

Doc Notifications FAQ

Last Modified on 09/04/2026 11:11 am EDT

Doc Notifications are a personal email subscription that fires when an agent adds a doc to a transaction you can see. Answers to the common questions about who can subscribe, why admin uploads stay quiet, and how to stop the emails.

How do I get an email when an agent uploads a document?

Turn it on in your own profile. Click the [Gear] in the upper-right corner, then [My Info], check **Receive notification when agent adds doc to a transaction** under Your Email Settings, and save.

Can an admin turn these notifications on for someone else?

No — it's a personal setting. Each person has to check the box in their own profile, and only they can uncheck it. If a teammate should be getting notifications and isn't, ask them to switch it on rather than looking for it in Manage Users.

Why don't I get a notification when another admin uploads a doc?

The notification only fires on agent uploads. Docs added by admins don't send one. To keep an eye on what admins are adding, watch the *Unreviewed* page instead.

Which transactions will I be notified about?

The ones you can already see. You'll be emailed about agent doc uploads in any location where you hold the **View All Transactions** permission. Change the permission and the notifications follow it.

Can I be notified about one specific document instead of all of them?

Not directly — the subscription is all-or-nothing. If you're watching for one particular form, add a checklist task for it and ask agents to check the task off after uploading. You can then filter tasks by agent-checked status and see exactly what's waiting, without an inbox full of everything else.

Do I get a notification when an agent emails a doc into a maildrop address?

Not at the moment they send it. Emailed docs land in Unassigned first, and the notification goes out when the doc is assigned to a transaction. If you want confirmation at the moment of sending, that's a separate setting — see Email Acknowledgement.

How do I stop getting these emails?

Uncheck the same box. Go to [Gear] → [My Info], uncheck **Receive notification when agent adds doc to a transaction** under Your Email Settings, and save. It stops on the next upload, and it doesn't change your login email

or anything else about your profile.

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.
