

Turn on AI Answers

Search and AI

Turn on AI Answers so readers can ask a question in their own words and get a short answer written from your published articles, with links to the sources. It works in your help center's search bar and in the widget.

Who can do this: Owners and Admins · **Plans:** Catalyst, or the AI add-on on Bootstrap and Growth

Turn on AI Answers

1. In the left menu, click the gear icon, then **Settings**.
2. Find the **AI features** card on the right.
3. Switch on **AI Answers**. You see **AI Answers enabled**, and the card shows an **Active** badge.

Settings

Configure how your help center works, looks and connects.

[View help center](#)

General

Your help center's identity and who can access it.

Subdomain

`https://northwind-developers` `.helpcenter.io`

The address where your help center lives.

Description

Used in search results and social previews.

Access & visibility

Control who can view your help center.



Public

Anyone on the internet can find and read it



Private

Only invited team members can access it



Password

Visitors must enter a password to view

JS-only access

Only accessible via the embedded widget — not as a standalone site.



AI features



AI Answers

Instantly answer visitor questions from your published articles.



ACTIVE AI answers are enabled for your help center and widget.

Public MCP server **LIVE**

Let your readers' AI assistants — Claude, ChatGPT, Cursor, VS Code — search and read this help center's published articles. Read-only and anonymous: nothing private is ever shared.

Allow AI assistants to connect

Included in every plan.



Server URL

`https://northwind-developers.helpcenter.io/mcp`

[Copy](#)

No requests from AI assistants yet. Share the setup page with your readers to get them started.

[Setup page for readers](#)

AI agents can also find it on their own: it is listed in this help center's `llms.txt` and `/.well-known/ai-catalog.json`.

AI agents **INCLUDED**

Connect Claude, or any agent that speaks MCP, to search, write and

1 In Settings, find AI features

The switch saves at once. There is no Save button to click.

Readers can ask AI straight away. The first time you switch it on, HelpCenter.io also prepares your published articles for search by meaning in the background. Until that finishes, search and AI Answers find articles by keyword.

What readers see

In the search bar, readers type a question and click **Ask AI**.

HELP CENTER

How can we help?

The answers you need. A little less searching, a little more doing.

[Ask AI](#)

Popular: [Invite your team](#) [Find an invoice](#)



Getting started

Everything you need for your first week with Northwind.

5 articles



Home Dock charger

Use, update and look after your Home Dock charger.

7 articles



Plans & billing

Plans, invoices, payments and off-peak pricing.

5 articles



Account & security

Keep your account safe and your details



Troubleshooting

Fix common charging and app problems.



Solar & battery

Charge from the sun and store energy for

1

Readers type a question in their own words

The Ask AI button sits inside the search bar.

The answer appears above the matching articles. Numbered links point to the articles it came from, listed under **Sources**, and **Was this helpful?** lets readers rate the answer.



HELP CENTER

How can we help?

The answers you need. A little less searching, a little more doing.

What should I do after a power cut?

Ask AI

Nothing — charging stops automatically during a power cut and resumes by itself when power returns. 1 Your schedule and settings are kept, so no reconfiguration is needed. 1

SOURCES

1 What happens during a power cut?

Was this helpful? 👍 🙋

UNCATEGORIZED

What happens during a power cut?

Charging stops and resumes by itself when power returns. Your schedule and settings are kept.

SOLAR & BATTERY

Connect a home battery

A home battery lets you store cheap overnight energy or midday sunshine and use it in the evening. Open Energy →...

HOME DOCK CHARGER

Update your Home Dock firmware

Updates arrive automatically overnight when your charger is idle. You can also install one

**Getting started**

Everything you need for you with Northwind.

5 articles

**Account & security**

Keep your account safe and

2 and click Ask AI

Readers can open any source to read the full article.

In the widget, visitors can ask the AI assistant from the search screen, ask follow-up questions and ask about the article they are reading. See [What visitors see in the widget](#).

Hide the Ask AI button

To keep AI in the widget but remove the button from your help center's search bar:

1. Open the **Template editor** and select the **Search bar**.
2. Under **Behaviour**, switch off **Show "Ask AI" button**.

3. Publish your design.

See [Customize the hero and search bar](#) for the other search bar settings.

This hides the button only. While AI Answers is on, your search results page still shows an **Ask AI** box above the results. To take Ask AI out of your help center completely, turn AI Answers off.

Turn AI Answers off

Switch off **AI Answers** in the same card. You see **AI Answers disabled**. Ask AI disappears from the search bar, the search results page and the widget, and search goes back to matching keywords.

Good to know

- **Answers come only from your help center.** When no article covers a question, the answer says so and suggests contacting your support team. See [How AI Answers work](#).
- **Questions can be up to 200 characters.** Longer questions get a message asking the reader to shorten them. Ask AI takes one question in plain words, so it turns down pasted code, SQL or markup, and several sentences at once. Readers then see **"The AI assistant can only answer a single question in plain words, so it couldn't take this one. Try asking it another way, or look through the search results."** in your help center, or **Let's try that another way** in the widget, and can rephrase the question or use the search results.
- **Fair-use limits apply per visitor.** A visitor who asks many questions in a short time gets the same message, or **You're going a little fast** in the widget, and can ask again a little later.
- **You can see what people ask.** Statistics counts helpful and unhelpful AI answers. See [See what people search for](#).

Troubleshooting

The card says "Add AI Answers to your plan" or "AI Answers are available on higher plans". Your plan doesn't include AI Answers. Click **View plans** to add the AI add-on or move to Catalyst. See [Add AI Answers to your plan](#).

Ask AI doesn't show in the search bar. Check that **AI Answers** is on, and that **Show "Ask AI" button** is on for your search bar in the published design.

The answer says it doesn't have the information. See [AI Answers says it doesn't have the information](#).

Related articles

- [How AI Answers work](#)
- [How search works in your help center](#)
- [Customize the hero and search bar](#)
- [AI Answers says it doesn't have the information](#)
- [Add AI Answers to your plan](#)