

Agent Assistants FAQ

Last Modified on 09/04/2026 11:15 am EDT

An assistant helps with a transaction without getting credit for the sale. Answers to the common questions about who can be an assistant, commission credit, and removing the tag.

Do assistants get credited with the sale or commission?

No. Users tagged as assistants aren't credited with any sales production or commission for that transaction — the credit stays with the agents on the deal.

Who can I tag as an assistant?

Any user on the transaction. You first add the person as a listing or buying agent in the Assign Agents section, then use [Make Assistant] to tag them.

How do I remove someone as an assistant?

Hover over their name and click the [Assistant] button. They stay on the transaction as an agent — removing the tag only changes whether they're treated as an assistant, not whether they're on the file.

Is an assistant set per transaction or account-wide?

Per transaction. The assistant tag applies only to the transaction you set it on, so the same person can be an assistant on one deal and a credited agent on another.

Where do tagged assistants show up?

In the Assigned Assistants area of the transaction. That keeps them separate from the agents earning production and commission on the deal.

Learn More

Tag a user as an assistant on a transaction — they help with the file without taking sales credit or commission.

See [Agent Assistants](#)

Still Have Questions?

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