuinely different. If they're done with it, that address can be released and you'll add them with the email they've always used. If they still need it — a coordinator serving several offices, an agent licensed in two states, someone winding down deals at the old shop — the address stays where it is and they'll join you under an alias instead.

> Worth asking rather than assuming. Agents in the middle of a move often still have live files at the old brokerage and won't think to mention it until their access is already gone.

3. If They're Done With the Old Brokerage, Have Them Free the Address

Send them here. It's written for them, it tells them exactly what to send us and from which address, and it covers the one thing they should do before they release anything.

Your same email address can follow you to your new brokerage — it just has to be released from the old one first, and you're the only person who can ask for that.

See Keep Your Email Address When You Change Brokerages

4. If They Need Both Accounts, Have Them Set Up an Alias

Nothing has to be released on this road. An alias is a second address that delivers to the inbox they already read, so you can add them today and their mail still lands in one place.

Hold a Pipeline profile at two brokerages at once — both accounts open side by side, every notification still landing in the one inbox you already watch.

See Manage Your Pipeline Login Across Brokerages

5. Add Them to Your Account

Once the address is free — or once they've sent you the alias — you're back to an ordinary new user, and the wall is gone. Add them as you would anyone, with the locations and permissions their role needs.

Add the agents and staff on your team so each person can log in and work in Pipeline under their own account.

See Adding a User

> Address still refused after the agent has confirmed we deactivated their old profile? Occasionally something stays behind holding it. Email us at help@paperlesspipeline.com and we'll clear it from our end.