User Deactivation

Last Modified on 11/10/2026 12:23 pm EST

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

Introduction

Letting somebody go doesn't put your record keeping at risk. Deactivating a user ends their access to the account and leaves everything they worked on exactly where it is, still attached to their name.

That's the whole reason Pipeline deactivates people rather than deleting them. A departing agent is threaded through years of transactions, documents, and commission records, and taking the person out would take the trail with them. Deactivation separates the two: the access goes, the record stays. It also frees the email address they signed in with, which is the part departing agents care about most, since an address can belong to only one profile anywhere in Pipeline.

Nothing about the departure touches the record, which leaves one thing worth sorting before you switch somebody off: their side of it. Deactivating ends their view of the transactions in your account, so if there's anything they need a copy of, that's a conversation to have first rather than after. And if the departure turns out to be temporary, the profile is still there to switch back on.

How It Works

Deactivation is an admin action on the Manage Users page, and it does two useful things at once.

Their Access Ends

Once deactivated, the user can no longer log in. They move off your active roster, which is why the Manage Users page separates active users from the rest.

Their Email Frees Up

Deactivating a user releases the login email they were using, so that address can be used again — on your account or, if they're moving on, at their next company. See Can't Add a User? Email Already Exists.

Their History Stays Put

Deactivating isn't deleting. The user's past transactions and records remain in your account exactly as they were.

Deactivate a User

Deactivate a departing user from the Manage Users page.

Who Can Do This: Admins with the "Create users and locations" permission, and master admins.

To deactivate a user:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].

2. Click [Manage Users].
3. Find the user you want to deactivate.
4. Click the [Gear] next to them and choose to deactivate the user.

The user can no longer log in and moves off your active list. Their transactions and records stay in place, and their login email is freed for reuse.

> **Note:** Have a whole group to remove? Send us the list of agents and we'll deactivate them for you — email help@paperlesspipeline.com.

Send Them Their Files Before You Switch Them Off

A departing agent loses their view of the account the moment you deactivate them, and anything they want afterwards has to come through you. Copies of the deals they closed come out one transaction at a time — and each one is worth opening first, since the download carries everything on the file.

Download a single closed transaction and hand it off to an agent — no waiting for the monthly backup.

See Individual Transaction Downloads

Frequently Asked Questions

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.