Enterprise Admins

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

Introduction

Inside a single Paperless Pipeline account, the master admin is the top of the tree. Run five offices and you meet the ceiling of that straight away, because five master admins is five people, five sign-ins, and nobody who can see the whole thing at once.

Enterprise Admin is the role that reaches past that line. It carries everything a master admin has, in every account in the Enterprise, reached from one portal. Because it goes that far, it's granted differently from every other permission in Pipeline: not by a checkbox somebody clicks, but in writing, from someone who already holds the role. That's slower than a checkbox on purpose, since a role with this much reach shouldn't sit one click away from the wrong person.

Running the whole organization from one portal is the point of the role, and it's also the reason to be careful who holds it. Anyone who only needs to run one office is better served by master admin on that account, where their authority stops at its own edges. Keep Enterprise Admin for the people who genuinely run the business, and the reach stays something you can account for.

How It Works

The Enterprise Portal is the Enterprise Admin's control center, and the authority runs from there down into every account.

What an Enterprise Admin Can Do

- **Reach the portal** — see every account in the Enterprise, monitor activity, and handle billing details
- **Add accounts** — create a new account inside the Enterprise, or bring an existing one in
- **Manage accounts** — open any account, work in it, and switch back to the portal
- **Grant permissions** — appoint other Enterprise Admins, designate master admins for individual accounts, and set user permissions
- **Oversee billing** — handle billing for every account in the Enterprise
- **Do anything a master admin can do** inside any individual account, including closing it

How It's Different From a Master Admin

A master admin's authority stops at the edge of their own account. They run everything inside it, and nothing outside it. An Enterprise Admin's authority spans every account in the Enterprise, and includes everything a master admin could do in each one.

The master admin sits at the top of your account — full access to every location, every transaction, and the settings no one else can touch.

See Master Admin

What Changes for Master Admins Inside an Enterprise

Master admins on an account in an Enterprise keep their usual permissions, with two exceptions: they don't have access to the Update Credit Card page, and they can't authorize charges outside the subscription. That's what keeps the money in one set of hands. Enterprise Admins can turn payment updates back on for an account that should have them.

In an Enterprise, billing runs from one place. The Enterprise Admin controls the card on file for every member account, and can hand that control to a master admin whenever an office would rather manage its own.

See Billing Control

Who Should Hold the Role

Because it reaches every account, keep Enterprise Admin to the people who genuinely run the whole business. Anyone who only needs to run one office is better served by master admin on that account, which stops at its own edges.

Requests That Route Through the Enterprise

Some Enterprises ask us to route account changes that need master admin authorization through their Enterprise Admins rather than the office. Where that arrangement is in place, we'll point an office admin back to their Enterprise Admin instead of acting on the request ourselves. If you're not sure whether your Enterprise works that way, ask us and we'll tell you what's on file.

Add an Enterprise Admin

Ask us to give someone Enterprise Admin authority across every account in the Enterprise.

Who Can Do This: Enterprise Admins. The person you're adding needs an active Pipeline profile under the email address that will become their Enterprise Admin login.

To add an Enterprise Admin:

1. From your Enterprise Admin profile, click [Help] in the upper-right corner and choose [Get Help], or email help@paperlesspipeline.com from the address on your Enterprise Admin profile.
2. Give us the person's name and the email address on their active Pipeline profile.
3. Send the request and watch for our reply with the next steps.

Once the change is made, they can sign in and reach the Enterprise Portal, with full control over every account in the Enterprise.

Remove an Enterprise Admin

Ask us to take someone's Enterprise Admin authority away.

Who Can Do This: Enterprise Admins. The profile you're removing needs to still be active under the email address we know it by.

To remove an Enterprise Admin:

1. From your Enterprise Admin profile, click [Help] in the upper-right corner and choose [Get Help], or email help@paperlesspipeline.com from the address on your Enterprise Admin profile.
2. Give us the name and email address of the Enterprise Admin to remove.
3. Send the request and watch for our reply with the next steps.

We confirm back to you once it's done.

Make Someone a Master Admin in One of Your Accounts

Master admin is granted inside the account, exactly the way it always is. The portal is just how you get there.

Who Can Do This: Enterprise Admins, and master admins already on that account.

To make someone a master admin in one of your accounts:

1. Open the account from your Enterprise Portal.
2. Grant master admin permission on their profile the usual way.

They hold master admin in that account from their next sign-in. The steps inside the account are the same as in any Pipeline account.

The master admin sits at the top of your account — full access to every location, every transaction, and the settings no one else can touch.

See Master Admin

Frequently Asked Questions

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?

Yes. Your Enterprise Admin sign-in opens the portal. To work inside an account, you open it from the portal and sign in with the login you hold in that account, which has its own password.

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.