

Received Emails FAQ

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Forward mail into a transaction and Pipeline keeps it there, visible to admins and to the person whose maildrop address took it in. Answers to the common questions about attachments, senders, visibility, and deleting an email.

Can an agent see an email someone else sent to the transaction?

No — agents see only the mail that came in on their own maildrop address. That's deliberate: it means the sender always chooses who reads what they wrote, so anything confidential can go to a transaction safely. To let an agent read a message, copy them on it from your email program, or reply to it from inside Pipeline.

Why does an agent's Received Emails count show zero?

Because nothing has come in on their address. The count reflects what that person can see, not what the transaction holds — so an agent who has never emailed the transaction sees zero even when admins see a dozen messages.

Can I open an attachment from Received Emails?

No — the paperclip tells you an attachment came, but it isn't a link. Emailed docs land on the *Unassigned* page and appear on the transaction once someone assigns them, and that's where you open them. Expand the email first if you need the original file name to search by.

Why does someone else show as the sender of an email I forwarded?

Because Sender is whoever owns the maildrop address the mail was sent to. Forward to a colleague's address and Pipeline credits them; your own address shows under *Sent from*. Send to your own transaction address and your name shows where you'd expect it.

Why does an email show up as code instead of text?

Received mail is stored and displayed as plain text, on purpose. Plain text keeps the full destination of every link visible rather than hiding it behind a button or an image, which is what you want on a record that may be read years later. A heavily formatted message can look like code as a result — print it to PDF and email that in instead if the layout matters.

Why is a received email blank?

The message arrived with attachments and no subject or body. Pipeline keeps what was sent, so an entry with nothing typed in it shows as empty. The attached docs still come through and are assigned as usual.

Can I be notified when an email arrives on a transaction?

There's no notification for it. What works instead is a saved search: filter your transactions by *Email Received* date range, then save it as a shortcut you can check each morning to see which files got mail.

Who can delete a received email?

Master admins only. Received mail is part of a transaction's audit trail, so removing it is deliberately limited — and worth doing only when something reached the wrong transaction. If you're not a master admin, your office admin's details are under *Admin & Support* on your Home page.

Why didn't a forwarded email arrive at all?

Check whose maildrop address it went to. A deactivated user's maildrop addresses stop working, so mail sent to one never reaches Pipeline — resend to an active address for the transaction. If the address was right and the message still isn't there, the fuller checklist lives with the docs.

Docs emailed into Pipeline can go quiet for a handful of reasons, and almost all of them are visible from your own inbox. Work down this list in order.

See [Why Aren't My Emailed Docs Showing Up?](#)

Will the whole email thread show, or just the last message?

Whatever you forwarded is what's kept. Include the thread in your forward and the thread appears; forward the attachment alone and only the attachment is recorded.

Learn More

Forward an email into a transaction and it stays there — the subject, the message, and a record of what came attached.

See [Received Emails](#)

Still Have Questions?

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