

Password Reset

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

Forgot your password, want to change one you know, or need to reset one for an agent? Here's every way to get a password sorted.

Introduction

You can reset your own password. It's a link you ask for from the login page, you follow it, and you set a new one, with no admin, no ticket, and no waiting on somebody else's schedule.

Underneath every version of this is a rule that explains most of the trouble people hit: a reset email goes to the login address on the profile, and to no other address. Not a forwarding address, not an alias, not whichever inbox you happened to write from. Pipeline works this way because a password is genuinely yours. Nobody here can read one or hand one over, which is also why an admin resetting an agent's password sends that agent an email rather than setting something for them.

So the path out of a lockout is short, and it's yours to walk. If the email doesn't turn up, check spam first, then check that the address you asked from is the one your profile uses, because a slightly different address explains more lockouts than anything else. And if you're changing a password you know but can't produce the current one, the forgotten-password route works just as well and asks you for nothing you don't have.

How It Works

If You Forgot It

Reset it from the login page — Pipeline emails you a link to set a new one. No admin needed.

If You Know It

Change it anytime from your personal settings, using your current password.

If You're an Admin

Reset a password for any agent from Manage Users; Pipeline emails them to set a new one, and their old password stops working.

Reset a Forgotten Password

Reset a forgotten password from the login page — Pipeline emails you a link.

Who Can Do This: Anyone with a Paperless Pipeline login.

To reset a forgotten password:

1. Go to the Pipeline login page at app.paperlesspipeline.com.
2. Click [Forgot your password?].
3. Enter your login **Email Address**, then click [Send Reset Email].
4. Open the reset email — it arrives within 15 minutes — and click the link inside.
5. Enter your **New Password**, then retype it to confirm.
6. Click [Change Password].

Your password is reset, and you can log in with it right away. Don't remember your login email address? See [Login Email Address](#).

Change a Password You Know

Update your password from your personal settings.

Who Can Do This: Anyone can change their own password.

To change a password you know:

1. Click the [Gear] in the upper-right corner, then [My Info].
2. Enter **Your Current Password**.
3. Enter your **New Password**, then retype it to confirm.
4. Click [Save Settings].

Your new password takes effect right away. If you use a password manager, update it there too.

Reset an Agent's Password (Admins)

Reset a password for an agent from Manage Users — Pipeline emails them to set a new one.

Who Can Do This: Admins who manage users.

To reset an agent's password:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Click [Manage Users].
3. Click the [Gear] next to the agent, then [Reset Password].
4. Confirm.

The agent gets an email prompting them to set a new password, and their old one stops working. To reset passwords for everyone who hasn't signed in yet, use [Send Welcomes] on the same page.

Get a Whole Office In for the First Time

Resetting one password at a time is the wrong tool when nobody has signed in yet. A brand-new profile has never had a password to forget — what it's waiting on is the first invitation.

Send new users their login details the moment you're ready — and not a second before.

See [Welcome Emails](#)

Password Reset FAQ

Resetting your password sends a link to your login email address, and you set a new one from there — no admin needed. Answers to the common questions about timing, delivery, and a missing reset email. See [Password Reset FAQ](#).
