

Get Help FAQ

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

Support runs on in-app help, unlimited email, live chat for admins, and this 24/7 help center. Answers to the common questions about reaching us, our hours, and phone support.

How do I contact Paperless Pipeline support?

Fastest is [Help] → [Get Help] inside Pipeline; or email help@paperlesspipeline.com. Sending from your login email helps us find your account faster.

What are your support hours?

Monday–Friday, 8am–5pm CT. After-hours messages are answered the next business day, and we're closed on U.S. federal holidays.

How fast will I hear back?

Usually within the hour during business hours. At busy times it can take a few hours — but it's always a real person, in-house.

Is there phone support?

Not as a number you can call, but scheduled calls are. There's no inbound line to ring for on-the-spot troubleshooting. What we do instead is book screen-share sessions in advance, and setup and tune-up calls come at no charge. Email and chat stay the fastest route for a question that has a written answer.

Can I chat with support?

Yes, if you're an admin. Live chat is in the lower-right corner when our team is online; you can toggle it in your personal profile.

How do I know if Pipeline is down?

Check the status page. status.paperlesspipeline.com shows known outages and scheduled maintenance.

Learn More

Need a hand? The quickest way to reach us is right inside Pipeline — and a real person on our team reads every message.

See [Get Help](#)

Still Have Questions?

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