

Welcome Emails FAQ

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Welcome emails carry a user's login details and invite them into Pipeline, on your schedule. Answers to the common questions about resending a welcome, skipping it during setup, and what it resets.

I skipped the welcome email when I added the user. How do I send it now?

Reset their password from Manage Users. Click the [Gear] next to the user, select [Reset Password], and confirm [Send Welcome Email]. That sends the welcome you held back during setup. See [Welcome Emails](#).

Does resending a welcome email change the user's password?

Yes. Sending a welcome resets the user's password and issues a fresh temporary one, so only resend it for people who haven't logged in yet or who need a new password.

Will "Send Welcomes" email people who are already using Pipeline?

No. The collective [Send Welcomes] step only reaches users who haven't logged in yet — anyone already active is left untouched.

My new agent's temporary password isn't working. What should I do?

Send a fresh welcome to reset it. From Manage Users, click the [Gear] next to the agent, select [Reset Password], and confirm. Have them log in using the newest email, since only the most recent temporary password is valid.

Can users change the password I set for them?

Yes — and Pipeline asks them to. The first time a user logs in, Pipeline prompts them to create their own password, so the one you set is only used once.

Learn More

Send new users their login details the moment you're ready — and not a second before.

See [Welcome Emails](#)

Still Have Questions?

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