Connect Claude, ChatGPT and other AI agents

Search and AI

Connect Claude, ChatGPT or another AI agent to your help center, and it can search and write articles, organize categories, answer reader comments and read your statistics, within the permissions you approve. You ask in plain language; the agent does the work in your help center.

Plans: Growth and Catalyst, including their free trials

Connect an agent

Claude and ChatGPT list HelpCenter.io in their own directories, so you install it there and sign in, with no address to paste. There is no add-on to buy and no charge per request.

Claude

1. In Claude, open **Customize** → **Connectors** (**Plugins** instead of **Customize**, if that is what Claude's sidebar shows), select **Discover** and search for HelpCenter.io. Or open HelpCenter.io in Claude's Connectors Directory: in HelpCenter.io, **Connect Claude from its directory** on the **AI agents** card in **Settings** opens it too.

2. Select **Connect to Claude**.

3. Sign in to HelpCenter.io, choose the help centers Claude may reach and click **Allow**.

HelpCenter.io then works in Claude on the web, in the desktop and mobile apps, and in Claude Code when you sign in to it with the same Claude account. In a chat, select **+** → **Connectors** to check that it's turned on.

On a Claude Team or Enterprise plan, an Owner adds HelpCenter.io for the organization first: for them the button reads **Connect for your team**. Other members see **Request** or a note to ask an Owner, and once it's added, each connects with their own HelpCenter.io account.

ChatGPT

1. In ChatGPT, select **Plugins** in the sidebar and find HelpCenter.io. Or open the HelpCenter.io plugin in ChatGPT's plugin directory. **Add the ChatGPT plugin** on the **AI agents** card in **Settings** opens it too.

2. Select **Install plugin** if it's shown, then **Connect** if ChatGPT asks.

3. Sign in to HelpCenter.io, choose the help centers ChatGPT may reach and click **Allow**.

ChatGPT uses the plugin when a request needs it. To choose it yourself, @-mention HelpCenter.io in your message. In a ChatGPT workspace, admins decide which plugins members can install: if HelpCenter.io shows **Disabled by admin**, ask one of them. Whether you can install a plugin also depends on your ChatGPT plan, role and region.

Add it by its URL instead

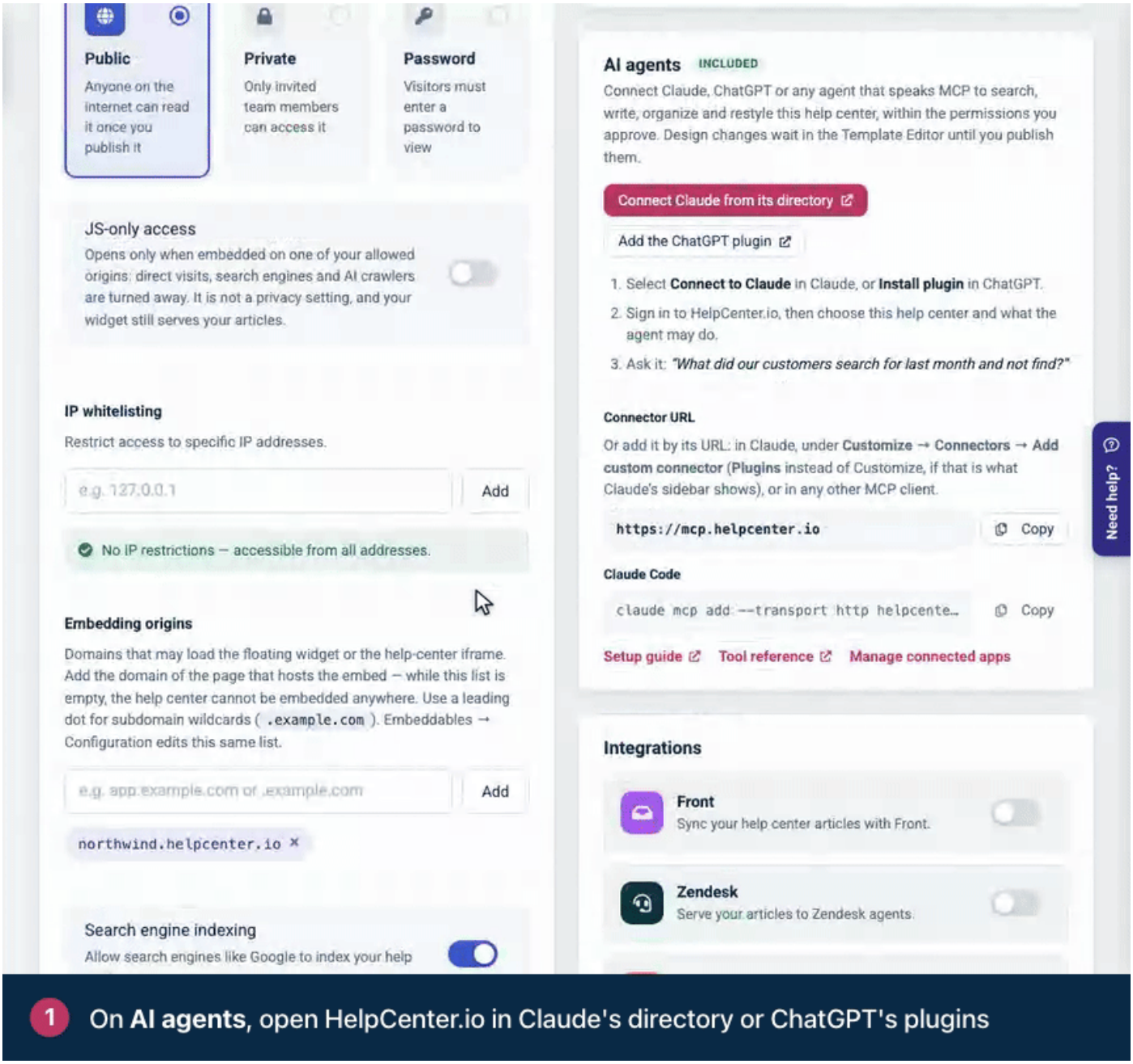
Claude Code on its own, other AI apps that support MCP, and a connection kept to one help center (see Good to know, below) use the connector's address.

