Sending eSign Requests FAQ

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A signature request can start from a transaction, your Reference library, or a file on your computer, and one send counts as one request. Answers to the common questions about where to start, what counts, and what you can still change.

Do I have to start from a transaction?

No — you can start from three places. Start from a transaction when the document belongs to an active deal, from your *Reference* library when you're sending an office form with no transaction yet, or from the *eSign* page when the file is on your computer.

What counts as one signature request?

One send is one request. It doesn't matter how many documents, signers, or fields you put in it — the whole package counts once. See *eSign Monthly Limit* for what that costs.

Can I fix a request after I've sent it?

No — cancel it and send a new one. There's no way to edit a request once it's gone out. Cancel from your sent requests, then build the corrected version. The canceled one and the new one each count as a request.

Can I control what order the documents appear in?

Yes — they follow the order you select them in. Check the docs in the sequence you want the signer to work through, and the request keeps that order.

Can I import my state or association's forms into Pipeline eSign?

Not today. There's no direct integration with a state or association forms library — you upload the PDF and place the fields yourself, or build it once as a form so the fields are already there next time. It's a request we hear regularly, and your feedback shapes what we build next.

Is there a size limit on what I can send?

Yes — 27 MB per request. If a document won't go out, that's usually why. Use your PDF tool's **Reduce File Size** option and try again.

Can I see all the eSign requests sent from one transaction?

Not from inside the transaction. Sent requests live in one list on the *eSign* page, where you can search and filter them — including by whether they came from a transaction.

Why don't I see [Send for Signature] on my transactions?

[Send for Signature] only appears when your office is subscribed to Pipeline eSign. If it isn't there, your office hasn't turned eSign on — your admin makes that call, and their contact details are on the left menu of your *Home* page under **Admin & Support**.

Learn More

Send a document out for signature without leaving Pipeline — start from a transaction, from your Reference Library, or from a file on your computer.

See [Sending eSign Requests]

Still Have Questions?

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