

Outside (Co-op) Agents FAQ

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

Outside (co-op) agents capture the other brokerage's contact details for reference only. Answers to the common questions about access, which side to use, and adding them later.

Can an outside agent see or log in to my transaction?

No. Outside (co-op) agents are stored for reference only — they don't log in, can't see the file, and get no access to your account.

Does recording an outside agent send them anything?

No. Adding an outside agent saves their contact details on the transaction. Nothing is sent to them, and they're never notified.

How do I add an outside agent?

Turn on the co-op option in the Assign Agents section. While editing the transaction, check [This transaction has outside (co-op) agents], then enter their Name / Info, Email, and Phone.

Which side do I use — Outside Listing or Outside Buying?

Match it to the side the other brokerage is on. Use Outside Listing Agent when they represent the seller, and Outside Buying Agent when they represent the buyer.

Can I add an outside agent after the deal is already underway?

Open the transaction, click [Edit Transaction], and add them in the Assign Agents section. If the field is locked and you can't make the change yourself, ask your admin to add the outside agent for you.

Learn More

Record the agent from the other brokerage for reference, without giving them any access to your transaction.

See [Outside \(Co-op\) Agents](#)

Still Have Questions?

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