

Admin / Staff (Location Admin) FAQ

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Location admins get oversight of the locations you choose, with the exact permissions you grant. Answers to the common questions about what makes someone a location admin, per-location access, and admins who are also agents.

What makes a user a location admin?

The "View all transactions for this location" permission. Granting it lets the user see every transaction in that location and tells Pipeline to treat them as admin staff there. From there you can add other admin permissions as needed.

Who can make someone a location admin?

A master admin, or a user with the "Create users and locations" permission. Open the user's profile under [Manage Users], check View all transactions for the location, and click [Update User]. See [Admin / Staff \(Location Admin\)](#) for the steps.

Can someone be an admin in one location but not another?

Yes — admin access is per location. A user with View all transactions in some but not all locations is only treated as a location admin where they have it. That lets you give full oversight of one office while keeping them out of another.

Can a location admin also work as an agent?

Yes — it's the same login. Admin access and agent work live in one account. A location admin can still be assigned to and manage their own transactions; they don't need a separate agent account.

My admin can't change a transaction's location. Why?

Changing a transaction's location is a master admin action. The "Create users and locations" permission lets an admin create and edit users and locations, but moving an existing transaction between locations is reserved for master admins. See [Master Admin](#).

Which admin should notification emails come from?

Set a primary admin for the location. System emails like task reminders and closing notifications are sent from the location's primary admin. If none is set, they come from the Admin/Support contact, or from the master admin as a fallback.

Learn More

A location admin runs the day-to-day inside the locations they're given — reviewing docs, managing checklists, and

seeing every transaction there.

See [Admin / Staff \(Location Admin\)](#)

Still Have Questions?

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