Password Reset

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Reset a password you've forgotten, change one you know, or reset one for an agent.

Introduction

When you can't get into Pipeline, you can set a new password yourself, without waiting on anyone. You ask for a link from the login page, and the email Pipeline sends lets you choose a new password without entering the old one.

If you still know your password and just want a new one, you can change it anytime from your profile.

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? SeeLogin

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

Frequently Asked Questions

How long does the reset email take?

Within 15 minutes. Open it and click the link to set a new password.

The reset email didn't arrive — what now?

Check your spam folder, then confirm the address. The link only goes to the exact email address on your Pipeline profile, so make sure you requested it with that one.

I don't know my login email address — can I still reset?

No — the reset needs it. If you've forgotten it, see Login Email Address or ask your admin which address is on your profile.

Do I have to be logged in to reset my password?

No. The whole reset runs from the login page and your inbox, so it's built for when you're locked out.