Give an Auditor What They Need, Not Your Whole Account

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An auditor asked for six transactions. Your account holds six hundred. Only the six need to leave.

Introduction

A state auditor, your broker of record, or a compliance reviewer asks to see a specific set of deals. They hand you a list: a date range, an agent's name, a few addresses. They want the complete record for each one.

The instinct is to reach for the biggest lever available: send over the whole monthly backup, or set the auditor up with a login and let them look around. Both get the job done, and both hand over far more than was asked for. Every other agent's deals. Every client's contact details. Every note your team wrote to each other.

You don't have to choose between cooperating and oversharing. Pipeline downloads transactions one at a time, each one complete with the history auditors ask about, so you can send exactly what's on the list and nothing else. Downloading is an admin-level action — you'll need to be an admin of the transaction's location, or have the **Download company-wide backups** permission.

When to Use This

- An auditor or regulator named specific transactions and wants the complete file for each.
- Your broker of record wants to review a sample of deals without a Pipeline login.
- A client asks for their own transaction file.
- Someone outside your team needs a few transactions and has no business seeing the rest.

> **Handing over copies is one of four answers.** If the auditor needs to work inside your live account rather than receive files, add them as a user instead — see Give an Auditor Read-Only Access. If they've asked for records from months or years you no longer have on hand, see Produce Your Records for a State Audit. If your account is closing and the records still have to stay reachable online, see Wind Down an Office and Keep the Records Online. Stay here if they named transactions and you're sending copies.

1. Confirm What the Auditor Asked For

Get the scope in writing before you download anything. Which transactions, which date range, whose deals — the list you agree on here decides everything that follows, and it's your best defense against sending more than you meant to.

It also helps to know what a download actually contains, so you can tell whether it covers their request. Each one is the complete transaction: its info, its documents, its notes, its emails, its checklists, and its full activity history. That history is often the part auditors care most about — it records when the deal was entered and who reviewed each document, which is exactly the question a compliance review tends to open with.

2. Find the Transactions on the List

Narrow the *Transactions* page down to the deals the auditor named. Filtering by agent, status, or close date turns their list into a working set you can move through without hunting.

Narrow the Transactions page to exactly the deals you need — search by name, filter by any field, sort the result, and download it.

See Transaction Search

3. Download Each Transaction the Auditor Named

Download the transactions one at a time. Each download arrives as an emailed link and gives you that transaction's complete file, ready to hand over. There's no time limit on this — you can pull a closed transaction on demand whenever an auditor comes calling, at no extra cost.

There is a daily cap on how many transactions an account can download. If the auditor's list is long enough to hit it, don't grind through it over several days — the backup archives are the better tool for volume, and Produce Your Records for a State Audit covers that path.

Download a single closed transaction and hand it off to an agent — no waiting for the monthly backup.

See Individual Transaction Downloads

4. Remove Anything Outside the Request

This is the step that makes the whole approach worth it, and it's the one people skip.

A download is the *complete* transaction, which means it can carry commission figures, internal notes, and admin-only records that were never part of what the auditor asked for. Open each downloaded folder on your computer and take out anything outside the agreed scope before it goes anywhere. You're not hiding anything — you're sending the request, not the archive.

5. Send the Files to the Auditor

Attach the folders to an email, or put them in a shared service like Google Drive or Dropbox and send the auditor a link. Larger files travel better through a shared drive, and a link gives you a record of what you shared and when.

Your transactions stay in Pipeline exactly as they were. The auditor gets copies, your account stays intact, and nobody outside the request gained access to anything.