

Can't Add a User? Email Already Exists

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If Pipeline says the email address already exists, that address is already attached to a Pipeline account — here's how to free it up or work around it.

Why This Happens

Every login email in Paperless Pipeline has to be unique across all accounts, not just yours. When you see "A user with that email address already exists," the address is already in Pipeline somewhere — usually on the agent's previous brokerage's account, sometimes elsewhere on your own.

Free Up the Email From Their Old Company

If you want to reuse the same address, it has to be released from wherever it lives now. There are two ways to do that:

- **Have the agent's old company deactivate them.** Once their previous brokerage deactivates the user, the email is free and you can add it on your account.
- **Have the agent email us.** Ask the agent to send a note to help@paperlesspipeline.com — from the same email address you're trying to reuse — saying which company they used to work for and which company they're with now. We'll deactivate the old account so the email opens up.

You Can't Find the User Anywhere

If the system says the email is taken but you can't find that person on your Manage Users page, the account is on a different company you don't have access to. You won't be able to see it. Have the agent email us from that address, as above, and we'll track down the old account and release the email.

The Agent Is Moving Between Companies

When an agent moves from one brokerage to another, their old company keeps their existing and past transactions, and you get them going forward on your account. The email still needs to be freed first — deactivate them at the old company or email us — then add the agent fresh on your side. If you want to coordinate the move, write to us and we'll help sort out both accounts.

Just Need Them In Now? Use a Different Email

If you're on a deadline and can't wait for the old account to be released, create the user with a different email address for now. You can update it to the preferred address later, once that one is free.

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.
