

User Profile FAQ

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A profile holds a user's name, login email, primary location, role, and optional details. Answers to the common questions about editing profiles, changing a name or email, and updating your own.

Who can edit a user's profile?

Admins with the "Create users and locations" permission, plus master admins. They can open any user's profile from Manage Users and update it. See [User Profile](#).

Can I change a user's name or email address?

Yes. Open the user from Manage Users, click [Edit User], and update their name or login email. If the new email is already in use elsewhere in Pipeline, you'll see an "email address already exists" message — see [Can't Add a User? Email Already Exists](#).

If I change someone's login email, what does that affect?

It changes both how they sign in and where their messages come from. The login email is the address a user logs in with and the address Pipeline sends their messages from, so update it whenever either needs to change.

Can users edit their own profile?

Yes — their own personal profile. Any user can open their personal profile to update their own details and preferences. Changing another person's profile is an admin action from Manage Users.

What's the difference between primary location and permissions?

Primary location is their home base; permissions are what they can do. A user has one primary location but can be granted permissions across other locations too. See [User Permissions](#).

Learn More

A user's profile holds who they are and where they work — their name, role, primary location, and license number.

See [User Profile](#)

Still Have Questions?

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