Request Status FAQ

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Every sent request carries a status, a per-signer breakdown, and a gear menu of things you can do to it. Answers to the common questions about tracking, reminding, canceling, and archiving.

Where do I see everything I've sent for signature?

Click [eSign] from the top menu. You land on your sent requests, each showing the date it went out, its status, and where it was sent from.

What do the statuses mean?

Incomplete, Completed, Declined, or Canceled. **Incomplete** means signatures are still outstanding, **Completed** means everyone has signed, **Declined** means a signer refused, and **Canceled** means you called it off.

How do I tell which signer is holding things up?

Click the status on that request. The **Status** column gives you the request as a whole; clicking it opens the per-signer breakdown, so you can see exactly who hasn't signed.

Can I nudge a signer who hasn't signed?

Yes — gear icon, then [Send Reminders]. Pipeline emails a reminder to the next signer in line. Reminders go out when you send them, so a slow signer is a two-click fix rather than a note to yourself.

Can I tell whether a signer has opened the document?

No — there's no read receipt. What you get is signing status: who has signed and who hasn't. If nobody has moved, send a reminder rather than guess.

If I cancel a request, does it still count against my limit?

Yes. Every request counts once it's been sent, whether it ends up completed, canceled, or declined. Canceling to fix a mistake and re-sending means two requests.

What's the difference between canceling and archiving?

Canceling stops the signing; archiving just tidies your list.Cancel when the request shouldn't go through. Archive when it's finished or dead and you want it out of the way — it's hidden, not gone, and **Show Archived** brings it back.

Can I see the requests sent from one particular transaction?

Not from inside the transaction — but you can filter for them. In search, set **Initiated From** to **Transaction**, or search the document or signer name.

Can I see what other people in my office have sent?

Admins can. Turn on **Company-wide Signature Requests** in search to include requests from users across the company, limited to what you already have permission to view. Agents see their own.

Learn More

Every request you've sent sits in one list, so you can see who has signed, who is holding things up, and what you can do about it.

See [Request Status]

Still Have Questions?

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