

Why Is Pipeline Slow or Showing Old Content?

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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).

Pipeline Is Showing Old or Outdated Content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

Pipeline runs in your web browser — it works best on the latest version of any major browser.

See [System Requirements](#)
