

Why Can't I Find a Transaction or Agent in Search?

Last Modified on 09/04/2026 11:14 am EDT

A search that comes back empty for something you know exists is almost always a matching problem, not a missing transaction. Here's how to spot which one you've hit.

The Transaction Exists, But Search Returns Nothing

Pipeline matches the exact characters you type. If someone entered the address even slightly differently from the way you're searching it — *Ave* instead of *Avenue*, *MonteVista* instead of *Monte Vista*, an extra space — the match fails.

To find it anyway:

1. Search a shorter, distinctive piece instead of the whole address — the street number on its own, or one unusual word from the name.
2. If that comes up empty, scope Global Search to [name:] and search the street number there, so you're matching the transaction name and nothing else.
3. Still nothing? Try a different identifier entirely — the MLS number, the seller's name, or the agent — since any one of them surfaces the transaction.

Searching an Agent's Name Returns Nothing

Agent-name search matches the name exactly as it sits in that person's profile. Two things commonly break it: a name with more than one word in a single field (a First Name of *Rosalie Ann* won't match a search for *Rosalie*), and an invisible stray character left behind when someone created the profile.

To get past it:

1. Search the agent's **email address** instead of their name. It's a single exact value and it works regardless of how the name is stored.
2. If you want name search to work going forward, open the user's profile and retype their **First Name** and **Last Name** into the standard shape — one name per field, no extra spaces — then save.

Retyping the name by hand matters here: a stray space or an invisible character copied in from somewhere else won't be visible on the screen, but it keeps breaking the match until you retype the field.

Your Search Returns Far Too Much

Pipeline checks a bare search term against five fields at once — Address, MLS, Agent, Seller, and Buyer — so a street number like 4352 also matches every MLS number that happens to contain it.

To cut the list down:

1. Click inside the Global Search box in the upper-left corner of any page in Pipeline.
2. Select the field you actually mean — [name:] for a transaction name, [agent:] for an agent, [contact:] for a person on the deal.
3. Enter your term and search again.

A Closed Deal Doesn't Come Back in a Status Search

Searching by status matches a transaction's *current* status, not the status it held at some point in the past. A deal that was pending last spring and closed in the summer will never appear in a Pending search, no matter what date range you set.

Search on a date field instead — **Accepted On** for deals that went under contract in a period, **Listed On** for listings taken. Those dates stay put when the status changes.

The Person You Searched Isn't in the Field You Searched

Field-scoped searches only look in that one field. If a buyer sits on the transaction as a *Contact* rather than in the **Buyer** field, a buyer search won't find them — a [contact:] search will.

Location works the other way: it isn't one of the five fields the plain search covers, so searching an office name from the Global Search box returns nothing useful. Filter by location on the Transactions page instead.

Nothing Above Fits

If you've ruled out matching and field scope and the transaction still won't surface, it may have been renamed, entered under different details, or deleted. Email us with whatever identifiers you have — an address, an MLS number, an agent, a rough date — and we can search for it on our side, including transactions that were deleted.

Learn More

Reach any transaction in your account from one box in the upper-left corner — type a name to look across every field at once, or pick a single field and search inside just that.

See [Global Search](#)

Still Have Questions?

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