User Reactivation FAQ

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Reactivating a former user turns their access back on and reconnects them to the work already in their name. Answers to the common questions about their history, their password, who's allowed to do it, and agents returning from another company.

Should I reactivate a former agent, or add them again as a new user?

Reactivate their original profile. Adding a returning agent as a brand-new user is the common instinct, and it's the one that causes trouble later — their past transactions stay attached to the profile they were on before, so a new profile starts empty. Bringing the original back keeps everything connected.

Does reactivating a user restore their past transactions?

Yes — as long as it's their original profile you reactivate. Turning that profile back on restores the user's history along with their access, so there's nothing to rebuild and no transactions to reassign. A second profile created for the same person won't carry any of it.

Will a reactivated user's old password still work?

Yes. Their password stays the same through deactivation and reactivation, so they can log in exactly as they did before. If they've forgotten it, you can reset their password or send them a fresh welcome email. See Welcome Emails.

I'm an agent — can I reactivate my own profile?

No — ask an admin at your brokerage. Reactivation is an admin action, and for the security of your company's account we aren't able to turn a profile back on at the user's own request. Your office admin can do it in a moment — their contact details are on your Pipeline Home page under Admin & Support.

A returning agent's email is still in use at their old company. Can they be reactivated?

Yes, once the old profile is deactivated. A login email can belong to only one active profile at a time, so the profile at their previous company has to be turned off before that address is free again. They can ask their former office to deactivate them, or email us and we'll help sort it out. See Can't Add a User? Email Already Exists.

Can I enter commissions for an agent who's been deactivated?

Not while they're inactive — reactivate them first. Commissions can only be entered for active agents, so if the Manage Commissions option isn't appearing on a transaction, reactivate the agent's profile, enter the commissions, then deactivate them again. The transaction's financial info stays intact after you deactivate them.

What happens to a user's message templates while they're deactivated?

They stay with the profile. Message templates remain attached to the profile they were created under, so they're still there when that profile is reactivated. If they were moved to someone else's profile beforehand, that's where they live now — email us and we can transfer templates between profiles.

Can I see who reactivated a user, and when?

No. There's no audit log of user-profile changes, so we can't tell you which admin reactivated someone or when it happened. You can narrow it down, though — only master admins and admins with the "Create users and locations" permission for that location can reactivate a user, and you can review who holds it on the Manage Users page. See User Permissions.

Learn More

Bring a former user back into Pipeline with their history intact.

See User Reactivation

Still Have Questions?

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