

Individual Transaction Downloads FAQ

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Downloads on demand are admin-only, arrive as an emailed link, and cover one full transaction at a time. Answers to the common questions about who can download, where the link goes, the daily limit, and downloading in bulk.

Who can download a transaction?

Admins, and users with the "Download company-wide backups" permission. Because a download contains the full transaction and its sensitive data, regular agents can't download transactions on their own.

Where does the download go?

Pipeline emails a download link to whoever started the download. For security, the link always goes to that admin's own email — it can't be set to send to a different user.

I never got the download email. What now?

Check your spam or junk folder first, then try the download again. The link usually arrives within a few minutes. If it still doesn't show up, email us and we'll help track it down.

Can I download all my transactions at once?

There's no built-in bulk download. Transactions are downloaded one at a time on demand. For a broader offline copy, use your [monthly backup](#), which packages the whole account. For a specific agent's deals, running a search and downloading a Transaction Spreadsheet can also help.

Why does it say downloads are unavailable and to try again tomorrow?

You've hit the daily download limit for the account. There's a cap on how many transactions can be downloaded per day; it resets the next day, so you can pick up where you left off.

What's inside a transaction download?

Everything attached to the transaction — all its documents, plus notes, emails, checklists, and activity history. If you're handing the file to an agent, remove any documents they shouldn't have before you send it.

Learn More

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

See [Individual Transaction Downloads](#)

Still Have Questions?

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