

Choose a plan and start your subscription

Plans and billing

Choose a plan and add a payment method to keep your help center online after the free trial. You can do it at any time during the trial without losing the days you have left.

Who can do this: The account owner · **Plans:** All plans

Pick your plan

1. At the bottom of the left menu, click your avatar, then **Billing & Invoices**.
2. You see the plan you're trying and the days left in your trial. To pick a different plan or billing period, click **Change**.



Maya Chen ▾

Let's get you started

(11 days trial left)

YEARLY
Catalyst

\$179/mo
per help center

- Unlimited Team Members
- Unlimited Viewers
- 365+ Days Analytics
- Advanced Analytics
- Multi-Language Support
- Custom Domain
- Single Sign On
- All Integrations
- MCP Server** for Claude and AI Agents
- Free Migration**
- 3 hours of Manual

Billing Details

Company Name* VAT Number/Company

Billing Email

Address

Australia ▾ City* State

Address* Postal Code*

Address (Line 2)

Payment Method

Choose a way to pay

 Card

1

Billing & Invoices shows your plan and the trial days left

Change shows every plan, so you can compare them before you choose.

3. Choose **Yearly** or **Monthly**, then click **Choose** on the plan you want.

Add your details and activate

4. Under **Billing Details**, fill in **Company Name**, your country, **City**, **Address** and **Postal Code**. These are required. If you're not a company, use your own name, and pick your country from the list.
5. If your company is in the EU, enter your VAT number in **VAT Number/Company Id**. Without a valid one, 20% VAT is added.

6. Enter a **Billing Email**. Invoices are emailed to this address.
7. Under **Payment Method**, add a card or choose PayPal.
8. Have a discount code? Click **Apply a Discount**, enter the code and click **Apply**. If you ticked the box for product tips and offers when you signed up, your one-time \$10 code is already applied. To use another code instead, click **Use a different code**.
9. Check the **Total**, then click **Activate**. Keep the page open until the confirmation appears.

The screenshot displays the HelpCenter.io pricing page with three plans:

Unlimited	Bootstrap	TEAM
Unlimited team members	Up to 10 Team Members	1 Team Member (only you)
Unlimited Viewers	Unlimited Viewers	Unlimited Viewers
365+ Days Analytics	60 Days Analytics	14 Days Analytics
Advanced Analytics	All Integrations	All Integrations
Multi-Language Support	MCP Server for Claude and AI Agents	1 Language Only
Custom Domain	Multi-Language Support	AI Widget
Single Sign On	AI Widget	AI Question Answering available as an add-on
All Integrations	Custom Domain with SSL	Custom Domain with SSL
MCP Server for Claude and AI Agents	Free Migration	
Free Migration	AI Question Answering available as an add-on	
3 hours of Manual Customization	99.9% Uptime Guarantee	
Automatic Translations	White-Glove Support from the HelpCenter.io team	
AI Question Answering Included		
99.9% Uptime Guarantee		
White-Glove Support from the HelpCenter.io team		
Collaboration*		

Each plan has a "CHOOSE" button below it. A red circle with the number 2 and the text "Click Change to compare plans" is overlaid on the bottom left of the screenshot.

Your subscription is active as soon as the confirmation appears.

What happens next

- **Still in your trial?** You keep the remaining trial days. Your first payment is taken when the trial ends.
- **Trial already over?** You're charged right away, and your help center is back online immediately.
- **Renewals:** monthly plans are charged every month and yearly plans once a year, up front. Your subscription renews automatically.
- **Invoices** appear under **Invoices** on the same page and are emailed to your Billing Email. See [Download invoices and update billing details](#).

Payments are processed by Braintree, a PayPal service. HelpCenter.io doesn't store your card number.

Troubleshooting

You see "Verify Your Email" instead of a payment form. You need a verified email address before you can add a payment method. Click the link in the verification email we sent you, or click **resend it** on the page.

"Only the account owner can manage the help center subscription and billing details." Billing belongs to the person who created the account. Ask them to activate the plan.

"Please choose your billing country." Pick your country in **Billing Details** and try again.

"Please correct the data above and try again." A required billing field is empty. Fill in the fields marked in red.

"3D Secure verification failed." Your bank couldn't confirm the payment. Try again, or use another card or PayPal.

"Your card was declined." Check the card with your bank, or use another payment method.

"Discount not available." The code is wrong, has expired, has already been used, or doesn't apply to the plan and billing period you picked.

Related articles

- [Plans and pricing](#)
- [Will I be charged as soon as I activate?](#)
- [What payment methods do you accept?](#)
- [Do you charge VAT?](#)