

Welcome, Andy | [Sign Out](#)[+ Add Connection](#)[Home](#)[Search](#)[Profile](#)[Address Book](#)[Network](#)[Requests](#)[Home](#)[Account](#)

Customer Service

Please see if your question is answered in our FAQ. If not, you can [contact Customer Service](#) and we will help you as soon as possible.

FAQ

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LinkedIn Terminology

What is a connection?

Connections are people you invite, or people who have invited you. They in turn are connected to other people, and those people to still more. Learn more about [how LinkedIn works](#).

What is my network?

Your network is the group of users you can contact through your connections, and those users who are more than four degrees away from you but are willing to be contacted without referral. You can only contact people who are linked to you through a short chain of users (up to four degrees away from you), or users accepting [contact without referral](#). Learn more about [how LinkedIn works](#).

What is a request?

A request is a request for contact sent by one user to another, describing a possible project or opportunity. Learn more about [how LinkedIn works](#).

What is a profile?

Your profile is your “public face” — it's what other users see when they find you through a search.

What is an endorsement?

An endorsement is a short comment, written by one connection for another, about work the two shared in a particular position. The endorsement is visible to all users who can see the endorsee's profile. [Learn more about endorsements](#).

What is an expired invitation?

When an invitation has not been accepted or declined after a long period of time, that invitation expires. You can always send a new invitation to that friend or colleague from your invitation page. We will send a single reminder to your invitee just before the invitation expires, letting them know.

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Finding and Contacting Users

How do I find people for particular requests?

Go to the [search page](#), which asks you to specify what kind of project or opportunity you are planning, and where that project or opportunity will take place. The search will then return a list of all users in your network, who are open to that type and place. You can also specify other details about the kind of person you want to find.

How do I see what kinds of people are in my network?

Go to [your network page](#) to see statistics about your network, and search it to see who is there and who you could contact.

Who can see me in the system?

Users who are connected to you through just a few friend-to-friend introductions can see your name and profile information. You can even [use just your first name and last initial](#), if you like. If you are receiving [contact without referral](#) from users more than four degrees away from you, then your profile is visible to all users.

Who can contact me in the system?

If you are open to requests for any kinds of projects or opportunities, then users can send you requests about them. Unless you are receiving [contact without referral](#) from users more than four degrees away from you, that request must pass through a chain of linked users, any of whom can decline to forward that request if they think it is not a good one. The last person to forward that request will be a friend or colleague (your connection).

What is a contact without referral?

Contact without referral allows users — including those outside your network — to contact you without going through your trusted connections first. [Learn more about it.](#)

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Managing Your Account

How do I make it so no one can contact me?

Go to your [contact settings](#) page and “turn off” all six kinds of incoming requests. No user can contact you, if you are not accepting any kinds of requests.

How do I limit who can invite me to connect?

Go to your [Address Book: Settings](#) page and turn on Invitation Block. With this on, only invitations from people in your Address Book will be sent to you in email. Invitations from others will not be delivered. If you have any blocked invitations, you will see a link to view them from your [Received Invitations](#) page.

How do I use my first name and last initial?

Go to your [Account: Name, Location, and Privacy](#) page, and select the shortened version of your name from the popup menu. Click “Update Information” to save your name-display preference.

How do I change my email address?

To add a new email address, follow these steps:

1. Go to the [Account: Email](#) page
2. Enter your new email address and click the “Add email address” button

We will then send a confirmation message to that email address.

3. Click the confirmation link in that message, which will bring you back to our site
4. Click the “Confirm” button
5. Sign in with your **current** LinkedIn email address.

Your new email address will then be confirmed and you'll be able to sign in with it. If you want to make it your primary address (where all LinkedIn communications are sent), you can return to the [Account: Email](#) and select it there.

How can I remove someone from my connections list?

Please [contact Customer Service](#) and let us know what connection you need to remove.

How can I leave LinkedIn?

Please [contact Customer Service](#) and include your name and registered email address in the message.

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Subscription Types and Cost

What are LinkedIn's Membership types?

During our Beta period, LinkedIn offers two kinds of subscriptions: a Free subscription, and a Beta subscription. The Free subscription allows you to use the system fully, but if you send a request, and the recipient agrees to make contact with you, then you must upgrade to the Beta subscription. Upgrading is free during our Beta period.

How much does LinkedIn cost?

During our Beta period, both kinds of LinkedIn subscription are free. [Learn more.](#)

If I sign up for a Beta Subscription, will I be charged in the future?

No. When we make the transition out of our Beta period, Beta Subscribers will still be able to maintain their networks, search their networks, invite friends and colleagues and be found by other users. All existing requests will still be free of charge, but new requests which are accepted will become a paid feature.

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LinkedIn and Outlook®

Can I use LinkedIn with my Microsoft Outlook contacts?

Yes. You can [import your Outlook contacts](#) to your LinkedIn Address Book at any time. If your contacts folder is not up-to-date, you can download the [LinkedIn Outlook Toolbar](#) to gather and organize your contacts from your email.

How do I get help with the LinkedIn Outlook Toolbar?

Please see the [LinkedIn Outlook Toolbar FAQ](#).

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LinkedIn for Groups

What is LinkedIn for Groups?

LinkedIn for Groups allows existing professional groups, alumni groups, and workgroups to get their members “Linked In” — giving the members of those groups additional networking features. Group members on LinkedIn can often be identified by a small group logo shown on their profiles.

[Learn more](#) about LinkedIn for Groups.

How do I join my group on LinkedIn?

First, you'll need an invitation from your group administrator. Contact your group administrator if you haven't received (or have misplaced) your invitation. Once you have an invitation to the group, follow these two easy steps:

1. Follow the link in your invitation; the link will take you to a page titled “Join <group name> members on LinkedIn.” (You may need to sign in first.)
2. Click the “Accept Invitation” button at the bottom of that page.

If you're on the pre-approved list for your group, you should now be a full member of the LinkedIn group (the group logo will appear on your home page). If you have any further questions, please see our [Group Members FAQ](#).

How do I suggest a group to be on LinkedIn?

If you're the manager of a group and you'd like to learn more about LinkedIn for Groups, [send us your group request](#). If you're a member of a group you believe should be on LinkedIn, [send us your group suggestion](#).

If you're a group member on LinkedIn and have further questions, please see our [Group Members FAQ](#).

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Technical Questions

What browsers does LinkedIn's website support?

LinkedIn supports all modern browsers, including Internet Explorer 5.0 and higher, Netscape 6.0 and higher, Mozilla/Firefox, Opera, and Safari.

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Contact Customer Service

If none of the above frequently asked questions answer your question, please [contact Customer Service](#).

We will respond to your email as soon as possible.

Thank you for using LinkedIn.

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