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Who is ZoomInfo?

ZoomInfo is the most comprehensive source of business information. Our information can be accessed from searches on ZoomInfo.com or from our subscription products. This information is gathered from the same publicly available web sources that are searched by other major search engines like Yahoo and Google, and accessible to any person surfing the web.

Where does ZoomInfo get its information?

The short answer is that ZoomInfo found it on the public web. The longer answer is that the information making up a ZoomInfo profile was found on one, dozens, or even hundreds of public sources across the Internet, and intelligently assembled into a single, concise professional profile using ZoomInfo's proprietary technology. You will see a date associated with every online source, which will let you know how recently the text was available on a public web source.

Can I remove my profile from ZoomInfo?

If you change jobs, you can update or delete items in your employment history by registering for a free ZoomInfo account and making changes to the existing employment records. The changes

you submit will take up to ten business days to appear on the ZoomInfo site.

To completely remove your professional profile from ZoomInfo's website, visit <http://www.zoominfo.com/lookupEmail> to enter your valid email address, search for your profile, and initiate the removal process.

If you do not have an email account, you can also contact ZoomInfo by telephone or postal mail using the contact information shown at the bottom of our [privacy policy](#) .

I have filled in all of my criteria, how do I run my search?

You don't have to click a Search button at all. Simply enter in your search criteria and your results will start to populate. You can click on the People or Companies tab to see results.

What are/ how do I use Alerts?

ZoomInfo Alerts allow you to follow updates made to profiles in the database. You can set alerts on a single person's profile, or on specific search criteria to receive notification when updates have occurred, such as CEO's leaving or joining software companies in Massachusetts.

What are/ how do I use Lists?

The Lists feature allows you to save lists of people and companies so you can work with them later, and is also where all exported lists are stored.

How do I export?

If you have the export feature available on your subscription clicking Export allows you to export one or more selected records from ZoomInfo in a spreadsheet format. After selecting profiles, click on Export and a box will appear with three exporting selections: The records selected, A list of, and All. Make your selection and click Export List. Your data will be available as a .CSV file that can be saved as a Microsoft Excel worksheet.

How many exports have I used and how many do I have left?

To see how many exports you have used and have remaining on your account click Account then My Account. Here you'll see your Export Activity.

How can I purchase more exports?

If you would like to purchase additional exports please contact your sales representative or ZoomInfo Client Services at (781) 693-7575.

Does ZoomInfo use Boolean search operators? How do I enter multiple keywords?

ZoomInfo uses basic Boolean-the operators OR, AND, NOT and Quotation Marks (" "). Use OR to enter multiple keywords, for example accountant or accounting.

I want to do a company search, but my results came back with people (or vice versa). How do I choose what type of search to do?

When your search results come up, there will be a tab at the top that says People and next to it a tab that says Companies. You can click back and forth between the two tabs to see your desired set of results.

Which browsers do you support?

ZoomInfo supports the following browsers:

- Internet Explorer 10
- Internet Explorer 11

- Mozilla Firefox
- Google Chrome
- Safari 4.0

What is ZoomInfo Community Edition?

To learn more about ZoomInfo Community Edition, please visit

<http://www.zoominfo.com/cefaq>

How do I change my password?

To change your ZoomInfo password, sign in to your account and click My Account at the top right. Click Change next to your password in the Account Information section.

I forgot my login information.

It happens to the best of us. On the login page, click the *Forgot your password?* link under the login box to reset your password and we will send a message to the email address you used to register which will allow you to re-set your password.

If you have forgotten your password and no longer have access to the email address you used to register, we cannot send the password re-set message to a different email address. This is done to maintain your security and prevent a third party from obtaining access to your account.

How do I cancel my recurring paid subscription to ZoomInfo Pro?

If you subscribed for a recurring paid subscription to ZoomInfo Pro using a credit card, you can cancel the subscription by going to the [Account](#) page and clicking the "Cancel Subscription" button. Your recurring subscription will be cancelled and you will not be charged again unless you choose to reactivate your subscription at a later date. (Subscription charges will NOT be pro-rated and subscription charges are non-refundable.)