

I Can't Log In

Are you having trouble logging into Paperless Pipeline? This guide explains how to troubleshoot errors you may encounter.

I Forgot My Login Email Address

Have you forgotten your login email address for Paperless Pipeline? This guide explains what to do if you're having trouble remembering the email address you should use to log into Paperless Pipeline.

Problem

You've forgotten the email address associated with your Paperless Pipeline account.

Solution

Here's how to troubleshoot:

- 1 If you're already logged into your Pipeline account, you can find your login email address in your [Personal Profile](#) . [Here's how](#) →
- 2 If you're not logged in:
 - For agents: Contact your admin and ask for the email address associated with your account.
 - For admins: Ask another admin (with the appropriate permissions) to check your email address in the *Admin / Settings* area.
- 3 If you're still unable to determine your associated email address, please [contact us](#).

I Forgot My Password

Have you forgotten your password for Paperless Pipeline? This guide explains how to reset your Paperless Pipeline password when you don't remember it.

Problem

You've forgotten your password and can't log into Paperless Pipeline.

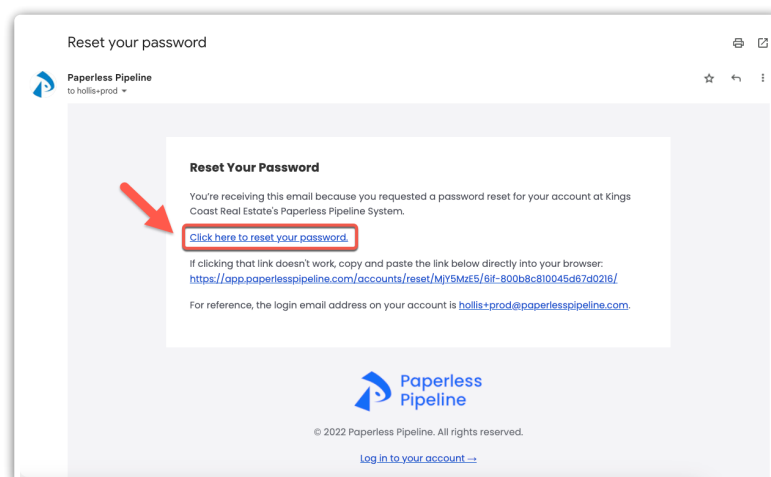
Solution

Here's how to reset your forgotten password:

- 1 Go to the [Pipeline Login](#) page.
- 2 Click [Forgot your password?].
- 3 Enter your Paperless Pipeline login email address, then click [Send Reset Email]. You'll receive an email with a link to reset your password within 15 minutes.

 Don't remember your email address for Paperless Pipeline? [Here's what to do](#) →

- 4 Open the email you receive and click the link to reset your password.



- 5 Enter your new password, then confirm it.
- 6 Click [Change Password]. Your password will be reset, and you can log in using your new password.

I Got the Error: "Incorrect Email Address or Password"

Are you unable to log in because of an "Oops, wrong email or password" error? This guide explains what to do if you try to log in and receive the error, "Oops, either the email address or password you entered was incorrect. Try again or reset your password."

Problem

You try to log into Paperless Pipeline, and receive this error:

Oops, either the email address or password you entered was incorrect. Try again or [reset your password](#).

Solution

Here's how to troubleshoot:

- 1 **Try logging into Pipeline again.** This time, double-check the following:
 - Verify you entered your email address and password accurately.
 - Verify your CAPS LOCK key is not enabled.
 - Verify your browser or extensions / add-ons are not auto-filling old email addresses or passwords. [Here's how to disable autofill \(from ComputerHope\)](#) →
- 2 If you're sure your email address is correct, **try resetting your password.** [Here's how](#) →
- 3 If you're still getting this error after following the steps above, please **contact your office's admin.**

I Got the Error: "403 Forbidden"

Are you having trouble logging in because of a "403 Forbidden" error? This guide explains what to do when you can't log into Paperless Pipeline because you're running into a "403 Forbidden" error.

Problem

You try to log into Paperless Pipeline, and receive this error:

403 Forbidden

Solution

If You're Using a VPN

Here's how to troubleshoot (if you are using a VPN to connect to your network):


- 1 Try changing your connected location to a different location. [Here's how to connect to a different server location in ExpressVPN](#) →
- 2 Try accessing Pipeline again.
- 3 If you're still unable to determine your associated email address, please [contact us](#).

 To fast-track your request, tell us the IP address of the network you're on. Find your IP address by going to whatismyip.com, then copy and paste your public IPV4 address into the message.

If You're Not Using a VPN

Here's how to troubleshoot (if you are NOT using a VPN to connect to your network):

- 1 Try connecting to a different internet network or to a VPN, like [ExpressVPN](#).
- 2 Try accessing Pipeline again.
- 3 If you're still unable to determine your associated email address, please [contact us](#).

 To fast-track your request, tell us the IP address of the network you're on. Find your IP address by going to whatismyip.com, then copy and paste your public IPV4 address into the message.

I Got the Error: "Inactive Account"

Are you unable to log in because of a "This account is inactive" error? This guide explains what to do if you try to log in and receive the error, "*This account is inactive. Please contact your office admin.*"

Problem

You try to log into Paperless Pipeline, and receive this error:

This account is inactive. Please contact your office admin.

Solution

Here's how to troubleshoot:

- 1 **Try logging into Pipeline again.** This time, double-check the following:
 - Verify you entered your email address and password accurately.
 - Verify your CAPS LOCK key is not enabled.
 - Verify your browser or extensions / add-ons are not auto-filling old email addresses or passwords. [Here's how to disable autofill in a browser \(from ComputerHope\)](#) →
- 2 If you're not certain you're using the correct email address, [here's what to do](#) →
- 3 If you're certain you're using the correct email address:
 - For agents: Please contact your admin.
 - For admins: Please [contact us](#).