

# Why Didn't I Get Notified When My AI Result Was Ready?

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You ran an *AI Create* or an *AI Update* and never saw a heads-up. Good news first: your result is fine either way. The notice is a convenience, not the thing itself, and the document is holding your result until you get to it.

## You Were Still in Pipeline When It Finished

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The email goes out only when you've stepped away. If you were still working in Pipeline when the read finished, you got an in-app notification instead and no email was sent — so an empty inbox here is the system working as designed, not a missed message.

Look for the green folder with a checkmark on the document. It appears the moment the result is ready and stays until you open it.

## The Email Is Turned Off on Your Profile

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The AI-ready email is a personal setting, and it may have been switched off — by you, at some point, or never turned back on.

To start getting them again:

1. Click the [Gear] in the upper-right corner, then [My Info].
2. Scroll to *Your Email Settings*.
3. Check the AI-ready notification setting.
4. Click [Save Settings].

The change applies from your next run onward.

## The Email Went to a Different Address

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Pipeline emails the address on your profile, which isn't always the address you check most. While you're in [My Info], confirm the email there is the one you actually watch.

Worth checking your spam or junk folder too, and adding the Pipeline address to your contacts if the message landed there.

## Someone Else Started the Run

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The notice follows the run, not the transaction. If a colleague started the *AI Create* or *AI Update*, the notice reached them — you'll see nothing, even though the result is there.

The green folder on the document is visible to everyone who can see that document, so it's the reliable cue on a

shared file.

## Still Stuck?

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If your result isn't on the document at all — no green folder, nothing to open — that's a different problem, and it's covered in [Why Isn't My AI-Created Transaction in My Account?](#). Still no luck? Email us the document name and roughly when you started the run.

## Learn More

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Pipeline reads your document in the background and tells you the moment the result is ready — an in-app notice while you're working, an email when you've stepped away.

See [Pipeline AI Notifications](#)

## Still Have Questions?

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Didn't find your answer above? Email us at [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) and we'll help.

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