Doc Comment Notifications

Last Modified on 11/10/2026 12:27 pm EST

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

Introduction

A doc comes back missing an initial. You leave a comment on it saying what's wrong, and that's the whole message. Pipeline carries it to the agent, who reads it, clicks through to the document, and fixes it.

Doc Comment Notifications are the delivery half of Doc Comments. The comment is the note you attach to a document; the notification is the email that puts that note in front of someone. Who hears about it follows the document rather than the org chart or a recipient list you pick. The people connected to that doc get the email, and nobody else does. It's a deliberate trade: you don't choose the audience, and in exchange you never have to look one up.

Review a stack of docs, say what's wrong on each one, and every agent hears about it without you writing a single separate email. Brokers who sit on every transaction do end up with a lot of these, and there's no way to thin them out inside Pipeline today — a rule in your own mail client that files them into a folder is what most offices land on.

How It Works

The comment decides what's said; the doc decides who hears it.

Who Gets the Email?

The agents on the transaction who can view that doc, plus whoever uploaded it. Nobody else — another admin hears about a comment only if they uploaded the doc themselves, and the transaction's creator isn't automatically on the list. The audience follows doc visibility rather than role, so a doc in a permission category an agent can't reach is one they won't be emailed about, and there's no way to send comments to brokers but not agents.

What Arrives, and How Often?

One email per comment per document, carrying the comment text, the name of the admin who left it, the transaction name, the doc name, and a link that opens the comment in place on the transaction. The document itself isn't attached. Comment on six docs during a review and the agent gets six messages rather than a digest, and editing a comment afterwards sends a second email with the updated wording.

What Happens When Someone Replies?

The reply lands in the transaction's notes and email history, because comments aren't threaded and the text is plain — there's no way to @mention someone inside one. To put a comment in front of a closer, a coordinator, or anyone else the notification doesn't cover, drag it into a transaction note or email and send it from there.

Leave a note right on a doc and it travels with the document — your team sees it, the agent hears about it, and *Transaction History* keeps the record.

See Doc Comments

Turn Doc Comment Notifications On or Off

One account-wide checkbox decides whether a doc comment emails the agent or just sits on the doc.

Who Can Do This: Master admins.

To turn doc comment notifications on or off:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. In the Email Settings section, check or uncheck **Email agents when admin comments on documents**.
3. Click [Save Settings].

The change applies to everyone on the account from the next comment. Comments already left stay on their docs either way — turning the notification off silences the email, not the comment.

Frequently Asked Questions

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.