

Received Emails

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

Introduction

The paperwork on a deal arrives in somebody's inbox. The lender's reply, the signed addendum, the title company confirming a date. Six months later, when a question comes up about what was agreed, that thread is in one person's mail and nobody else can reach it.

Received Emails is where a transaction keeps the mail sent to it. Forward a message to the transaction's own maildrop address and it lands on the file, alongside whatever it carried, and stays there as part of the record. You get the subject and the message, not just the documents that came attached.

The agent who got the lender's reply can leave the office, and the reply stays on the deal, readable by the people who should see it. Nobody has to go asking a former colleague to look something up.

How It Works

Received Emails sits on the transaction itself, with one entry for every message that arrived.

What Gets Kept?

Whatever was sent to that transaction's own maildrop address — the subject and the full message body, alongside a record of what came attached. Mail sent to your *Unassigned* address works differently: Pipeline pulls the attachments out and doesn't keep the message itself. Emailed docs stop on the *Unassigned* page first and appear on the transaction once someone assigns them, which is where you open them; the paperclip and attachment name in the entry are a record of what arrived rather than links.

Whose Name Is On It, and Who Can Read It?

Sender is the person whose maildrop address the email was sent *to*, so send to your own address and the entry carries your name. **Sent from** is the address the mail actually came from, and **To** lists anyone who was copied. An entry is visible to that person and to admins, and to nobody else — which is what makes it safe to send anything to a transaction, confidential material included. An agent who has never emailed a transaction sees a count of zero on it.

How Do I Know One Arrived?

You go looking, because nothing announces it. Search your transactions by *Email Received* date range and save that search as a shortcut you can check each morning. Pipeline stores and shows messages as plain text, which keeps the full destination of every link visible instead of hiding it behind a button, so a heavily formatted message can come through looking like code.

View an Email on a Transaction

Open the transaction and read any message that came in – subject, body, and what was attached.

Who Can Do This: Admins, and the person whose maildrop address received the email.

To view an email received on a transaction:

1. Open the transaction.
2. Click [Received Emails] from the left menu.
3. Click the email you want to read.
4. Read the full message in the expanded view – the header names any docs that arrived with it.

The message stays on the transaction, so anyone who needs the context later finds it in the same place.

Delete a Received Email

Master admins can take an email off a transaction it never should have reached.

Who Can Do This: Master admins.

To delete a received email:

1. Open the transaction.
2. Click [Received Emails] from the left menu.
3. Click the email you want to delete. It expands so you can review the body first.
4. Click the [X] at the bottom of the email.
5. Confirm the deletion.

Received emails are part of a transaction's audit trail, so delete one only when it was sent in error. Not a master admin? Ask your office admin – their details are under *Admin & Support* on your Home page.

Find the Address to Forward To

None of this starts until a message is sent to the transaction's own address, and that address doesn't live in an admin screen. Each transaction shows you yours, and yours alone: a colleague opening the same file sees a different one.

Email your documents to a maildrop address and Pipeline pulls the attachments in — no logging in, no uploading.

See [Maildrop](#)

Received Emails FAQ

Received mail is kept on the transaction it was sent to, visible to admins and to the person whose address took it in. Answers to the common questions about attachments, senders, and who can see what. See [Received Emails FAQ](#).
