

Change your email, transfer ownership or delete your account

Team and account

You can't make these changes from the dashboard, but our support team can. Email support@helpcenter.io from the email address on your account, so we know the request comes from you, and include your help center's address (such as yourname.helpcenter.io).

- **Change your email address.** The **Email** field in Account Settings is locked. Tell us your current address and the new one.
- **Transfer a help center to a new owner.** First invite the new owner to the help center, in any role. Then send us their email address and the role you'd like to keep: Admin, Editor or Viewer. Your subscription and billing details move to the new owner too, so if you own other help centers, mention them.
- **Delete your account.** Export anything you want to keep first. To remove a single help center, you don't need us: see [Export or delete a help center](#).
- **Cancel a subscription.** See [How do I cancel my subscription?](#)

Related articles

- [Contact HelpCenter.io support](#)

- [Export or delete a help center](#)
- [How do I cancel my subscription?](#)