

Someone can't see an article or the help center

Troubleshooting

First work out whether the person can't open your help center at all, or can't open one article. Then check the causes for that case.

See what readers see. Open the page in a private window where you're not signed in. Signed in, you can see private articles and team-only categories that your readers can't.

Nobody can open the help center

It's still Private

New help centers start **Private**, so visitors are asked to sign in. To open it to everyone:

1. Click the gear icon, then **Settings**.
2. Under **Access & visibility**, choose **Public**.
3. Click **Save changes**.

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

.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 OFF

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.



Not available for this help center

Only public help centers offer an MCP server, and this one is private.

AI agents INCLUDED

Connect Claude, or any agent that speaks MCP, to search, write and organize this help center — within the permissions you approve.

Connector URL

[Copy](#)

1. In Claude, open **Settings** → **Connectors** and choose **Add custom**

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New help centers start **Private**. Choose **Public** to open it to everyone

Choose Public and save to open your help center to everyone.

If **Public** is locked, the text under it says what's missing. "Available once your email is confirmed": the account owner needs to click the link in their verification email first. They can send it again from **Account Settings**. "Available once your plan is activated": the owner needs to activate a subscription, which they can do during the free trial without losing the days left. See [Choose a plan and start your subscription](#).

It's protected by a password

Visitors see a password page first. Once they enter the right password, the help center stays open for them for 7 days. If you change the password, everyone has to enter the new one. A wrong password shows "**That password is not correct. Please try again.**"

JS-only access is on

With **JS-only access**, readers can use your help center only through the widget or embed on your website. A direct visit shows "**Help center not available.**" See [Show your help center only inside your app](#).

The subscription has ended

Visitors see a page that says "This Help Center is Taking a Break". See [My help center says it's taking a break](#).

One person can't open the help center

They aren't on the team of a private help center

A private help center opens only for its team members. Invite the person (the **Viewer** role is enough to read), and ask them to sign in with the address the invitation went to. Signed in with any other account, they land in their own dashboard instead. See [Invite your team](#).

Their network isn't on your IP list

With **IP whitelisting** on, only the listed IPv4 addresses can open your help center and its widget, team members included. Everyone else is sent to the HelpCenter.io sign-in page, and the widget shows **Not available on this network**. Add their address (exact addresses only, no ranges) or clear the list. See [Restrict access by IP address](#).

Your help center uses single sign-on

Readers sign in through your own login page. If they come back to "**Invalid SSO token.**" , check your JWT settings and the token your system creates. See [Sign readers in with your own login \(JWT SSO\)](#).

An article shows "page not found"

- **It isn't published.** Readers can't open drafts or unpublished articles. Click **Publish**.
- **Its access is Private.** Only you and the people you pick can open it.
- **Its access is Anyone with the link.** It opens only from the secret link you get with **Copy link** in the **Access** card. The article's normal address shows page not found. See [Choose who can read an article](#).
- **Its category is hidden.** Articles in a category shared with **Team members only** or **Me and selected team members** don't open for readers. **Everybody with a link (hidden from navigation)** keeps the article reachable by its link, but out of lists and search. See [Make a category private](#).
- **It isn't released in the reader's language.** In that language the article shows page not found until you release the translation. See [A translation doesn't show](#).

A teammate can't see an article in the dashboard

- **The article is Private.** Private articles show only for their author and the people they're shared with, whatever their role. The author can add people under **Access** → **Who has access** → **Share**.
- **The category is shared with selected team members.** Articles in a category shared with **Me and selected team members** show only for the people on its list.
- **Their role doesn't include the dashboard.** Viewers can read your private help center but don't work in the dashboard. Give them the **Editor** or **Translator** role to work on articles. See [Roles and permissions](#).

Still stuck?

Contact our support team with the address the person tried to open and the email address they sign in with. See [Contact HelpCenter.io support](#).

Related articles

- [Roles and permissions](#)
- [Make a category private](#)
- [Restrict access by IP address](#)
- [Control who can see your help center](#)