

Enterprise Admins FAQ

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We grant Enterprise Admin in writing, and it carries everything a master admin has in every account at once. Answers to the common questions about adding admins, billing access, and how the role compares to master admin.

How do I add or remove an Enterprise Admin?

Send us a written request from an existing Enterprise Admin profile. It isn't a checkbox anyone can tick. To add someone, they need an active Pipeline profile under the email address that will carry the role; to remove someone, their profile needs to still be active under the address we know.

Is an Enterprise Admin the same as a master admin?

No — the reach is what's different. A master admin runs one account completely. An Enterprise Admin runs every account in the Enterprise, and can do everything a master admin could do inside each one.

Can an Enterprise Admin do everything inside an individual account?

Yes. Settings, users, permissions, transactions, reports, billing, closing the account — an Enterprise Admin has it all in any account in the Enterprise.

Do Enterprise Admins need a separate login for every account?

No. You reach every account from the portal with your Enterprise Admin sign-in. Each account still keeps its own logins for the people who sign in to it directly.

Why can't the master admin at one of our offices update their own credit card?

By default, payment updates sit with the Enterprise. Master admins on accounts in an Enterprise don't have the Update Credit Card page and can't authorize charges outside the subscription. An Enterprise Admin can update the card for them, or turn the ability on for that account. See [Billing Control](#).

Who can change the transaction plan for one of our offices?

The account's master admin, or an Enterprise Admin. We don't move plans on anyone's behalf, so if an office is out of transactions mid-month, the change has to come from one of those two.

Can we hand master admin at one office to a new person?

Yes, and it's better done as a fresh profile than a renamed one. Deactivate the outgoing person's profile and set the incoming person up with their own, so the history stays readable. In an Enterprise, that change goes through an Enterprise Admin.

Learn More

An Enterprise Admin is the one role that reaches across account boundaries — full authority in every account in the Enterprise, from a single sign-in.

See [Enterprise Admins](#)

Still Have Questions?

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