

# 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](mailto: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?** in the menu under your avatar opens this help center.

### What to include

- Your help center's address, such as [yourname.helpcenter.io](https://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 with the Growth and Catalyst plans. See [How do I get a free migration?](#)

## Related articles

- [I can't sign in](#)
- [Change your email, transfer ownership or delete your account](#)