

Embed videos

Write articles

A short video can show a process faster than a page of steps. Paste a YouTube, Vimeo or Loom link and the video plays right inside your article.

Who can do this: Owners, Admins and Editors · **Plans:** All plans

Embed a video

1. On an empty line, type /video and press Enter.
2. Paste the video's link into **Video link**. HelpCenter.io recognizes the service and shows a preview.
3. Click **Embed video**.

Watch: a tour of Home Dock

 Uncategorized ▾

Two minutes on everything the charger can do.

|



1 Type `/video` and press Enter

Paste the link and HelpCenter.io does the rest.

Use the normal link from the video's page or its share button. If you prefer YouTube's privacy-enhanced player, paste a youtube-nocookie.com link and the embed keeps using that address.

Resize or remove a video

First select the video: click the dashed frame around the player, not the player itself.

- **Resize:** drag the video's left or right edge. The player keeps its shape as it grows or shrinks.

- **Remove:** click **Remove this block** in the toolbar.

Videos from other services

For a video host other than YouTube, Vimeo or Loom, copy the embed code it offers and add it with a **Custom embed** block: type `/embed`, choose **Paste a snippet**, paste the code and click **Insert embed**. Custom embeds run in a sandboxed frame, apart from your help center, so only paste code from services you trust. When the code is just a video or audio player from another site, such as Vimeo or Spotify, it's placed as a plain player so it plays as usual.

Tips for videos in help articles

- Keep each video short and about one task. Readers want the answer, not a tour.
- Put the key steps in text as well. Some readers can't play sound or video, and search and AI Answers read your text, not your videos.
- Add the video after a sentence that says what it shows, so readers know whether to press play.

Troubleshooting

"That doesn't look like a supported video link. Use a YouTube, Vimeo, or Loom URL." The link isn't from one of those three services, or it's incomplete. Copy the link again from the video's page. For other services, use a custom embed as described above.

Related articles

- [Add images to an article](#)
- [Use screenshots and GIFs well](#)