Users List

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

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

Introduction

Every question about somebody on your team ends up in the same place. Who they are, where they're based, what they can reach, whether they're still with you at all: that's one roster, not four different screens.

The roster is everyone who can sign in to your company's Paperless Pipeline account, which in most brokerages is a mix of agents, transaction coordinators, office staff, and admins. It's deliberately the same page you add people from, because adding somebody and managing them a year later are the same job at two different moments. What it opens on is the team you're working with now, so it isn't a complete history of everyone who ever worked here.

The value in that is a list you can read at a glance and trust. When somebody you expect isn't on it, the answer is nearly always the view rather than a missing profile: the roster pages once it outgrows a screen, people you've deactivated sit outside the default list, and anyone who works at a different company is in their account rather than yours. None of those is something you broke.

How It Works

Think of Manage Users as your roster laid out as a list: it shows who's on the account, and every row opens into that person's record.

Active Users, By Default

The page lists your active users. People you've deactivated aren't in that list — their records are kept, just set aside. See User Deactivation.

What Each Row Gives You

Every row identifies one user and gives you a way to act on them: click their name, or the [Gear] beside it, to open their record and make a change. See User Profile.

Finding One Person

Once your roster outgrows a single screen, the Quick Search box at the top of the page narrows it — by name, by email, or by role. See User Search.

View Your Users List

> Open the Manage Users page to see everyone on your account.

Who Can Do This: Admins who can reach [Admin / Settings].

To view your Users List:

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

Your active users appear in the list. Click a name, or the [Gear] beside it, to open that person's record — or use the Quick Search box to narrow the list down. See User Search.

Take the Roster Out as a Spreadsheet

The download sits on this same page, and what comes out carries more than the list shows on screen — each person's permissions, their start date, and the maildrop address docs can be emailed to. It's your active users only, with no option to include the people you've deactivated.

Some of Pipeline's lists come out as their own spreadsheet — your user roster and a transaction's checklist timeline, ready to work with offline.

See List Downloads

Users List FAQ

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. See Users List FAQ.