



Help assistant

Inactive

This AI-powered chat may make mistakes. [Learn more](#)

Hi there. With the help of AI, I can answer questions about your Premium Account or connect you to our team. Not sure where to start? You can try:



1:39 PM

hello linkedin message isn't working

1:39 PM

If you're experiencing issues with sending messages on LinkedIn, here are some troubleshooting steps you can follow:

1. **Check InMail Credits:** If you're trying to send a message to someone you're not connected with, ensure you have enough InMail message credits. You can check your InMail balance on your My Premium page.
2. **Browser Issues:** Try sending the message using a different browser or in incognito/private mode. Sometimes, browser extensions can interfere, so consider disabling them.
3. **Clear Cache and Cookies:** Clearing your browser's cache and cookies can resolve many issues.
4. **VPN:** If you're using a VPN, try turning it off and see if that resolves the issue.
5. **Device Issues:** If you're using a workplace-issued device, try logging in from a different device. If the problem persists, contact your workplace IT department.

6. Recipient Preferences: Remember, you cannot message a member if they have chosen not to receive InMail messages in their settings.

If these steps do not resolve the issue, you may want to contact LinkedIn support for further assistance. You can find more details about troubleshooting message sending issues [here](#).

Sources

[InMail Messages](#)

[Troubleshoot message sending issues on LinkedIn](#)

[LinkedIn phone support for Premium members](#)



1:39 PM

i've tried different browser and logout the
<https://www.linkedin.com/messaging/> page
is saying Something went wrong
Refresh the page

1:42 PM

If you're encountering the "Something went wrong. Refresh the page" error on the LinkedIn messaging page, here are some potential solutions:

- 1. Refresh the Page:** Sometimes, simply refreshing the page can resolve temporary issues.
- 2. Clear Cache and Cookies:** Clearing your browser's cache and cookies can help fix loading issues.
- 3. Try a Different Device:** If possible, try accessing LinkedIn from a different device to see if the issue persists.
- 4. Check for Updates:** Ensure that your browser is up to date, as outdated versions can cause compatibility issues.
- 5. Disable Extensions:** Browser extensions can sometimes interfere with LinkedIn's

functionality. Try disabling them to see if that resolves the issue.

6. Check LinkedIn Status: Occasionally, LinkedIn may experience outages or technical issues. You can check their official social media accounts or status pages for any announcements.

If the issue continues after trying these steps, it may be best to contact LinkedIn support for further assistance.

Sources

[Reactivate your LinkedIn Page or Showcase Page](#)

[Troubleshoot messaging a LinkedIn Page](#)

[Troubleshoot error scenarios while changing your LinkedIn Page or Showcase Page name](#)



 1:42 PM

agent

1:42 PM

Sure. I can transfer you to our team.

 1:42 PM

Did you need support with one of the following products?

 1:42 PM

Account Access

1:42 PM

Would you like to live chat with a member of our team?



1:42 PM

Yes, chat with an expert

1:43 PM

Before I connect you with a member of our team, could you please provide a brief description of your issue? This will help us assist you more effectively.



1:43 PM

I cant access my message on linkedin. I've tried different browsers and logging out but the <https://www.linkedin.com/messaging/> endpoint is saying "Something went wrong Refresh the page"

1:43 PM

Thanks for sharing those details. A member of our team will be with you shortly.



1:43 PM

Transferring to Consultant

Hi Jahaira Flores, thanks for connecting with LinkedIn Premium.

In order to answer your question or troubleshoot a problem, a LinkedIn representative may need to access your account, including, as needed, your messages and settings.

You are #2 in queue.
Thank you for your patience.

You are #1 in queue.
Thank you for your patience.

thank you

1:44 PM

Hi, thanks for initiating a chat! My name is Durgesh and I am happy to help today.

 1:44 PM

Thank you for sharing your concern.
Please rest assured, I will do my absolute best to help you with this.

 1:45 PM

thank you

1:45 PM

I completely understand your concern that you are facing issue while accessing your LinkedIn profile. Rest assured, I'm here to help you through this process and ensure that your issue is resolved smoothly.

 1:45 PM

profile*

 1:45 PM

im having trouble accessing linkedin messages i can access my account

1:46 PM

I've tried different browsers and logging out but the <https://www.linkedin.com/messaging/>

endpoint is saying "Something went wrong
Refresh the page"

1:46 PM

Thanks for the clarification over the issue.

 1:47 PM

Could you please send me a screen shot of what you are seeing? An image would help me better identify and resolve the issue.
I'm including some instructions on how to send a screenshot here, but please keep in mind that we're only able to accept JPG and PNG image files via chat:
<https://www.linkedin.com/help/linkedin/answer/223>

 1:48 PM

Screenshot ...5.23 PM.png

168.3 KB

1:51 PM

Thanks for sharing the screenshot.

 1:53 PM

Could you please share the screenshot of which feature you are trying to access from your LinkedIn profile?

 1:54 PM

Screenshot 2025-11-18 at 2.02.02PM

1:58 PM

messaging on your navigation bar

1:58 PM

its been like this since this morning

1:58 PM

I'm sorry for the inconvenience but we are unable to access the screenshot which you have shared with us.

 1:59 PM

Screenshot ...4.31PM.png

43.2 KB

2:00 PM

Thanks for the screenshot.

 2:01 PM

Before we investigate, could you please confirm if the issue occurs on all browsers you've tried, along with their names and versions?

 2:01 PM

Yes google chrome and safari

2:05 PM

Version 142.0.7444.135 for google chrome

2:06 PM

Version 17.5 (19618.2.12.11.6) on Safari

2:07 PM

Thanks for the confirmation.

 2:07 PM

I understand this issue may be frustrating, and I want to make sure it gets resolved for you. To move things forward, I'll create an email ticket on your behalf. After this chat ends, you'll receive an email from me with all the next steps.



2:08 PM

perfect thank you

2:09 PM

Jahaira, is there anything else I can help you with while you have me on chat?



2:09 PM

no thats all thank you

2:10 PM

Thanks for allowing me to assist you today. I hope you found the information helpful. If you have any other questions, you may reach us by clicking on the "Help Center" link found at the bottom of your LinkedIn home page.



2:10 PM

Session ended
