

Send-From Identity FAQ

Last Modified on 09/04/2026 11:12 am EDT

Pipeline sends from help@paperlesspipeline.com and sets the reply address to your login email. Answers to the common questions about the from address, where replies land, and what recipients see.

Why do my emails come from help@paperlesspipeline.com?

Because receiving mail servers require the From address to match the sending domain. Pipeline sends from [paperlesspipeline.com](mailto:help@paperlesspipeline.com), so the From address has to be a [paperlesspipeline.com](mailto:help@paperlesspipeline.com) address. Anything else would be treated as spam and far fewer of your messages would arrive.

Can I send from my own email address instead?

No. There's no setting for it and no integration that routes Pipeline messages through your own mail account. The Reply-To on every message is your login email, so the practical thing you want — replies coming to you — already works.

Where do replies go?

To your Pipeline login email address. That's what Pipeline sets as the Reply-To, and most email programs honor it.

What if a recipient replies to help@paperlesspipeline.com anyway?

We read it and point them back to you. A few email programs — Yahoo, AOL, and Comcast among them — ignore Reply-To. Our team monitors everything that arrives at help@paperlesspipeline.com and writes back to redirect the sender, so a stray reply doesn't disappear.

Do recipients see my name?

In most inboxes, yes. Many email programs show the sender's name instead of the raw address, so your name is what appears in the inbox line.

How do I change the name recipients see?

It's the first and last name on your Pipeline user profile. Most users can update their own. Master admin name changes are handled by support for security reasons — write in from the master admin address with the current name and the one you want.

Can I remove Pipeline's branding from my outgoing emails?

Partly. A master admin can turn on minimal formatting, which removes the gray box and the Pipeline logo from messages sent from transactions. A fully white-labeled send — nothing on the message identifying Pipeline — isn't available.

Who shows as the sender on Pipeline's own automatic emails?

Your account's Admin & Support Contact, unless a Location has its own Primary Location Contact. That's who agents see on task reminders, closing notices, and the like — so replies to those go to a person in your office rather than to Pipeline.

Our spam filter flags Pipeline mail because the name and address don't match. What do we do?

Allowlist help@paperlesspipeline.com with your email provider. Pipeline always sends from that address using your users' display names, which is exactly the pattern some filters look for. Renaming users to dodge the filter isn't the fix and makes your records worse.

Learn More

Emails you send out of Pipeline arrive from help@paperlesspipeline.com with your name on them, and replies come back to you.

See [Send-From Identity](#)

Point your team to the right person for help — the contact shown on every Home page and used on system emails.

See [Admin & Support Contact](#)

Give each Location a primary contact so agents know who to reply to, and system emails come from the right person.

See [Primary Location Contact](#)

A user's profile holds who they are and where they work — their name, role, primary location, and license number.

See [User Profile](#)

Still Have Questions?

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