

Usage by Agent FAQ

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The Usage by Agent report is a spreadsheet of every user's Pipeline activity over the period you choose. Answers to the common questions about report periods, what each column means, and who can download it.

How do I find out who has never logged in?

Look for a blank Last Login. Download the report for any period, then scan the Last Login column. Every user in the account gets a row, so anyone with nothing in that column has never signed in. Pair it with the Has Temp Password column to spot the people who never acted on their welcome email.

Can I run the report for a date range I choose?

Yes. Alongside the last 30, 60, and 90 days and full calendar years, you can set your own start and end dates before downloading.

Who can download this report?

Master admins only. The Account Stats group stays master-admin-only regardless of any other permission an admin holds, so granting more permissions won't open it. Promoting the person to master admin is the only route.

Does the report include admins, or only agents?

Everyone. Every user in the account gets a row, so the report works just as well for checking a transaction coordinator's or an admin's activity as an agent's.

Can I see login times, not just dates?

No. The report gives each user's last login date and a count of logins in the period. There's no timestamp, no session length, and no time-in-system figure. If you're trying to measure hours worked, this report won't get you there.

Is there a report of who opened which transaction?

No. Usage by Agent counts activity per user, not access per transaction. To see who touched a specific file, open that transaction and read its own history.

How do I tell who's still using a temporary password?

Check the Has Temp Password column. Yes means the user is still signing in with the temporary password from their welcome email and hasn't set one of their own.

Learn More

Download the Usage by Agent report to see who's logging in, who's uploading, and who hasn't touched Pipeline at all.

See [Usage by Agent](#)

Still Have Questions?

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