

Template Library FAQ

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The library holds prebuilt messages you copy into your own collection before using them. Answers to the common questions about what's in it, whether copies stay linked, and who can see which templates.

Does Pipeline come with ready-made message templates?

Yes — that's the Message Template Library. It covers client communication, agent updates, task reminders, and more. Copy what fits and rewrite it to sound like your office.

Can I use a library template straight from a transaction?

Copy it first. Library templates don't appear in the saved template list on the email screen until they're in your own collection. One click from the library puts them there.

Does a copied template stay linked to the original?

No, the copy is entirely yours. Edit it, schedule it, share it, or delete it — nothing you do travels back to the library, and library updates don't rewrite your copy.

Why does my colleague see templates I don't?

Some templates in the library are visible only to admins. Everyone can open the library; what's on the shelf depends on your access.

Can I share a template I copied from the library?

Yes, once it's in your collection it shares like any other template. Sharing takes admin-level access. See [Shared Templates](#).

Learn More

The Message Template Library is a shelf of ready-made messages for every stage of a deal. Browse it, copy what fits, and make it your own.

See [Template Library](#)

Still Have Questions?

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