# Choose a plan and start your subscription

**Plans and billing**

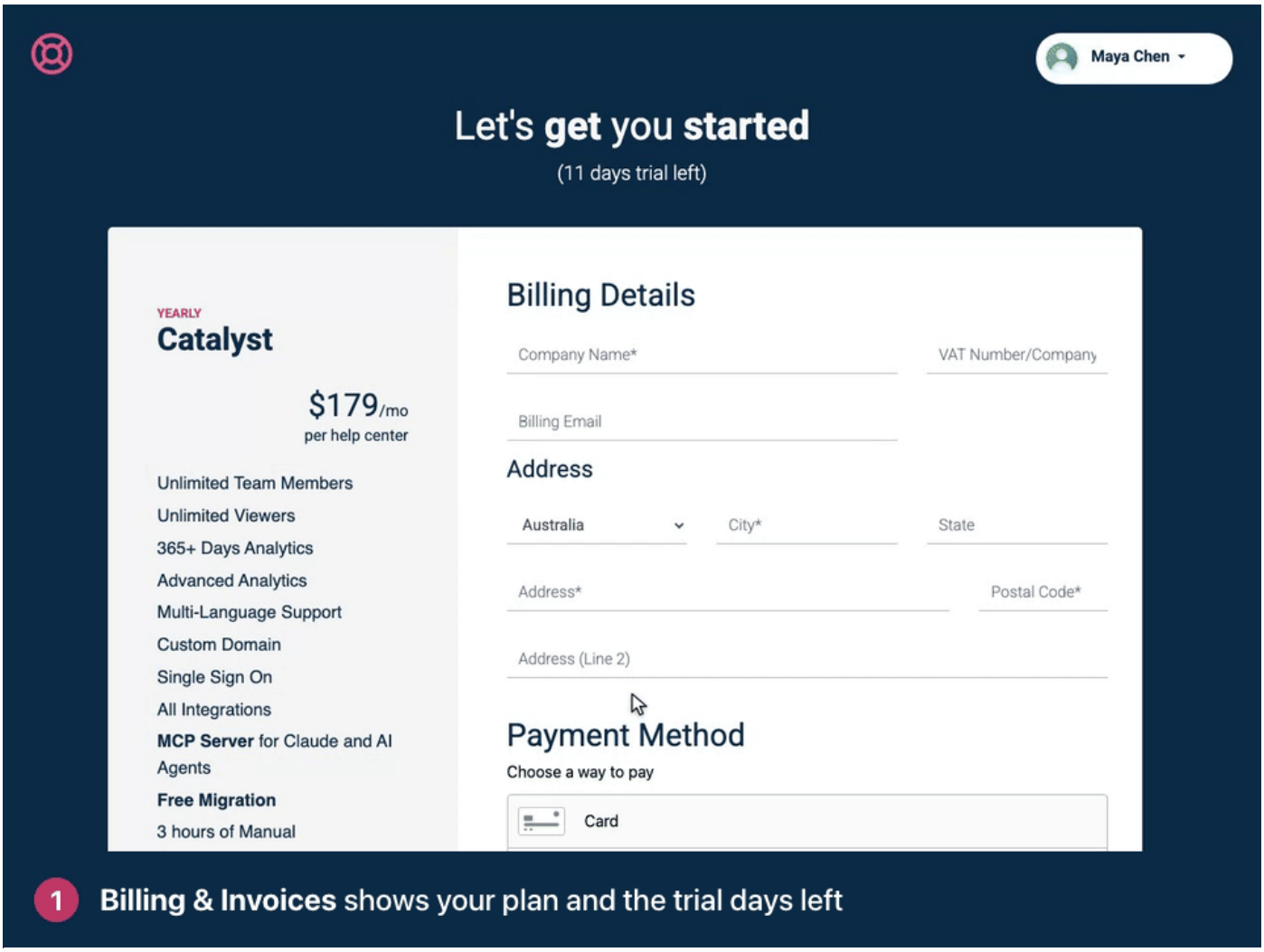
Choose a plan and add a payment method to keep your help center online after the free trial. You can do it at any time during the trial without losing the days you have left.

