

Doc Comment Notifications FAQ

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Doc comment notifications are an account-wide setting that emails the agents who can view a doc, plus its uploader, whenever an admin comments. Answers to the common questions about who's on the list, internal-only comments, and edited comments.

How does an agent find out I commented on their document?

By email, automatically, when the account setting is on. The message carries the comment, the doc name, the transaction, who left it, and a link straight to the comment. Nothing else to send.

Who receives the email?

The agents on the transaction who can view that doc, plus whoever uploaded it. Other admins aren't notified unless they uploaded the doc themselves, and neither is the transaction's creator by virtue of creating it.

Can I turn the notification off for one agent instead of everyone?

No — the setting is account-wide. If one person is getting more than they want, the practical fix is on their side: a rule in their mail client that files or archives those messages automatically.

Can I leave an internal note on a doc without emailing the agent?

Not on the doc itself. Every doc comment is visible to anyone who can open the transaction, and the notification is all-or-nothing for the account. If you need to mark a doc for internal attention, a Doc Label does that quietly and stays searchable.

What happens if I edit a comment after posting it?

A second email goes out with the updated wording. The edit isn't silent, so it's worth finishing the thought before saving if you don't want the agent hearing about it twice.

Do agents get one email per comment, or one summary?

One per comment, per document. Reviewing a file and commenting on six docs sends six emails. To hand back a single message instead, turn the account setting off and drag the comments into one transaction email.

The setting is on, so why didn't the agent get anything?

Usually because they can't see the doc. Notifications follow doc visibility, so a doc in an office-only permission category never reaches an agent. Move it to a category they can open and the notification follows.

Can I @mention someone in a doc comment to notify them?

No — @mentions work in tasks, not in doc comments. Comment text is plain text. To pull a specific person in, send a transaction email with the comment dragged into it, or put the ask on a task and @mention them there.

Is the document attached to the notification email?

No — the email links to it instead. It names the transaction and the doc and gives the agent a click-through, which also keeps the document itself inside Pipeline rather than loose in an inbox.

Learn More

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?

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