

Adding a User FAQ

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Adding a user takes a name, a login email, a primary location, and a password. Answers to the common questions about who can add users, adding a whole roster, and users who don't show up where you expect.

Who can add users?

Admins with the "Create users and locations" permission, plus master admins. If you can't get to [Manage Users] or [Add User], your admin hasn't granted you that permission yet.

Is there a limit to how many users I can add?

No — Pipeline doesn't charge per user. Add as many agents and staff as your team needs; your plan is based on transactions, not the number of people who log in.

Do I have to send the welcome email right away?

No. Uncheck the welcome-message box while you're adding the user, and send it later from the Manage Users page when you're ready. See [Welcome Emails](#).

I added a user, but they're not on my Manage Users page. Where are they?

Your list is probably filtered. If you've searched by role or name, click [View active users] to clear the search and show everyone. Also confirm you're looking at the location you added them to.

Can I add my whole roster at once instead of one at a time?

Yes. Put your agents in a spreadsheet and send it to us, and we'll load the roster for you. See [Agent Roster Import](#).

I got "A user with that email address already exists." What now?

That email is already tied to a Pipeline account. It's usually the agent's previous brokerage. See [Can't Add a User? Email Already Exists](#) for how to free it up or work around it.

Learn More

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](#)

Still Have Questions?

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