

Why Can't an Agent See an Email on a Transaction?

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An agent saying a message isn't there is almost never a bug — it's Pipeline doing what it's built to do. Work down these in order; the first one is the answer most of the time.

The Agent Didn't Send It

Agents see only the messages they sent themselves. Not an admin's, not another agent's, not a co-listing agent's on the same deal — and this holds however the agent is added to the transaction. It's a privacy control rather than a permission, so there's no setting to widen it.

Confirm that first: if the message came from you or from someone else, the agent was never going to see it in Pipeline, and nothing is broken.

You Replied From Your Email Program Instead of From Pipeline

This is the fix that catches most of them. A reply typed in Outlook or Gmail goes to whoever's on it — but it doesn't land on the transaction, so the agent has nothing to open in Pipeline.

To put the reply where the agent can read it:

1. Open the transaction and scroll down to the *Notes & Sent Emails* section.
2. Click the [Reply icon] next to the message you're answering.
3. Write your reply and send it.

The reply is logged on the transaction and the agent can read it there. Going forward, replying from inside Pipeline is the habit that prevents this one entirely.

You CC'd the Agent, and They're Looking in the Wrong Place

Copying an agent puts the message in their email inbox. It doesn't make the message visible in Pipeline — those are two different places, and an agent hunting for it on the transaction won't find it.

Tell them to check their inbox. If it needs to be on the transaction as well, reply to it from inside Pipeline.

The Message Was Marked Private

A private note or email is limited to you, any internal recipients on the message, and admins. If the agent isn't one of those, that's why it isn't showing.

Nothing needs fixing if the message was meant to be private. If it wasn't, send the content again as a normal message with the agent added as a recipient.

It's Mail That Came In, Not Mail That Went Out

Received mail follows a stricter rule than sent mail: an incoming email is visible only to the person whose maildrop address took it in, and to admins. An agent clicking one they don't own gets a permission error, and their *Received Emails* count reads zero until something arrives on their own address.

To get an incoming message to an agent, forward it to them from your email program, or reply to it from inside Pipeline with the agent added.

Still Stuck?

Email us with the transaction, the agent's name, and roughly when the message was sent — we can look at the record from our side and tell you which of the above it was.

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.
