

Choosing a subdomain for your help center

Build your help center

Every help center you create with us includes your own space on our "helpcenter.io" domain which will look like "yourbrand.helpcenter.io". The subdomain you choose would be the unique identifier of your help center.

Choosing an appropriate subdomain for your help center is especially important if you are not going to set up a custom domain.

Having the right help center subdomain will make it more discoverable to your customers. And if you are creating a private help center, a good subdomain will make it easy for your team members to remember and use it more frequently.

So what you should choose for your subdomain? The main rule of thumb is your subdomain should represent your business/brand/project. Most often, the subdomain you choose would be the name of your company in lowercase and with dashes to replace all spaces. For example, if you are creating a new help center for "My Company", the subdomain you choose would be "my-company.helpcenter.io".

Note that some common words and special string are reserved and won't be available for you to choose as a subdomain. For example, you won't be able to register the subdomain "support.helpcenter.io or "www.helpcenter.io"