Why Don't I See Pipeline eSign in My Account?

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When Pipeline eSign isn't switched on, it's hidden rather than greyed out — so a missing menu almost always means a setting somewhere, not a broken account.

There's No eSign Anywhere in Pipeline

eSign isn't on by default. Until a master admin turns it on, there's no eSign menu, no [Send for Signature] option, and no charge — nothing to find.

If you're a master admin, you can send two free signature requests before activating anything. If you're not, your office's master admin makes the call.

[Send for Signature] Is Missing on a Transaction

That option only appears when your office is subscribed to Pipeline eSign. Its absence isn't a permission problem or a bug with the transaction.

To get it turned on, contact your office admin — their contact information is in the left menu of your Pipeline *Home* page, under **Admin & Support**.

You're a Master Admin and There's No Option to Turn eSign On

Some companies, and some enterprises on behalf of their member accounts, have asked us to suppress eSign entirely. Where that's in place, eSign is hidden across every account it covers — master admins included — so there's nothing to activate.

To reverse it, whoever asked for the suppression needs to opt back in: your company's decision-maker, or your enterprise admin if your account belongs to an enterprise. Once they do, the activation option reappears on its own.

You See eSign but Your Agents Don't

That's expected before a plan is activated. During the trial, eSign menu items show for master admins only. Activate a plan and eSign becomes available to everyone in the account immediately.

You Want eSign for Just Yourself

eSign is an account-wide add-on — a master admin turns it on for the whole account or not at all, and there's no way to enable it for one user or one location. If you're an agent at a brokerage that hasn't subscribed, the decision sits with your office admin rather than with us.

Still Stuck?

If eSign still isn't showing after all of the above, email us at help@paperlesspipeline.com — tell us your account name and what you already checked so we can pick up from there.

Learn More

Pipeline eSign arrives switched off. From one page a master admin turns it on, sets the most it can cost in a month, and watches what the team sends.

See Pipeline eSign Settings