Do you back up my content?

Why HelpCenter.io

Yes. We back up all your data several times a day, so if something goes wrong on our side, we can restore it.

You also have safety nets of your own:

- **Version history:** every change your team saves in the editor is listed with who made it and when, and you can restore an earlier version. Changes made through the API or by an AI agent are listed too, under the name System. If an AI agent built your help center, its changes show as "AI agent (setup)" instead. It works the same on every plan and has no time limit: each article keeps its most recent changes, and drops its oldest ones only after many edits. Learn how to restore a version.

- **Trash:** deleted articles go to Trash, where you can restore them. Only Owners and Admins can delete them permanently. See Delete and restore articles.

- **PDF export:** export the articles you select, or your whole help center from **Settings** → **Danger zone**. See Export articles as PDF.

- **API export:** with an API key, GET /v1/export returns your categories and articles with their content, so you can keep your own copy. Articles in Trash and your team's notes aren't included. See Create an API key and Back up your help center on the developer portal.

Related articles

- Security and privacy at HelpCenter.io
- See and restore earlier versions of an article
- Delete and restore articles