

My List Sort or Columns Aren't What I Set

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Your columns and your sort order are personal preferences, kept for your login in the browser you're using. Most of the time a list that looks wrong is telling you where one of those two got lost.

Everything Resets Every Time I Log In

A private or incognito window is the first thing to rule out. Private windows are built to keep nothing between sessions, so your columns and your sort go with everything else the moment you close one. Safari in particular can be set to open private by default, which makes it look like a Pipeline fault rather than a browser setting.

Open Pipeline in a regular window and set your columns and sort again. They'll be there next time.

Already in a regular window? Allow cookies for `app.paperlesspipeline.com`, update your browser to the current version, and clear the stored site data for Pipeline so the preference is written fresh. In Safari that's [Settings] → [Privacy] → [Manage Website Data]. If it still resets after that, email us and tell us which browser and which list.

A Column Is Checked and Still Isn't Showing

Start with a hard refresh: [Ctrl] + [Shift] + [R], or [Command] + [Shift] + [R] on a Mac. Then reopen [Columns], confirm the columns you want are checked, and click [Done].

If it's showing for you at your desk and missing on a laptop, the window is the likely reason rather than the setting. The page sizes itself to the browser window and drops the less-used columns when there isn't room. Maximize the window and they come back.

I'm Told I've Hit a Limit Adding Columns

The page is already showing as many extra columns as it takes, and the *Tasks* page takes four.

Open [Columns], clear one you're not using today, add the one you want, and click [Done].

A Transaction's Documents Are in the Wrong Order

The docs list keeps whatever sort was used last, and it carries that order to every transaction you open afterwards. That's why a list can look wrong long after the click that changed it, and on a transaction nobody has touched.

Click the **Document Name** heading on any transaction's docs to sort alphabetically, and click it again to flip the direction. The small arrow points up for A to Z. The order you leave it in is the order the next transaction opens with.

A Transaction Moved on the List and Nobody Moved It

Check the transaction's status before anything else. The *Transactions* page keeps live deals in their status categories — Active, then Listing, then Pending, then Other — so a file that changed status moves to its new category's part of the list.

Open the transaction and read its status. If it's the status you expect, the file is already in the right part of the list; if it changed by mistake, correcting it moves the file back.

A Teammate Sees a Column I Don't

Column choices belong to each person, so two people looking at the same list can be showing different fields. Nothing has been turned off for you at the account level.

Ask which column they're reading, then open [Columns] on your own page, check it, and click [Done].

Learn More

Sort any list on the column that matters to the job in front of you. Which lists hold that order for next time, and which start fresh, is worth knowing before you set one.

See [List Sorting](#)

Show the fields your job runs on and hide the rest. Your column choices are personal to you, and Pipeline holds them for next time.

See [List Column Preferences](#)

Still Have Questions?

Still stuck? Email us at help@paperlesspipeline.com and tell us which list, which browser, and what you already tried.
