Create another help center

Getting started

You can run as many help centers as you need from one HelpCenter.io account, for example one for each product or brand. Each help center has its own subscription, and you manage them all from the same place.

Who can do this: The account owner · **Plans:** All plans, once your subscription is active (each help center is billed on its own)

Before you start

- **Activate your subscription.** On the free trial, before you subscribe, you can't add a second help center: you see "Oops, you do not seem to have an active subscription, yet." Click **Activate Subscription** to subscribe first. See Choose a plan and start your subscription.

- **Use the account owner's login.** If you created your HelpCenter.io account from a teammate's invitation, you don't see **Create New Help Center**. Ask the account owner to create the help center.

Create a help center

1. Go to My Help Centers at helpcenter.io/app/sites.

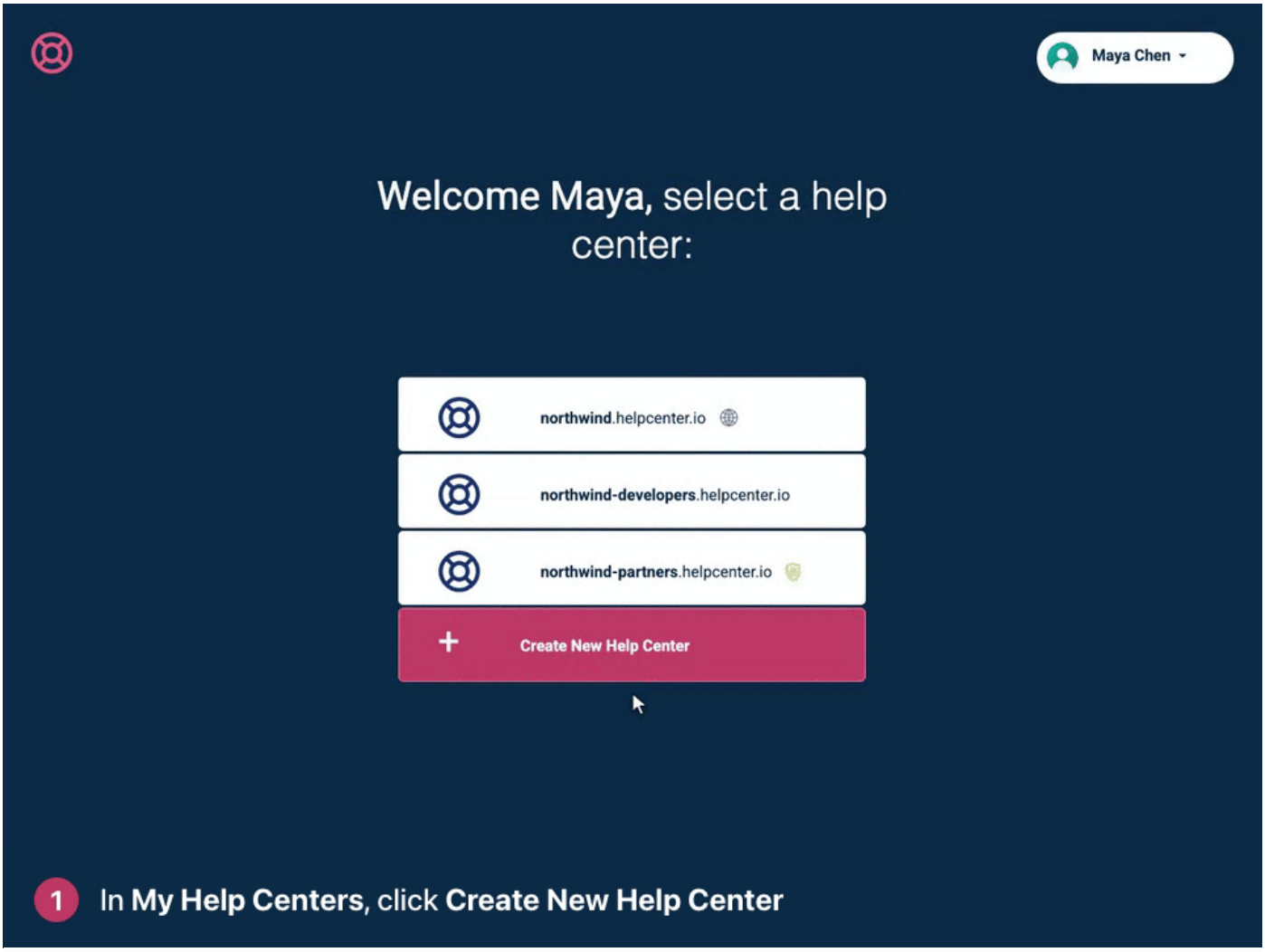
2. Click **Create New Help Center**.

3. Under **Choose your subdomain**, type the new help center's address. A tick means it's free.

4. Click **Create**.

5. Check the confirmation: it shows the price of the new subscription. To choose a different plan or billing period for this help center, click **Adjust Plan**.

6. Click **Yes, continue and create it**.



You see the price before anything is created.

What happens next

- The new help center opens on its Articles page, with a **General** category and a draft article to start from.
- It starts unpublished, so only your team can see it. When it's ready for readers, see Publish your help center.
- Its subscription starts with a free trial: the days left on your own free trial, or 5 days if your trial is over.
- Nothing is copied from your other help centers. Give it its own design, and invite its team separately. See Invite your team.

Each help center is billed at its plan's flat price, not per team member. See How much does each additional help center cost? and Plans and pricing.

Troubleshooting

"The subdomain has already been taken." Pick another address. The same rules apply as when you signed up: 3 to 63 characters, using letters, numbers and dashes.

"Could not create your help center at the moment. Please contact us." Contact our support team and tell us the subdomain you tried.

Related articles

- Switch between your help centers
- How much does each additional help center cost?
- Plans and pricing