

Get Help

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

Introduction

You don't have to work out which way of reaching us is the right one. People sometimes send the same question twice because they weren't sure whether it should have been an email or a chat, and it lands with the same team either way.

A real person on our team reads what you send, rather than a bot triaging it first, and you can say "this is broken" or "I don't understand this" and get treated the same either way. If your office runs its own internal support contact, Pipeline can route your agents there instead of to us, which is why the Help option looks different in some accounts than others.

Whichever way you reach us, the person answering can see what you're describing. If something is genuinely broken rather than confusing, say so plainly and we'll treat it that way.

Get Help Inside Pipeline

Click [Help] in the top-right corner, then [Get Help]. It's the fastest way to reach us — your message comes straight to our team with your account details already attached.

Email Us

Prefer email? Write to help@paperlesspipeline.com. Send it from your Pipeline login email so we can find your account faster. There's no ticket limit — email us as often as you need.

Chat With Us

Admins can chat with us live from the lower-right corner whenever our team is online. You can turn chat on or off anytime in your personal profile.

Search the Help Center

This help center is open 24/7. Search your feature or question and you'll usually find a step-by-step guide — day or night.

Check for an Outage

If Pipeline seems down for everyone, check status.paperlesspipeline.com for known issues and scheduled maintenance.

When You'll Hear Back

We're here Monday through Friday, 8am–5pm CT, and closed on U.S. federal holidays. Messages that arrive after hours are answered the next business day. At busy times a reply can take a few hours — but it's always a real person, in-house.

Help Us Do This Better

We're always looking for better ways to support you, and honestly, the best ideas come from you. We don't offer phone support today — keeping a small, in-house team on email and chat is how we give real answers fast — but if that's not working for how you run your business, we genuinely want to know.

If there's a way you'd rather reach us, or getting help has ever felt clunky, email help@paperlesspipeline.com and tell us. We read every note, and it shapes what we build next.

Send Your Agents to Someone in the Office First

Plenty of what agents ask isn't about how Pipeline works, it's about how your office wants things done, and that's answered faster down the hall than by us. Naming that person is also what changes the Help option in your account.

Point your team to the right person for help — the contact shown on every Home page and used on system emails.

See [Admin & Support Contact](#)

Get Help FAQ

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. See [Get Help FAQ](#).
