

Create your HelpCenter.io account

Getting started

Sign up to start your 14-day free trial. You create your account in one step, then a short setup wizard helps you name your help center, choose its address and bring in your content. You don't need a credit card.

Who can do this: Anyone · **Plans:** 14-day free trial, no credit card needed

Create your account

1. Go to helpcenter.io/app/signup, or click **Start free trial** on our [pricing page](#).
2. Under **Work email**, enter your work email address.
3. Under **Your name**, enter your full name. It's shown as the author on the articles you publish.
4. Under **Password**, enter a password of at least 8 characters. You type it once: click the eye icon to check what you typed, and watch the strength meter below the field.
5. Tick **I agree to the Terms of Service**. The box **Email me product tips and offers and get \$10 off, one time** is optional. See [Choose a plan and start your subscription](#).
6. Click **Create my account**. The setup wizard opens.

Already have an account? [Sign in](#)

Create your account

Start your 14-day free trial. No credit card needed.

Work email

you@company.com

Your name

Jane Cooper

Shown as the author on articles you publish.

Password

At least 8 characters



- ☐ I agree to the [Terms of Service](#). The [Privacy Policy](#) explains how my personal data is processed. This does not consent to optional tracking or marketing.
- ☐ Email me product tips and offers and **get \$10 off**, one time (optional, unsubscribe anytime).



Success!



Create my account →



1 Enter your work email, your name and a password

If something is missing, the form says what to fix under the field.

Or sign up with Google

Click **Continue with Google** at the top of the sign-up page and pick your Google account. The form comes back as **Finish creating your account**, with your Google address under **Your email** and no password field. Check your name, tick the terms box and click **Create my account**. The setup wizard opens.

You sign in with that Google account from then on, and your email address counts as verified, so no verification email is sent. You can add a password later in **Account Settings**. To go back to the email form, click **Use email instead**.

Set up your help center

The setup wizard takes about 3 minutes, and you can skip any step. It has six steps: **Goal**, **Basics**, **Content**, **Look**, **Team** and **Finish**.

On **Basics**, you name your help center and choose its **Web address**, its subdomain, such as acme.helpcenter.io. We pick one to get you started, often from your email's domain. Keep it or type your own: when it's free, the wizard says the address is yours. Your company or product name is a good choice.

Need a break? Click **Finish later**. Your answers are saved, and **Resume setup** on the Articles page takes you back where you left off. See [Set up your help center: a first-hour checklist](#).

A subdomain is 3 to 63 characters long and uses letters, numbers and dashes. Capital letters are saved as lowercase. Reserved words, such as app, help, support and www, and some protected brand names aren't available.

You can change your subdomain later, but links to the old address stop working, so it pays to choose carefully. See [Change your help center's address](#). You can also serve your help center from your own domain, such as help.yourcompany.com: see [Use your own domain](#).

What you get

- **A help center with the name you gave it** on the **Basics** step. To rename it later, change **Site name** under **Brand** in the template editor, then publish.
- **Your first content.** Starter categories for what you're building, the articles you brought over, or a draft sample article to edit or delete.
- **The design you picked** on the **Look** step, which you can change in the template editor.
- **Privacy while you build.** New help centers are **Private**: only you and the people you invite can see yours. [Make it public](#) when you're ready: that needs an activated plan, and activating early keeps your trial.
- **A 14-day free trial** of the plan you picked on our pricing page, or of Growth if you signed up without picking one. See [How the free trial works](#).

Verify your email

If you signed up with Google, skip this step. Otherwise, we send you an email to confirm your address. Open it and click **Verify Email Address**. The link works for 60 minutes.

You need a verified email to activate your subscription, and an activated subscription to make your help center public. If the email doesn't arrive, check your spam folder. To get a new link, click your avatar at the bottom of the dashboard's left menu, then **Account Settings**, and click **Resend** under your email address.

Joining a teammate's help center?

If someone invited you, don't sign up here. Open the link in your invitation email. It shows which help center you're joining and your role. Under **Set up your account**, the invited address is already filled in, and you join with that address. Add a password, then click **Join** followed by the help center's name. Already have an account? Click **Sign in to accept** instead. See [Invite your team](#).

Troubleshooting

"The email has already been taken." You already have an account with that address. [Sign in](#) instead, or reset your password from the sign-in page.

"Use at least 8 characters." Make your password at least 8 characters long.

"That address is taken. Try another one." or "That address is reserved. Try another one." Try another address, for example your company name with your product name added.

"Use only letters, numbers and dashes." Remove dots and other symbols.

"That address contains a protected brand name." Addresses that contain certain well-known brand names are blocked. Choose one based on your own company's name.

"The captcha verification failed. Please try again." or "The captcha has expired. Please refresh and try again." Reload the page and sign up again.

Related articles

- [Set up your help center: a first-hour checklist](#)
- [Sign in to HelpCenter.io](#)
- [Make your help center public](#)
- [How the free trial works](#)