

Location Membership FAQ

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

A profile holds one Primary Location, and permissions decide the rest. Answers to the common questions about belonging to two offices, who changes the field, what it does to access, and what a Location's user count is counting.

Can one person belong to two of our offices?

No — a profile holds one Primary Location. Somebody splitting their week between branches is listed under the one you set. It doesn't keep them off the other office's work: type their name into the agent search when you're assigning a transaction and they're there, wherever the deal lives.

Who changes somebody's Primary Location?

An admin, from the person's record on the *Manage Users* page. It takes the "Create users and locations" permission in that Location, so a master admin can always do it. Not seeing the field? Email help@paperlesspipeline.com with the person's name and the office they should be in, and we'll move them.

Does changing a Primary Location change what someone can see?

No. Their permissions are exactly what they were. Access is granted to a person Location by Location, and that grant is what decides which transactions they can open. Primary Location records where they're based and nothing more.

We opened a new office. Do I add our master admins to it?

No — they already reach it. A master admin has every permission in every Location on the account, including ones created after they were set up. The only thing worth deciding is whether their Primary Location should change to the new office, which is a listing choice rather than an access one.

Our new Location shows barely any active users. Did the setup go wrong?

No. The count reads Primary Location. It counts the people based in that office, not everyone permitted to work in it. Admins and agents you granted permissions there are working normally whether or not the count includes them.

Can one person be an admin in one office and an agent in another?

Not on one login. A profile carries one set of details and one Primary Location for the whole account. Where somebody genuinely needs a separate identity in a second office, add them as a second user with a different email address — an alias on the same mailbox works — and give that profile only the Location and permissions it's for. Two profiles can't be merged afterwards, so add the second one only where the separate identity is genuinely needed.

Learn More

Everyone on your account has one Primary Location, the office they're based in. It decides where they're listed, not what they can reach.

See [Location Membership](#)

Still Have Questions?

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