

A Home Page Count Doesn't Look Right

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When a number on the Home page doesn't match what you expect, it's almost always a difference in what's being counted — not a lost transaction, task, or doc. Here's what each mismatch means.

A Task I Just Completed Is Still Counted

The Home page counts refresh on a short delay, so a task you checked off a moment ago can linger for a few minutes.

Give it a few minutes and reload the Home page. If the task is still there after that, open the transaction and confirm the task is actually marked complete — an agent-checked task still needs an admin to complete it.

A Transaction Closing This Week Isn't in the 7-Day Block

Transactions in a Closed-category status are left out of *Transactions Closing in 7 Days* — as far as Pipeline is concerned, they've already closed.

Open the transaction and check its status. If it was moved to a closed status by mistake, set it back to the active status it should be in and it returns to the block.

The Home Page and the Tasks Page Disagree

The Home page count includes tasks an agent has checked off but an admin hasn't completed yet, so it can run higher than what you see on the Tasks page.

Treat the Tasks page as the authoritative view of what's still outstanding, and work agent-checked tasks from there.

The Count Includes Work That Isn't Mine

Blocks count everything your role can see, not only what's assigned to you. If your permissions reach across the office, other people's tasks and docs are in your totals.

To narrow it down, filter the Tasks page to yourself and save that filter as a shortcut — you'll have your own list one click away without changing anyone's permissions.

The Unassigned and Unreviewed Numbers Aren't in the Menu Bar

Those counts were retired from the top menu bar because recalculating them on every page load, for every user, was slowing Pipeline down for everyone.

The numbers themselves weren't removed — read them from the *Unassigned Documents* and *Unreviewed Documents* blocks on the Home page.

The Home Page Is Blank or Won't Load

An empty Home page is usually your browser holding on to an old version of the page rather than an account problem.

Do a hard refresh (Ctrl+Shift+R on Windows, Command+Shift+R on a Mac). If it's still blank, update your browser to the current version, then try a different browser to confirm.

Still Stuck?

If a number still looks wrong after all of the above, email help@paperlesspipeline.com — tell us which block, what you expected, and what you're seeing, and send a screenshot if you can.

Learn More

Your Home page opens on a row of live counts: closings this week, tasks due today, docs waiting on you — so you can see what needs attention before you click into anything.

See [Stat Tiles](#)
