Why Is Pipeline Slow or Showing Old Content?

Last Modified on 11/10/2026 12:22 pm EST

Sluggish loading and stale, out-of-date screens are usually a browser or connection issue — not your account. Here's how to clear each one.

Pipeline Is Running Slowly

Work through these in order:

- **Trim your unreviewed and unentered docs.** More than 5,000 unreviewed or unentered docs can slow parts of Pipeline down. If you don't use Entered Docs, you can turn it off. To bulk-clear old docs, email `help@paperlesspipeline.com` with the rule to apply (for example, mark everything assigned more than six months ago).
- **Check the status page.** Confirm there's no known outage or scheduled maintenance (maintenance usually runs early on weekend mornings).
- **Rule out your internet.** If the status page looks normal, load a few other sites to check your connection — though lighter sites may feel fine even when yours is strained.
- **Clear your browser's cache** (see below).

Pages Load Blank or Buttons Don't Work

A blank page, an empty transactions list, buttons that do nothing, or uploads that fail usually mean the browser is out of date, or a browser extension is getting in the way. Work through these in order:

1. **Update your browser** to its latest version. Clearing the cache won't fix a browser that's out of date.
2. **Try another supported browser**, like Edge or Firefox if Chrome is the one failing. If Pipeline works there, the problem is in the first browser.
3. **Open Pipeline in a private or incognito window.** Extensions are usually off there. If Pipeline works, turn your extensions off, then back on one at a time to find the one causing it.

Pipeline Is Showing Old or Outdated Content

If you're seeing stale screens, force your browser to pull the latest version:

1. **Restart your computer** and try again.
2. **Do a hard refresh** of the page — this reloads it fresh, bypassing what's saved.
3. **Clear your browser's cache** so it re-downloads the latest files.
4. **Clear your browser's cookies** if the first three didn't help.

Each browser handles these a little differently — search your browser's help for "hard refresh" and "clear cache" for

its exact steps.

Still Stuck?

If it's slow or stale after all of the above, contact us — and mention what you already tried so we can pick up from there.

Learn More

Use the latest version of Chrome, Firefox, Edge, or Safari to run Pipeline.

See System Requirements