Contact HelpCenter.io support

Troubleshooting

Our support team can help with anything this help center doesn't answer. Here's how to reach us, and what to send so we can get straight to the problem.

Email us

Write to **support@helpcenter.io**. Messages to hello@helpcenter.io reach us too.

Send your email from the address you sign in with. That's how we find your account and know the request comes from you.

Reach us from the dashboard

- **Send feedback** in the left menu opens a short form. Pick a rating, write a note of up to 1,000 characters, or both, and click **Send feedback**. It goes straight to our team, which makes it a good fit for ideas and quick notes. For a question you need answered, email us.

- **Need help?** on the right edge of the dashboard, or **Need Help?** in the menu under your avatar, opens a panel where you can search this help center without leaving your work.

What to include

- Your help center's address, such as yourname.helpcenter.io or your custom domain.

- What you were trying to do, and the steps that led to the problem.
- What happened instead, with the exact wording of any error message.
- A screenshot or a short screen recording, and the address of the page where it happened.
- For a problem on your own website, such as the widget, the address of that page.

Never send us passwords, full API keys, your single sign-on shared secret or two-factor codes. We don't need them to help you.

What our team does for you

- Change the email address on your account, transfer a help center to a new owner, or delete your account. See Change your email, transfer ownership or delete your account.
- Cancel a subscription. See How do I cancel my subscription?
- Get you back into your account after you lose your authenticator device. See I lost my authenticator device.
- Move your existing help center to HelpCenter.io, free on every plan. See How do I get a free migration?

Related articles

- I can't sign in
- Change your email, transfer ownership or delete your account