Build your own plan

Plans and billing

On the pricing page you can build a plan that fits what you need: choose what you're building, how many, who works on it and the add-ons you want. The price updates as you go, and you can change any of it later from your dashboard.

Who can do this: Anyone can build a plan on the pricing page. Only the account owner can change it later · **Free trial:** 14 days, no credit card needed · **Current prices:** always on the pricing page

Build your plan

Go to the pricing page. To start from a common setup, pick one under **Start from a typical setup**: **Free FAQ sections**, **FAQ page**, **Solo help center**, **Growing team** or **Everything**. Then change anything you like, step by step.

What are you building?

Choose a size. Each size includes the one before it, and you can move up later and keep your content, your address and your design.

- **FAQ sections:** free. Up to 25 FAQs in 3 sections embedded on your own pages, for one person, with a small HelpCenter.io badge under each section.
- **FAQ page:** a branded FAQ page we host for you, with unlimited FAQs and sections and no badge. From $7 a month billed yearly, or $9 billed monthly.
- **Help center:** a complete knowledge base with articles and FAQs in categories, the full template editor and the AI Widget. From $31 a month billed yearly, or $39 billed

monthly.

How many?

Choose how many FAQ pages or help centers you need, from 1 to 25: one for each brand, product or audience. Each has its own address, content and design. The first is full price, the 2nd and 3rd are 15% off, the 4th to 9th are 25% off, and every one from the 10th is 35% off. Add-ons get the same discount.

Who works on it?

Count the people who write, edit, translate or manage. You're included, and each teammate is $6 a month. A team of 16 or more pays one flat $90 a month. Viewers are free and unlimited.

Under **How you work together**, choose one level for the whole team:

- **Essentials:** included. Admin, Editor, Translator and Viewer roles, notes on FAQs and articles, and version history.
- **Review workflow:** $29 a month. Send for review and approve, stage changes to live content, group them into change sets and schedule the release, and custom roles.
- **Live collaboration:** $49 a month, help centers only. Everything in Review workflow, plus editing the same article together in real time and a summary of what changed in each editing session.

The free FAQ sections plan is for one person and has no add-ons. Teammates and add-ons start with a FAQ page.

Add what you need

Prices are per FAQ page or help center, per month, billed monthly:

Add-on	FAQ page	Help center
Custom domain	Included	Included
More languages	$5	$19
AI answers	$9	$29
Insights	$5	$19
Single sign-on	Not available	$29
AI agent access	Not available	$29

Insights gives you a full year of statistics instead of the last 30 days, the searches that found nothing and how each answer performs. AI agent access lets an AI agent create, edit and publish content in your help center through the MCP server. Reading your content through the MCP server is part of every paid plan.

Monthly or yearly

In **Your plan**, choose **Monthly** or **Yearly (Save 20%)**. Prices are shown per month either way. A yearly plan is paid for the whole year up front, and the summary shows that amount, for example "Billed yearly: $372".

What the summary shows

Your plan lists each part of your plan with its price: the FAQ pages or help centers, the volume discount, your team, how you work together and each add-on. Under them is the total per month and how it's billed.

- **The ceiling:** a help center never costs more than $199 a month, or $179 a month billed yearly, before AI translation. When your choices reach that, the summary says "You've reached the ceiling.", and every add-on, an unlimited team and live collaboration are included. When a help center is within $45 a month of it, the summary says how much more gets you everything.

- **Start free trial** takes your plan to sign-up. Paid plans start with a 14-day free trial, and no credit card is required. With FAQ sections the button reads **Start free**, with no time limit.

Prices are in US dollars and exclude VAT for the EU. See Do you charge VAT?

AI answers and AI credits

The AI answers add-on gives you AI answers in your help center and widget, follow-up questions, AI writing help in the editor, and search that understands meaning. It comes with 500 AI credits a month for each help center and 150 for each FAQ page. One credit is one AI answer. When credits run out, visitors see regular search results and you get an email. You can add 500 more for $29, or turn on automatic top-ups with a monthly limit you choose.

When your plan reaches the ceiling, AI answers are included with the same monthly credits: it isn't unlimited AI. AI agent access doesn't use AI credits. To learn what uses a credit, how to see what you've used and how to add more, see How AI credits work.

AI translation

AI translation is its own option. It translates your articles into up to 3 languages besides your own and keeps them up to date when you publish changes. It needs More languages.

- **Help center:** $29 a month for up to 3 languages, then $10 a month for each extra language.

- **FAQ page:** $9 a month for up to 3 languages, then $3 a month for each extra language.

You can choose up to 15 languages for each FAQ page or help center. AI translation isn't part of the ceiling: it's added on top, even when everything else is included. To learn how it translates and keeps your content current, see AI languages: translate everything and keep it current.

How billing works

1. When you sign up, your trial starts with the plan you built. Nothing is charged during the trial.

2. To keep your plan after the trial, add a card. In your dashboard, click your avatar at the bottom of the left menu, then **Plan and billing**, and click **Add a card**. Nothing is charged until your trial ends, and the page says what your card will be charged after that.

3. When your trial ends, your card is charged for the first month, or for the first year if you chose yearly. Your plan then renews each month or year.

Every payment has an invoice on the **Invoices** tab of **Plan and billing**. If you don't add a card, your help center goes offline when the trial ends. Add a card any time to turn it back on.

Change your plan later

Only the account owner can change the plan. Teammates see who to ask.

1. Click your avatar at the bottom of the left menu, then **Plan and billing**.

2. On the **Plan** tab, change the size, how many, your team, how you work together, the add-ons or the billing period, with the same choices as on the pricing page.

3. **Your changes** shows what changes, what's due today and your price after the changes.

4. Click **Confirm changes**, or **Reset** to start over.

Upgrades start right away, and you pay only the difference for the days left in your billing month or year. AI translation is the exception: it's charged in full for the period, not by the day. Anything you remove stays on until your next renewal. A change to the billing period also starts at your next renewal. If the price changed while you were deciding, the page shows the new total, and you confirm again.

Moving from a FAQ page to a help center keeps your FAQs, your address and your design. If your last payment didn't go through, update your payment method before you change your plan.

Switch to free, or cancel

Under your plan you'll also find:

- **Switch to FAQ sections, which is free:** your plan changes at your next renewal, and until then you keep everything you have today.

- **Cancel my plan:** your plan stays on until the end of the period you paid for. After that your help center goes offline. You can turn it back on any time from the same page.

Prefer ready-made plans?

The classic plans, Bootstrap, Growth and Catalyst, are still available. On the pricing page, beside "Prefer ready-made bundles? Switch to our classic pricing.", choose **Classic pricing** to see them, or **Build your own plan** to come back. See Plans and pricing.

If you built your own plan for a single help center, the account owner can also click **Move to a classic plan** on the **Plan** tab, choose a plan and monthly or yearly billing, then click **Move to this plan**.

If you're already on a classic plan, nothing changes for you: your plan, your price and your dashboard stay as they are.

Related articles

- How AI credits work
- AI languages: translate everything and keep it current
- Plans and pricing
- How the free trial works
- Do you charge VAT?