

Users List FAQ

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

The Manage Users page lists your active users, with each person's record a click away. Answers to the common questions about where to find it, who can see it, deactivated users, and downloading your roster.

Where do I find my list of users?

Under [Manage Users] in your admin settings. Click the [Gear] in the upper-right corner, then [Admin / Settings], then [Manage Users] from the left menu. See [Users List](#).

Who can see the Manage Users page?

Admins. The page sits behind [Admin / Settings], so it's reachable by the people who administer your account — the same ones who add users and set what each person can do. See [User Permissions](#).

Why isn't a user I deactivated on the list?

The page lists your active users. Deactivating someone takes them off that roster without losing the work tied to their name, and you can bring them back. See [User Deactivation](#) and [User Reactivation](#).

How do I open someone's record from the list?

Click their name, or the [Gear] beside it. That opens the user's profile, where you can update their details. See [User Profile](#).

My roster is long — how do I find one person?

Use the Quick Search box at the top of the page. Enter a name or email address to find one person, or type and a role to list a whole group. See [User Search](#).

Can I download my list of users?

Yes — the Manage Users page can download your roster as a spreadsheet. You'll get a CSV listing each person's name, email, role, office location, and permissions. See [List Downloads](#).

Learn More

The Manage Users page lists everyone on your account — the active roster by default, with each person's record a click away.

See [Users List](#)

Still Have Questions?

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