

Why Isn't My Shortcut Showing the Right Results?

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A shortcut is a live search, so a result that looks wrong is usually the search telling you something true. Here's how to read each case.

A Shortcut That Used to Work Returns Nothing

A shortcut only returns a record when *every* criterion it was saved with is true at the same time — the location, the status, the agent, the date range, all of it. Nothing has to change about the shortcut for its results to empty out; the records just have to move.

Work through it in this order:

1. **Run the same search by hand** on the page it came from, with all the same criteria, and confirm you get the same empty result.
2. **Drop one criterion at a time** until results appear. The one that brings them back is the one that stopped being true — most often a status change, a move to a different location, or a date range that has rolled past.
3. **Save the corrected search as a new shortcut** and delete the old one. A saved shortcut can't be edited, so replacing it is how you change it.
4. **If the manual search returns results and the shortcut still doesn't**, that's ours to look at — email us with the shortcut's name and what it should be finding.

Tasks You Expect Are Missing From a Task Shortcut

Two causes account for nearly all of these, and neither is a fault in the shortcut:

- **The tasks have no due date.** The Tasks page works as a due-date calendar, so a task without a due date is never upcoming and never overdue — it won't appear in a shortcut built on dates.
- **Task visibility doesn't include the audience your shortcut asks for.** A shortcut filtered to listing agents returns only tasks visible to listing agents. Widening a task's visibility surfaces more, but it also changes what the shortcut means — decide that deliberately rather than as a fix.

The [Add Shortcut] Button Isn't on the Page

The save control only appears once there's something to save. Run your search, filter, or sort first, and [Add Shortcut] shows up near the top of the results.

If you've run a search and it's still not there, tell us which page and which browser you're on so we can take a look.

Still Stuck?

If none of the above explains it, contact us — send the shortcut's name and what you expect it to return, and mention what you already tried so we can pick up from there.

Learn More

A search you run every morning doesn't need rebuilding every morning. Save it once and it's one click away in your left menu, for as long as you want it there.

See [Custom Shortcuts](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
