Keep Your Email Address When You Change Brokerages

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

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.

Introduction

You've hung your license somewhere new. Your new office goes to add you to their Pipeline account and gets told your email address is already in use, or you try to set yourself up and find there's nothing to log into yet.

Pipeline knows who you are by your login email address, and one address can hold only one active profile: not one per company, one in total, across every account on the system. Yours is still attached to your profile at your old brokerage, which is exactly why your new office can't use it.

Freeing it is quick, and the sequence matters more than the effort. There's one thing worth doing before you release the address, and one part of this that only you can do.

When to Use This

- You've changed brokerages and your new office says your email address is already in use.
- You're trying to set up your profile at your new company, and the "forgot your password?" link doesn't do anything.
- You want to keep using your regular email address at the new office, not a second one you'll forget to check.
- Your old office closed its Pipeline account, and your address still seems to be stuck on it.
- You've left your old company and want your profile there switched off.

> Working at both brokerages at once, rather than leaving one for the other? Don't release your address — you'll need it where it is. That's a different setup, and it starts with an email alias. See Manage Your Pipeline Login Across Brokerages.

Why This Beats Moving Your Old Profile

Almost everyone asks for the same thing: move my profile over, or deactivate me here and reactivate me at the new place. Neither is a thing Pipeline can do, and it's worth knowing why before you start. Your profile isn't yours in the filing sense — it lives inside your old brokerage's account, and so does every transaction attached to it. Those deals are that brokerage's record of business they're required to keep. A profile can't be lifted out of one company's account and dropped into another's, and reactivation only ever reaches a profile inside the account that already holds it, which is how a brokerage brings back someone who left and came back to *them*.

What travels with you is the address. At your new office you're added as a new user with a fresh profile, and your old transactions stay behind with the company that has to keep them. That's the trade this article is really about —

you keep the email you've always used, and you leave the old deals where they closed. Once you know that's the shape of it, the steps below are short.

1. Get Copies of Anything You Need From Your Old Brokerage

Do this first. The moment your old profile goes off, your access to that account's transactions goes with it, and there's no getting it back from your side — you'd be asking your old office for a favor at the least convenient time. So if there's anything on those deals you want your own copy of, pull it while you can still log in.

There's no one-click export of an agent's deals. There is a dependable way to get every one of them, and it starts before their last day.

See Get an Agent's Files Offline Before They Leave

2. Get Your Old Profile Deactivated

This is the step that frees your address. There are two ways to it — take whichever is less awkward.

The quickest is to ask your old office to do it. Deactivating a user takes an admin about a minute from their Manage Users page, it's entirely within their control, and if you're leaving on good terms it's usually done before you've finished the conversation.

Turn off a user's access when they leave — without losing any of the work tied to their name.

See User Deactivation

If that's not an option — no one's answering, the office has closed, or you'd rather not ask — write to us instead. This is the part only you can do: we can't take the request from your new admin, your old admin, or anyone who copies you in, because your profile isn't theirs to switch off. It has to come from the address itself, which is how we know it's really you.

To have us deactivate your old profile:

1. From your Pipeline login email address — the one you want freed — emailhelp@paperlesspipeline.com.
2. Tell us which company your profile is under, and that you'd like it deactivated so your new office can add you.
3. Answer our confirmation. We'll check with you before we switch anything off, because you won't be able to undo it yourself.

Once it's done, your address is free and your new office can add you with it.

> Deactivation is the point of no return on your old account. After it, you can't log in there and you can't reach those transactions — permanently, as far as your own access goes. If step 1 is still on your list, go back and finish it before you send this.

> If your old office shut its Pipeline account down entirely, your profile is still sitting inside it holding your address. Same request, same fix — write to us from that address and we'll track the old account down and release it.

3. Have Your New Brokerage Add You

An admin at your new company adds you from their end. We can't do it for you, and it isn't something you can do for yourself — for the security of every brokerage on Pipeline, only that company's own admins can put someone on their roster. So once your address is free, tell your new admin they're clear to add you.

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

> Going back to a brokerage you worked at before? Tell your new admin that — your original profile is probably still sitting in their account, switched off, with all your old deals attached to it. Reactivating it brings your history back with you; adding you fresh starts you empty. See User Reactivation.

4. Sign In to Your New Account

Once you're on their roster, you'll get a welcome email with your login details. If you tried the "forgot your password?" link before this point and nothing arrived, that's why — there was no profile at the new company to reset yet. Now there is.

Log in to reach everything your role gives you access to — your transactions, documents, checklists, and tasks.

See Login