

Why Won't My Signature Request Send or Open?

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Most signature requests that won't go out come down to one of three things — the option isn't there, the file is too big, or the problem is on the signer's end. Here's how to tell them apart.

[Send for Signature] Isn't on the Transaction

The option only appears when your office is subscribed to Pipeline eSign. When the office isn't subscribed, the control is hidden rather than greyed out, which makes it look like something broke — it hasn't.

Subscribing is an office decision, and your admin makes it. Their contact details are on the left menu of your *Home* page under **Admin & Support**.

If you're the admin and you can't find where to turn eSign on, email us and we'll walk you through it.

Your Document Won't Send

A request has a size limit of 27 MB. A scanned contract with a lot of pages, or one made from photos rather than text, will clear that on its own without looking especially large.

To get it out:

1. Open the PDF in your PDF tool and use its **Reduce File Size** option.
2. Save the compressed copy.
3. Upload the compressed version and send the request again.

If a single document is genuinely too big to compress far enough, split it and send it as more than one request.

A Signer Can't Open or Sign the Request

When [Review and Sign] is missing from your signer's screen, or clicking it does nothing, it's nearly always specific to their device, network, or browser rather than to the request — the same request usually opens fine elsewhere.

Ask your signer to try these, in order:

1. **Do a hard refresh** of the signing page so their browser pulls it fresh.
2. **Update their browser** to the current version.
3. **Open the link in a different browser** — or on a different device, since the link works on any of them.

Signers can also reach their fields two ways once the page loads: [Sign Now] walks them through each required field in turn, or they can scroll and click the red-highlighted fields directly.

Still Stuck?

If none of the above got the request moving, email us at help@paperlesspipeline.com — tell us what you already tried and, if it's a signer-side problem, which browser and device they're on.

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](#)
