

Export or delete a help center

Team and account

Save a copy of your articles, then delete a help center you no longer need. Deleting is permanent, so always export first.

Who can do this: The help center's owner · **Plans:** All plans

Export your articles

1. In the left menu, click the gear icon, then **Settings**.
2. Scroll down to **Danger zone**.
3. Click **Request a PDF export**.

Settings

Configure how your help center works, looks and connects.

[View help center](#)

General

Your help center's identity and who can access it.

Subdomain

`https://northwind` `.helpcenter.io`

The address where your help center lives.

Description

Used in search results and social previews.

Access & visibility

Control who can view your help center.



Public

Anyone on the internet can find and read it



Private

Only invited team members can access it



Password

Visitors must enter a password to view

JS-only access

Only accessible via the embedded widget — not as a standalone site.



AI features



AI Answers

Instantly answer visitor questions from your published articles.



ACTIVE AI answers are enabled for your help center and widget.

Public MCP server **LIVE**

Let your readers' AI assistants — Claude, ChatGPT, Cursor, VS Code — search and read this help center's published articles. Read-only and anonymous: nothing private is ever shared.

Allow AI assistants to connect

Included in every plan.



Server URL

`http://northwind.helpcenter-io.test:8706/mcp`

[Copy](#)

No requests from AI assistants yet. Share the setup page with your readers to get them started.

[Setup page for readers](#)

AI agents can also find it on their own: it is listed in this help center's `llms.txt` and `/.well-known/ai-catalog.json`.

AI agents **INCLUDED**

Connect Claude, or any agent that speaks MCP, to search, write and

1 In Danger zone, request a PDF export first

Only the owner sees Danger zone.

We prepare a ZIP file with a PDF of every article, drafts included, in each of its languages. When it's ready, we email you a download link that works for 7 days. Private articles are included only if you wrote them.

While the export runs, Danger zone shows **Export in progress**. You can request a full export once every 30 minutes. Exporting selected articles from **Articles** doesn't count toward that wait and doesn't show here.

Export your content as data

If you'd rather keep your content as data than as PDFs, the API's export endpoint returns your categories and articles, with their content, as JSON. Articles in Trash and your team's notes aren't included. You need an API key: see [Create an API key](#).

```
curl https://api.helpcenter.io/v1/export \
-H "apikey: YOUR_API_KEY"
```

Each response includes a cursor object. While `cursor.has_more` is true, call the endpoint again with `?cursor=` set to the value of `cursor.next`. See [Export](#) on the developer portal for the full response format, and [Back up your help center](#) there for a ready-made script.

Delete the help center

Have more than one help center? Contact support before you delete the first one you created, so your other help centers stay online.

1. In **Settings**, scroll down to **Danger zone** and click **Delete help center**.
2. Type the help center's subdomain in the box, exactly as shown above it (for example `acme`, without `.helpcenter.io`).
3. Click **Delete permanently**.

The screenshot displays the HelpCenter.io settings interface. On the left, the 'Custom redirects' section has a '+ Add redirect' button and a message 'No redirects yet'. Below it, the 'Danger zone' section is highlighted with a red border. It contains a warning about deleting the help center and an 'Export in progress' status. A red 'Delete help center' button is visible. On the right, there are sections for 'Slack' (COMING SOON), 'API keys' (with keys for 'Status page' and 'Reporting dashboard'), 'Custom domain' (with a domain input field), and 'Single sign-on' (with a toggle switch). A notification banner at the bottom states: '1 In Danger zone, request a PDF export first'.

Custom redirects + Add redirect
Send visitors from old or broken URLs to the right place.

No redirects yet
Add one to route visitors from old URLs.

Danger zone
Deleting your help center permanently removes all its configuration, categories and articles. Export your data first.

Export in progress
Your full PDF export is currently running. Please expect to get an email with the download link soon.

Delete help center

Slack COMING SOON
Get notified about comments and feedback.

API keys + New key
Keys for the HelpCenter.io API.

Status page Read only
XVMMwy@abn*****dKc1 Copy

Reporting dashboard Read & write
6WBQvp0ses*****Kyka Copy

Custom domain
Serve your help center from your own domain instead of a subdomain.

Domain
help.yoursite.com

Single sign-on
Enable Single Sign-On
visitors against your own identity second password required.

1 In Danger zone, request a PDF export first

In the recording we click Cancel, so nothing is deleted.

You see "Help center deletion started. Data cleanup will complete shortly." and go back to My Help Centers.

What deleting does

- All of the help center's articles, categories and settings are deleted. This can't be undone.

- The help center's subscription is canceled.
- Your team loses access to it. Their HelpCenter.io accounts aren't affected.

Want to close your whole account instead? See [Change your email, transfer ownership or delete your account](#).

Troubleshooting

You don't see Danger zone. Only the help center's owner does. Ask the owner, or have ownership moved to you: see [Change your email, transfer ownership or delete your account](#).

"You cannot run more than 1 full export every 30 minutes." A full export was requested in the last 30 minutes. Check your inbox for it, or try again later.

Delete permanently stays grayed out. Type the subdomain exactly as shown, with nothing before or after it.

Related articles

- [Export articles as PDF](#)
- [Change your email, transfer ownership or delete your account](#)
- [How do I cancel my subscription?](#)