User Reactivation

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

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

Introduction

An agent comes back after a year somewhere else. Or you deactivated the wrong person on a Friday and noticed on Monday. Either way, you're not building that profile again from scratch.

Reactivation works because deactivating never removed anything in the first place. The record stayed in your account the whole time, set aside rather than erased, with every transaction and document still tied to that person's name. Switching them back on reconnects a working login to the history that was already sitting there, which is why a returning agent lands in their own past work instead of an empty account.

The part worth pausing on is what they can reach. A profile comes back the way it was, and the job somebody returns to isn't always the job they left, so read through their access before they sign in rather than after. And reactivation is for people genuinely back on your team. If a former agent only wants copies of files from deals they worked, sending those over is a better answer than handing back a key to the account.

How It Works

Reactivation happens on the same Manage Users page you use for everything else, once you switch from your active roster to your deactivated users.

Finding a Deactivated User

Deactivated users don't show in your default active list, so you'll first switch to view your inactive users to find the person you want back.

What Comes Back

Reactivating turns the user's login back on. Their history stays connected to them, so nothing has to be rebuilt. It's a good idea to review their permissions afterward and confirm they still match the role they're returning to. See User Permissions.

Reactivate a User

Restore a deactivated user's access from the Manage Users page.

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

To reactivate a user:

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

3. Switch to view your deactivated (inactive) users.
4. Find the person, click the [Gear] next to them, and reactivate the user.

The user can log in again, and their transactions and records are right where they left them.

> **Note:** Can't find the person, or ran into a snag? Email help@paperlesspipeline.com and we'll bring the account back for you.

Frequently Asked Questions

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.