

Change your plan

Plans and billing

Move a help center to a different plan, or switch between monthly and yearly billing. Each help center has its own plan, so changing one doesn't affect the others.

Who can do this: The account owner · **Plans:** All plans

Change a help center's plan

1. At the bottom of the left menu, click your avatar, then **Billing & Invoices**.
2. If you have more than one help center, click the arrow next to **Your plan** and pick the help center you want to change.
3. Click **Change**.
4. Choose **Yearly** or **Monthly**.
5. Click **Choose** on the new plan. The change is made right away, without another confirmation.



Maya Chen ▾

Manage your subscriptions

Number of help centers: 3

YOUR PLAN: NORTHWIND-DEVELOPERS ▾

ACTIVE

Growth **\$149.00**/mo

Up to 10 Team Members

Unlimited Viewers

60 Days Analytics

All Integrations

MCP Server for Claude and AI Agents

Multi-Language Support

AI Widget

Custom Domain with SSL

Free Migration

AI Question Answering available as an add-on

99.9% Uptime Guarantee

White-Glove Support from the HelpCenter.io team

PAYMENT DETAILS

Northwind Energy

VAT Number/Company

billing@northwind.example

Address

United States ▾

San Francisco

CA

410 Market Street

94105

Address (Line 2)

PAYMENT METHOD

 Currently billing Visa **** 1111

Pick a saved method below or add a new one, then Save to make it your default. Active subscriptions move to it automatically.

Paying with Card

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Your plan shows what you pay and what is included

The new plan applies as soon as you click Choose.

Changed your mind before choosing? Click **Cancel Plan Change**.

What changes when you switch

- **Moving to a bigger plan:** the new features are available right away. The price difference for the rest of your billing period is prorated.
- **Moving to a smaller plan:** features only the bigger plan includes, such as AI translation (Catalyst only), are no longer available. Your articles and settings aren't deleted, and a single sign-on setup you already have keeps working.

- **Switching between monthly and yearly:** the new billing period starts when the period you've already paid for ends.
- **The AI add-on:** moving to Catalyst removes it, since Catalyst includes AI. Moving from Catalyst to Growth or Bootstrap turns AI features off unless you [add the AI add-on](#).
- **Still in your trial?** Your remaining trial days carry over to the new plan.

Compare what each plan includes in [Plans and pricing](#).

Plans on a 12-month term

If your plan runs on a 12-month term billed monthly, there's no **Change** button. Email support@helpcenter.io and we'll change it for you.

Troubleshooting

"Unable to change your subscription plan at the moment. Please try again or contact us." Reload the page and try again. If it keeps happening, email support@helpcenter.io.

You see "Unauthorized". Only the account owner can change plans. Ask them to make the change.

There's no Change button next to your plan. Your plan runs on a 12-month term, so our team changes it for you.

Related articles

- [Plans and pricing](#)
- [Choose a plan and start your subscription](#)
- [Add AI Answers to your plan](#)