1. In the left menu, click the gear icon, then **Settings**, and find the **AI agents** card.

2. Next to **Connector URL**, click **Copy**. Every help center uses the same address, https://mcp.helpcenter.io.

3. Add the address to your AI app. In Claude on a Free, Pro or Max plan, open **Customize → Connectors** (**Plugins** instead of **Customize**, if that is what Claude's sidebar shows) and choose **Add custom connector**. On Team and Enterprise, an Owner adds it in **Organization settings → Connectors**. For Claude Code, copy the ready-made command on the card instead.

4. When the app asks, sign in to HelpCenter.io, choose the help centers it may reach and click **Allow**.



The AI agents card in Settings opens Claude's directory and the ChatGPT plugin, and has the connector URL and the Claude Code command.

The details for each app, including Claude Code, a custom MCP server in ChatGPT and other MCP clients, are in Connect an AI assistant to your help center on the developer portal, which the card's **Setup guide** link opens too.

What you approve

On the **Authorize access** screen, HelpCenter.io lists the permissions the app asks for. You allow them together or deny access: you can't pick single permissions. For AI agents they are usually:

- "Read your help-center categories and articles."
- "Create and update your help-center articles." This one covers every change to your content: articles, categories, images, comments, staged changes, change sets and FAQ sections.
- "Read your help-center analytics reports."
- "Read the private notes your team leaves on drafts. Readers never see these."
- "Reply to and resolve the private notes your team leaves on drafts."
- Two design permissions: one to see your help center's design (its theme, page layouts, components, custom CSS and scripts) and one to change and publish it.
- "Choose which websites may embed your help center and run its widget. This changes your help center's security headers."

Some apps also ask to confirm who you are, see your name and email address, or stay connected so you aren't asked to sign in again. If you have more than one help center, tick each one the app may reach. Help centers whose plan doesn't include AI agents are shown locked, with an **Upgrade** link.

The agent follows your role

An app you sign in to acts with your role on each help center, so it can never do more there than you can in the dashboard. The screen lists the help centers you're on the team of. Where your role holds a permission back, it says so beside the help center, for example "Your role here is Editor, so Claude won't be able to choose which websites may embed it."

- **Owners and Admins** can use every permission.
- **Editors** can use everything except managing webhooks and choosing which websites may embed the help center.
- **Translators** can read content and statistics and work with team notes.
- **Viewers** can read content and statistics.

Through an agent, Translators and Viewers don't get private categories or their articles, and statistics don't name the private articles a row is about, the same as in the dashboard. If your role changes, or you're removed from the team, that applies on the agent's next request. See Roles and permissions.

