

User Reactivation

Last Modified on 09/04/2026 11:11 am EDT

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.

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