Claim a help center an AI agent built for you

Getting started

An AI agent such as Claude or ChatGPT can build a help center for you and bring in your content. When it's done, it gives you a claim link. Open it to look the help center over and make it yours to edit, design and publish.

Who can do this: Anyone with the claim link · **Plans:** Claiming is free. Publishing needs an activated plan.

Before you claim it

- **The agent gives you the link.** It looks like https://helpcenter.io/claim/…. Keep it to yourself: anyone who has it can preview and claim the help center.
- **Look it over first.** The claim page shows the help center's name and address and how many articles, categories and languages it has. Click **Preview** to open it in a new tab the way readers will see it, under a "Preview: not yet published" banner.
- **See where it came from.** If the agent copied your content from another website, the page says "From" and that website's address. A link from our migration team can hold several help centers, each with its own **Preview**, and claiming adds them all to your account.
- **Nobody else can see it until you publish it.** It stays unpublished and out of search engines while you work on it.

- **Claim it within 7 days.** The page says "Deleted on" and a date: a help center nobody claims is deleted 7 days after the agent created it. If our team is migrating it for you, it's kept until the migration ends, then for 7 more days. The Terms of Service cover help centers that agents build.

Claim it with a new account

1. Open the claim link.
2. If the page shows **I own this help center or may copy its content**, tick it. It appears when the agent copied content from another website.
3. Choose whether the agent may keep working on it (see the section on letting the agent finish, below).
4. Under **Create your account**, enter **Your name**, **Work email** and **Password**, agree to the Terms of Service and Privacy Policy, and click **Claim** followed by the help center's name. Or click **Continue with Google**.
5. If you signed up with your email, the page says **Check your inbox**. Click the link we email you. The help center is yours as soon as you confirm your address.

A new account starts a free 14-day trial, with no credit card needed. Signing up with Google needs no email step: the help center is yours right away. The setup wizard then opens, so you can choose the help center's name and address.

Claim it with the account you have

1. Open the claim link. If you're signed out, click **Sign in to claim it** at the top and sign in. You come back to the claim page.

2. Check the account under **Add** and the help center's name **to your account**. Signed in with the wrong one? Click **Use another one**.

3. Tick **I own this help center or may copy its content** if the page shows it, and choose whether the agent may keep working on it.

4. Click **Add to my account**.

If you haven't confirmed your email address yet, we email you a link first, and the help center is yours once you click it.

If you already pay for a plan, **Set up a plan for** and the help center's name opens next. Every help center has a plan of its own, and this one needs its plan before you can publish it. Click **Activate plan**, or **Finish later** to do it from **Billing & Invoices** another time.

While you confirm your email

The claim page shows **Check your inbox** until you click the link we sent. To get a fresh one, click **Send the link again**.

We hold the help center for you for 24 hours: the page says "Nobody else can claim it until" and a time. After that, someone else with the link could claim it first, so confirm your address soon.

Let the agent finish setting it up

Let this AI agent finish setting up your help center is ticked on the claim page. Leave it ticked and the agent can keep working on your content and design, and, once a plan is active, set up redirects and your custom domain. Untick it to end the agent's access the moment you claim.

- **Its access ends 30 days after you claim.** Until then, the dashboard shows "An AI agent can still edit this help center until" and the date, and its changes show as "AI agent (setup)".

- **Stop it sooner.** Click **Revoke access** on that notice and confirm, or revoke the **AI agent (setup)** key in **Settings** → **API keys**. Only Owners and Admins can revoke it. It stops working at once, and you can't undo this.

- **Publishing asks again.** The first time you publish, **Let the AI agent keep editing it once it's live** is unticked. Leave it unticked to end the agent's access as you publish.

A help center our team migrated for you doesn't show this option: there is no agent to keep.

Publish it

Once it's yours, edit and design the help center like any other. To open it to readers, you need two things:

- a confirmed email address;

- an activated plan. During the free trial you can preview it while signed in, but readers can't see it until you choose a plan in **Billing & Invoices**.

Then publish it. See Choose a plan and start your subscription and Publish your help center.

Troubleshooting

"This link has expired or was already used". The link works until someone claims the help center or it's deleted. If you claimed it already, click **Sign in**: signing in takes you to it. Otherwise, ask the AI agent that built it where it stands.

"Someone else claimed this help center first". Their claim finished before yours, so nothing was added to your account. Ask the AI agent to build you a new one.

"Waiting for" an email address "to confirm their address". Someone else started claiming it with this link. It works only for them until the time shown on the page.

"Confirm that you own this help center or may copy its content." Tick **I own this help center or may copy its content**, then claim it again.

Related articles

- Connect Claude, ChatGPT and other AI agents
- Choose a plan and start your subscription
- Publish your help center
- Create an API key
- Can you move my existing help center to HelpCenter.io?