

Stray Symbols or Missing Formatting in a Message

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Asterisks in the text, a heading that came out plain, a pasted paragraph that collapsed — formatting surprises have a short list of causes.

Asterisks or Pound Signs Appear in the Sent Message

Those are markdown characters. Pipeline used markdown for formatting before it moved to the visual editor, so text copied from an older template, from an old help-site example, or from another program that writes markdown can still carry the symbols — and the editor sends them as literal characters.

To clear it up:

1. Open the message, or the message template it came from.
2. Delete the stray `*` and `#` characters from the text.
3. Re-apply the emphasis or heading with the toolbar instead.
4. Save the template, or send the message.

If a whole library of templates is affected, don't delete them — edit each one in place so the schedules and sharing settings attached to it survive.

A Pound Sign Turns Into a Heading

A `#` at the start of a line reads as a heading marker and the line comes out large and bold. When you actually need the character — a unit number, a lot number — wrap it in backticks (``#``). The backticks don't appear in the message you send.

A Heading Arrived as Regular Bold Text

Nothing went wrong. Your company sends messages with minimal formatting turned on, and headings render as ordinary bold text under that setting. The rest of your formatting is unaffected. Minimal formatting is a company-wide choice a master admin makes.

Pasted Text Lost Its Paragraph Breaks

Pipeline doesn't alter what you paste, so whether the paragraph breaks survive depends on the program you copied from. Inconsistent line returns in the source are the usual culprit.

To fix it:

1. Delete the pasted block.

2. Paste it again — a second attempt often lands cleanly.
3. If it still collapses, add the line breaks by hand in the editor.

The Formatting You Want Isn't in the Toolbar

Text color, highlighting, underline, indenting, and images aren't in the editor at all. If that's what's missing, it isn't a fault to chase — write in and tell us what you need it for. Requests with real use cases behind them are what move the list.

Still Stuck?

Send us the message that came out wrong, and the text you pasted in if you pasted anything. Email help@paperlesspipeline.com and we'll take a look.

Learn More

Headings, bold, links, and lists live in a small toolbar above the message box, so a long message arrives easy to read.

See [Formatting Toolbar](#)

Still Have Questions?

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