**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**.




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.

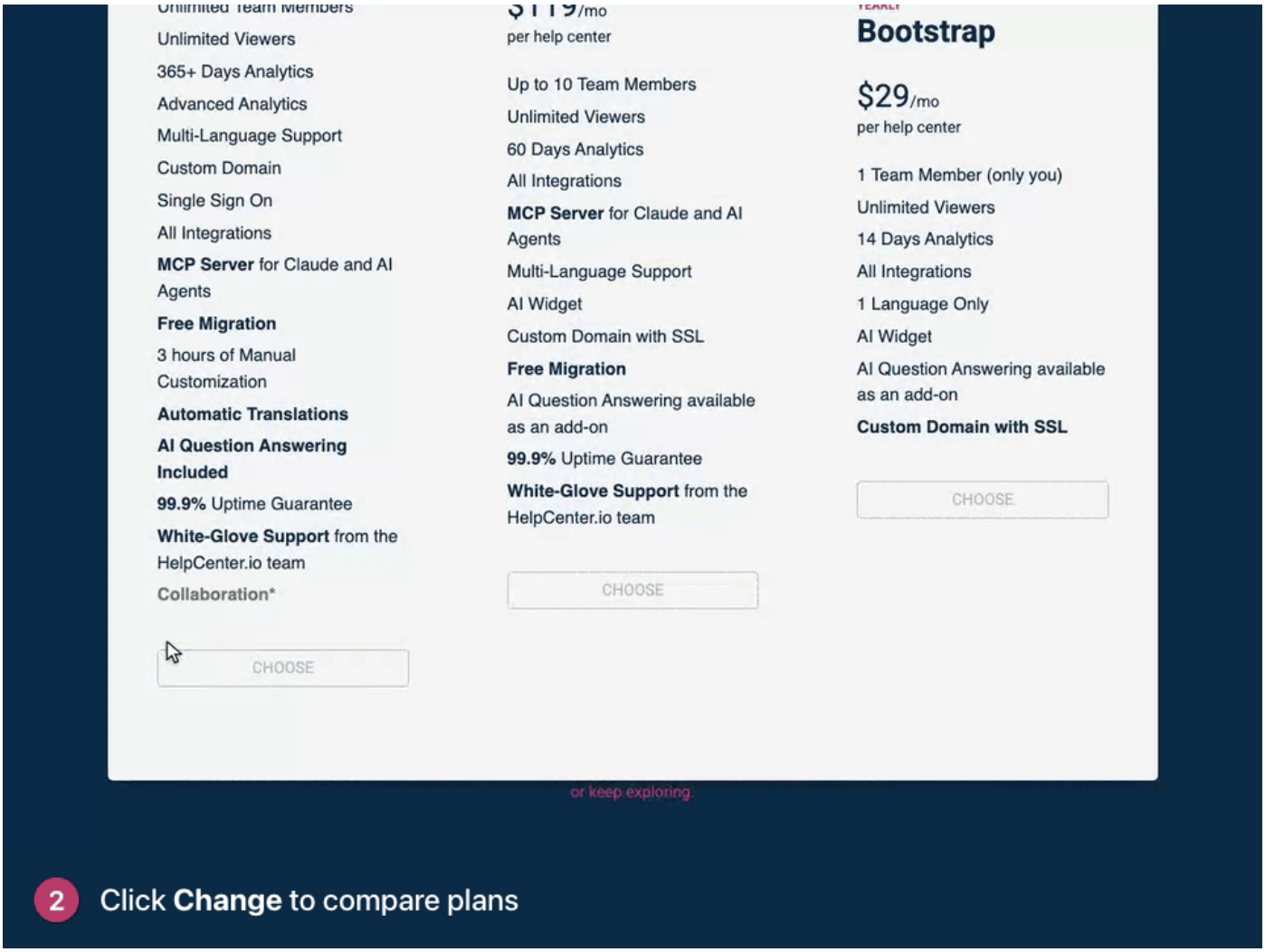
5. If your company is in the EU, enter your VAT number in **VAT Number/Company Id**. Without a valid one, 20% VAT is added.

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.




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?