

User Deactivation FAQ

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Deactivating a user ends their access while keeping their history intact. Answers to the common questions about transactions, billing, freeing an email, and bringing someone back.

What happens to a deactivated user's transactions?

Nothing is lost. Deactivating ends a user's access but doesn't delete anything — their past transactions and records stay in your account exactly as they were.

Does deactivating a user lower my bill?

No. Pipeline's plans are based on transactions, not the number of users, so removing people doesn't change what you pay. Deactivate freely to keep your roster clean.

Does deactivating free up the user's email address?

Yes. Once a user is deactivated, the login email they were using is released and can be used again — whether that's for a new account of yours or for them at their next company.

Can I bring a deactivated user back?

Yes. A deactivated user stays in the system, so you can reactivate them with their history intact. See [User Reactivation](#).

Can I remove a whole list of agents at once?

Yes — send us the list. If several agents are leaving, email their names to help@paperlesspipeline.com and we'll deactivate them for you.

Learn More

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

See [User Deactivation](#)

Still Have Questions?

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