

# Why Isn't an Agent Getting Doc Comment Notifications?

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You commented on a doc, the agent says they never heard about it, and the comment is sitting right there on the document. Four things can break that chain, in roughly this order of likelihood.

## The Agent Can't See the Doc

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This is the usual answer. Notifications follow doc visibility: an agent is only emailed about a doc they're allowed to open. If most of your docs live in an office-only permission category, agents can't view them and never get comment notifications on them.

To fix it, change the doc's permission category to one the agent can reach for their role. They'll be able to open the doc and receive comment notifications on it from then on.

## The Person Isn't on the Transaction

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The recipient list is narrower than most people expect. It's the agents added to the transaction who can view the doc, plus the person who uploaded it — and that's all. A broker who wants to hear about comments on files they aren't on won't, and an admin who created the transaction but didn't upload the doc won't either.

If someone needs to be in the loop on a transaction's comments, add them to the transaction. If they only need a one-off, drag the comment into a transaction email and send it to them directly.

## The Account Setting Is Off

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If nobody on the account is getting comment notifications, check the switch: [Gear] → [Admin / Settings], Email Settings section, **Email agents when admin comments on documents**. It's account-wide, so one person turning it off stops the emails for everyone. There's no per-user version to check.

## The Email Is Being Filtered or Blocked

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If the setting is on, the agent is on the transaction, and they can open the doc, the message is being generated and something on the receiving end is stopping it.

Have the agent check their junk or spam folder first — that resolves most of these. If their mail server has been refusing our messages, their address can end up blocked on our side, and we can clear it. Email us the transaction name and the agent's email address and we'll check the delivery record.

## Still Stuck?

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Email us with the transaction name, the doc name, and the agent who should have been notified. We can see whether the message went out and what happened to it.

## Learn More

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An admin leaves a comment on a doc, and Pipeline emails it to the agent with a link straight to the document.

See [Doc Comment Notifications](#)

## Still Have Questions?

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Didn't find your answer above? Email us at [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) and we'll help.

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