Can you move my existing help center to HelpCenter.io?

Why HelpCenter.io

Yes. Our migration team moves your existing help center to HelpCenter.io for you, free on every plan, monthly or yearly. You keep your content, your structure and the search traffic you've already earned.

What we move

- **Articles**, with their formatting.
- **Categories** and subcategories, so your structure stays the same.
- **Images**, copied to HelpCenter.io so they keep working after you close your old account.
- **Old links**, through redirects. Once your domain points to HelpCenter.io, old article addresses lead to the right new pages, so bookmarks and search results keep working.
- **Your look**, if you ask: we can style your new help center like your old one.

Have several languages, content that isn't public, or a deadline? Mention it in your request so we can plan around it.

Where we can move you from

We move help centers from platforms such as Zendesk, Intercom, Help Scout, Freshdesk, Zoho Desk, Document360, HelpJuice, HelpDocs, KnowledgeOwl, ProProfs, Confluence, Readme, Slite, Support Hero, Bloomfire, WordPress and Wix. If yours isn't on the list, choose **Something else** in the request form and we'll take a look.

How it works

1. **You request it** on the free migration page. See How do I get a free migration?
2. **We review** your current help center and tell you how long the move will take.
3. **We move your content.** Our team's migration work takes up to 7 working days (estimated).
4. **You review and go live:** check the articles, connect your domain and publish your help center.

Prefer to move content yourself?

You can bring your articles over yourself at any time. On the **Articles** page, click **Import**. In **Bring your existing content**, paste the address of your current help center and click **Check it**, then import everything in one click or click **Choose what to import**. Under **Or pick a source**, you can also pick Zendesk, Intercom, Help Scout, Document360, Front or HelpDocs, connect Notion, or upload Word, Markdown, HTML or CSV files, or a ZIP of them. Notion stays in sync after the import: see Import and sync your Notion knowledge base. By default, imported articles arrive as drafts, so you can review them before readers see them. Owners and Admins can import. See Import your existing help center for every option, syncing and what comes across. Signing up now? The setup wizard's **Content** step does the same. See Set up your help center with the setup wizard.

Paste articles from Google Docs, Word or Markdown into the editor, and the formatting comes with them. See Paste content from Google Docs and Word. Developers can also import articles in bulk through the API; start with Create an API key and Import articles in

bulk on the developer portal. To send old addresses to new pages, see Redirect old links to the right page.

Related articles

- How do I get a free migration?
- Redirect old links to the right page
- Plans and pricing