Why Can't I See Pipeline AI?

Last Modified on 11/10/2026 12:29 pm EST

AI Create or AI Update isn't where you expected it, or a Pipeline AI link from an email returns an error. It's almost always an access gate rather than a fault.

Pipeline AI Isn't Turned On for Your Account

Pipeline AI stays off until a master admin enables it, and while it's off nobody sees *AI Create* or *AI Update.* This is the cause for most people asking the question.

If you're a master admin, turn it on at [Gear] → [Admin / Settings] → [Pipeline AI] under *Add-On Modules*: set a Monthly Spending Limit, then click [Enable Pipeline AI]. If you're not, ask yours — you'll find them under *Admin & Support* in the left menu of your Home page.

You're Not a Master Admin and It Hasn't Been Rolled Out Yet

Before Pipeline AI is switched on for the team, the AI options show for master admins alone, spending the account's starter credits. That's deliberate — it lets a master admin try it on a real contract before deciding.

There's no way around it from your side, and we can't grant access on your behalf. Ask your master admin to enable Pipeline AI for the account.

Your Role Isn't Included for That Action

If Pipeline AI is on and you can see one AI action but not the other, your office has narrowed access. *AI Create* and *AI Update* carry separate settings, so an office can open one and hold the other to admins.

Ask a master admin to include your role for the action you need, under *Who Can Use AI?* on the *Pipeline AI* page.

You Don't Have Access to the Underlying Work

AI access never widens a permission. If you can't create a transaction by hand, *AI Create* won't appear whatever level is selected — and *AI Update* needs access to that transaction and its documents. Sorting out the underlying permission is what brings the AI option with it.

A Pipeline AI Link From an Email Returns an Error

Announcement emails go to everyone, but Pipeline AI pages are master-admin-only — so the link errors for anyone else. It isn't a broken link, and nothing is wrong with your account. Forward the email to your master admin instead.

If Everyone Lost It at Once

A whole team losing AI overnight is a different problem, and it's usually the Monthly Spending Limit rather than access.

AI Create and AI Update have disappeared for everyone, not just one person. There are three usual causes, and none of them is a fault in your account.

See Why Has Pipeline AI Stopped Working for My Team?

Still Stuck?

If Pipeline AI is enabled, your role is included, and you can do the work by hand but the AI option still isn't there, write to us and say which action is missing and where you looked.

Learn More

Pipeline AI stays off until a master admin turns it on, and the page that turns it on also sets the most it can cost in a month and who on your team can run it.

See Pipeline AI Settings

Still Have Questions?

Email us at help@paperlesspipeline.com and we'll help.