To see what an agent can do with each permission, read What AI agents can do in your help center.

Your own agent

An agent you build can connect with an API key instead of signing in. It reaches only the help center the key belongs to, with the key's scope, and that help center still needs Growth or Catalyst. It works only while the person who created it is an Owner or Admin of that help center. See Create an API key.

Good to know

- **Edits to published articles go live at once**, unless the agent stages them. To keep control, ask for drafts, or use staged changes on Catalyst.

- **Design changes stay in a draft.** With the design permissions, an agent can restyle your help center, rearrange its pages and apply a theme. Its changes go to the template editor's draft, and readers see them only once the design is published, by you or by the agent when you ask. When you ask for a theme, say which parts you want, for example its colors and fonts only. Otherwise the agent starts the whole design over from that theme.

- **Deleted articles go to the Trash.** An agent can delete articles, and upload and delete images. You can restore a deleted article from the Trash (see Delete and restore articles), but a deleted image is gone for good. Agents can't change your team, billing or other settings, except which websites may embed your help center, and only with that permission.

- **Risky actions are marked.** Tools that change or remove something that already exists, or change what readers see, are marked as destructive, which tells assistants such as Claude to ask you first. That covers editing and deleting articles, deleting an image or a category, discarding staged changes and restoring an earlier version.

- **Several help centers:** if you tick more than one, the agent picks the help center for each request, so name the one you mean when you ask. To lock a connection to a single help center, ask the agent to list your help centers, then connect with https://mcp.helpcenter.io/?site= and the id of the one you want. The directory connector in Claude and the ChatGPT plugin always use the plain address, so add a connection like this by its URL.

See and revoke access

1. Click **Manage connected apps** on the **AI agents** card, or go to https://helpcenter.io/app/account/connected-apps.

2. To change what an app can reach, tick or untick help centers under **Help centers it can reach** and click **Save help centers**.

3. To remove an app, click **Disconnect** and confirm. It loses access to your help centers immediately.

Each app shows a status. **In use** means it holds live access right now. **Standing by** means it's quiet but can renew its access without you until the date shown, so disconnect it if you no longer use it. **Signed out** means it has no access left. A disconnected Claude or ChatGPT won't reconnect by itself: reconnect it in Claude under **Customize** → **Connectors** (or **Plugins**, if that is what Claude's sidebar shows), or in ChatGPT from the HelpCenter.io plugin under **Plugins**. Disconnecting HelpCenter.io inside Claude or ChatGPT doesn't remove its access here, so disconnect it on this page too.

The account owner sees the apps everyone on the team has connected, and can change or disconnect any of them. Everyone else sees only their own. An agent that uses an API key stops working when you delete the key in **Settings** → **API keys**.

Troubleshooting

The AI agents card says "Not included in your current plan". Connecting AI agents is part of the Growth and Catalyst plans. Click **View plans** to upgrade. See Plans and pricing.

A page says "You already allowed" and names the app. You answered the sign-in screen twice, for example with a double click on **Allow**. The first answer went through: go back to the app. If it's still waiting, start connecting again from the app.

Claude shows Request, or ChatGPT shows Disabled by admin. Your Claude organization or ChatGPT workspace decides which connectors and plugins members can add. Ask a Claude Owner to add HelpCenter.io for the organization, or a ChatGPT workspace admin to make the plugin available.

The sign-in screen says "Your plan doesn't include the MCP server". None of your help centers is on Growth or Catalyst. Move one to either plan, then connect again. Nothing has been shared.

A help center you work on isn't listed on the sign-in screen. The screen lists the help centers you're on the team of, with the account you signed in with. If you aren't on that help center's team, ask an Owner or Admin to invite you, or use an API key created in that help center's settings.

The agent says your role does not allow this action. Your role on that help center doesn't include what you asked for, for example changing content as a Viewer. Ask an Owner or Admin for a role that allows it. You don't need to connect again afterwards.

The agent can't read statistics or team notes, change the design, or change which websites may embed your help center. Those need their own permissions. If the sign-in screen didn't list them, the app didn't ask for them: the setup guide explains how to connect again. For team notes, the person who connected also needs access to team notes in the dashboard.

The agent can't stage changes. Staged changes are part of the Catalyst plan. See Edit live articles safely with staged changes.

Related articles

- What AI agents can do in your help center
- Let readers use your help center in their AI assistant
- Create an API key
- Connect an AI assistant to your help center on the developer portal