

Why Can't I See the Enterprise Portal?

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The Enterprise Portal shows up only for the profile that carries Enterprise Admin, which is why it can be missing when you expected it. Here's what to check, in order.

The Enterprise Portal Isn't in Your Left Menu

The portal appears under the email address that holds Enterprise Admin — not under a profile you use for one of the offices. If you signed in with an office login, you'll see that account and nothing above it.

To get to the portal:

1. Sign out, then sign back in with your Enterprise Admin email address.
2. Click the [Gear] in the upper-right corner, then [Admin / Settings].
3. Look for the *Enterprise Portal* section in the left menu and click [Manage Accounts].

You've Been Added as an Enterprise Admin and It Still Isn't There

Sometimes a setting on the profile keeps the portal hidden even after Enterprise Admin has been granted. That one isn't something you can fix from your side — but it's quick on ours.

Email us at help@paperlesspipeline.com from the address you were added under, and say you've been made an Enterprise Admin but the portal isn't showing. We'll find the setting and correct it, and the portal appears the next time you sign in.

Not All of Your Accounts Are Listed

Manage Accounts pages your accounts rather than listing every one at once, so a long list can look like a short one. Use the [Next] and [Last] buttons in the upper-right corner of the page to move through the pages.

If an account you expect is genuinely missing from every page, it may not have been added to the Enterprise yet. Send us its company name and Pipeline ID and we'll check.

Learn More

One company, several Paperless Pipeline accounts. An Enterprise ties them together so the people who run the whole business can reach every account from one portal.

See [Enterprise](#)

Still Have Questions?

Still locked out of the portal? Email us at help@paperlesspipeline.com and mention what you already tried, so we can pick up from there.
