Notes & Sent Emails FAQ

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The log records what was sent, by whom, and when — and shows each person only their own share of it. Answers to the common questions about visibility, replies, delivery, and getting the record out.

Why can't an agent see an email an admin sent on their transaction?

Agents see only the messages they sent themselves. It's a privacy control, not a permission you can widen: the sender decides who reads what they wrote. To bring the agent in, add them as a recipient when you compose, use Reply All if you're answering from your email program, or reply from inside Pipeline so the reply lands on the transaction where they can read it.

How do I make sure an agent sees my reply?

Reply from inside Pipeline. Use the reply icon in the *Notes & Sent Emails* section and the reply is logged on the transaction, visible to the agent you answered. Replying from your own email program reaches their inbox instead — fine, but it won't show on the transaction unless you Reply All.

Is there a Reply All inside Pipeline?

No — Reply All belongs to your email program. Inside Pipeline you reply with the reply icon and add whoever else needs the message as a recipient. Reply All is what you'd use when you're answering a Pipeline message from your own inbox.

Can I forward an email I sent from Pipeline?

Not from inside Pipeline. Copy the message text out of the log and paste it into a new email, or get ahead of it next time: BCC yourself when you send, and the copy in your inbox is forwardable like any other mail.

Can I recall an email after it's sent?

No — once it's gone, it's gone. Send a short follow-up asking the recipient to disregard the first message. If the original shouldn't stay on the record, a master admin can delete it from the log.

How do I know an email actually went out?

If it's in the log, it sent. Only messages that were successfully sent are recorded, so the entry itself is your confirmation. If it's missing, check whether it went out from a different transaction with a similar address — that's the usual answer. If it's in the log but not in the recipient's inbox, have them check spam for mail from help@paperlesspipeline.com.

Do scheduled messages show up in the log?

Yes, once they send. A scheduled message is recorded on the transaction exactly like one you sent by hand, so the record stays complete whether you pressed send or Pipeline did.

Why doesn't the Notes & Sent Emails section appear on a transaction?

Nothing has happened on it yet. The section shows up as soon as there's something to show — add a note, send an email, or change the status and it's there.

Can I see every email I've sent across all my transactions in one place?

No — the record is per transaction. Each transaction holds its own log at the bottom of the page. To get a written record out, download the transaction: the zip includes a *Notes* text document with the log and an *Email_History* text document with the received mail.

Who can delete something from the log?

Master admins only. Notes and sent emails are part of the transaction's audit trail, so removing one is deliberately limited and worth doing only for something added in genuine error. Your office admin's details are under *Admin & Support* on your Home page.

Can I get a delivery or read receipt on a message?

There's no read receipt. The log is the send confirmation, and BCC'ing yourself gives you a copy in your own inbox. If a message seems not to have landed, email us and we'll check the delivery record on our side.

Learn More

Every note you add and every email you send from a transaction lands in one running log at the bottom of the page.

See [Notes & Sent Emails]

Still Have Questions?

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