

# Agent Roster Import FAQ

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

A roster import lets us load your whole team at once from a spreadsheet. Answers to the common questions about required columns, welcome timing, and the template.

## What columns does the roster need?

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First name, last name, primary email, and role — one column each. You can also add optional columns like phone number, license number, and office locations. See [Agent Roster Import](#).

## Is there a template I can start from?

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Yes — just ask. Email us and we'll share a ready-made layout so your columns line up with what we need to import.

## Will my agents get a welcome email as soon as you upload the roster?

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No. Importing the roster doesn't email anyone. Your agents only hear from Pipeline once you send welcomes, so you decide the timing. See [Welcome Emails](#).

## How do I send you the roster?

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Email us your completed spreadsheet. Send it to [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) and let us know it's a roster to import, and we'll take it from there.

## Can I still add users myself instead?

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Yes. A roster import is just the fast path for a whole group — you can always add people one at a time on the Manage Users page. See [Adding a User](#).

## Learn More

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Onboard your whole team at once — send us your agent list and we'll load it for you.

See [Agent Roster Import](#)

## Still Have Questions?

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Didn't find your answer above? Email us at [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) and we'll help.

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