Why Aren't Doc Notifications Reaching the Right People?

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Doc Notifications go wrong in two directions: the person who wants them hears nothing, or the person who doesn't want them hears everything. Both come down to the same two switches.

You Turned Them On and Nothing Arrives

Work through these in order:

- **Confirm the box is checked, and saved.** Go to [Gear] → [My Info], look under *Your Email Settings* for **Receive notification when agent adds doc to a transaction**, and click [Save Settings] even if it already looks right.
- **Check you're in the right account.** The setting is per Pipeline account. If you belong to more than one, switching it on in one account does nothing in the others.
- **Check who uploaded.** The notification fires on agent uploads only. If the docs you're waiting on are being added by other admins, nothing will ever send — watch the *Unreviewed* page for those.
- **Check your permissions.** Notifications reach you for transactions in locations where you hold **View All Transactions**. Without it, you'll only hear about transactions you're on.
- **Check your junk folder.** If everything above is right and the mail still isn't landing, it may be filtered or blocked on the receiving end. Email us and we'll look at the delivery record.

Only One Admin Is Getting Them

There's no shared, office-level subscription — every person turns this on for themselves. When a new compliance admin or transaction coordinator joins and doesn't start hearing about uploads, it's almost always this: the setting was never checked in their profile. Nobody can switch it on for them.

Someone Is Getting Notifications for Transactions They Shouldn't See

This takes two things at once: the person has **View All Transactions** in a location, and they have the notification switched on. Decide which one is wrong.

If they shouldn't have location-wide visibility at all, remove **View All Transactions** from their user profile — the notifications stop with it, and so does the underlying access. If the access is correct and only the email volume is the problem, they turn the notification off themselves.

You Want to Stop the Emails for Someone Else

You can't switch this off on another person's behalf — it's in their profile, not in Manage Users. Ask them to go to [Gear] → [My Info], uncheck **Receive notification when agent adds doc to a transaction**, and save.

If they're getting other Pipeline email as well, it's worth checking the neighboring settings while they're there: doc acknowledgement receipts and staff-recipient listings are separate switches, and turning one off does nothing to the others.

Still Stuck?

If the box is checked, the permission is right, and an agent upload still produces nothing, email us with the transaction name, who uploaded, and roughly when. We can see whether the message was generated and where it went.

Learn More

Get an email the moment an agent adds a doc to a transaction — so nothing waits in a queue for you to notice it.

See Doc Notifications

Still Have Questions?

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