

Choose which websites can show the widget

Widget and embeds

Your widget and your embedded help center only load on websites you approve. Add each website that shows them to your embedding origins, so nobody else can put your help center on their pages.

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

Add a website

1. In the left menu, click the gear icon, then **Settings**.
2. In the **General** card, find **Embedding origins**.
3. Type the host name of a website that shows your widget, such as app.example.com, and click **Add** (or press Enter).
4. Add your other websites the same way: production, staging, a second brand or a partner's site.
5. Click **Save changes**.

The screenshot displays the HelpCenter.io configuration dashboard. On the left, the 'Embedding origins' section is highlighted, showing a list of domains where the help center can be embedded. Below this, there are sections for 'IP whitelisting', 'Search engine indexing', and 'Custom redirects'. On the right, the 'Integrations' section lists various services like Front, Zendesk, HubSpot, Zapier, and Slack, each with a toggle switch to enable or disable the integration. The 'Connect Claude' section at the top right provides instructions on how to connect the help center to Claude AI.

1 Under Embedding origins, add the site that shows your widget

Add every website that shows your widget or embedded help center.

You can edit the same list from **Embeddables** → **Widget** → **Configuration**. A change in one place shows in the other.

What to enter

- **A host name**, like `www.example.com`. If you paste a full address, such as `https://www.example.com/support`, only the host is kept.

- **Every version of your domain.** example.com and www.example.com are different hosts. Add both, or use a leading dot.
- **A leading dot to cover subdomains.** .example.com covers example.com and every subdomain, such as app.example.com and www.example.com.
- **localhost for testing the widget locally.** For the widget, ports don't matter, so localhost also covers localhost:3000.

What the list controls

Embedding origins decides where these can load:

- The widget, and its proactive messages.
- Your help center embedded in your website or app. See [Embed your help center in your app](#) on the developer portal.
- Your help center when [JS-only access](#) is on.

FAQ sections have their own list of websites, **Display on URLs**. See [Embed FAQ sections on your website](#).

The list decides where your help center can be shown, not who can read it. To keep content private, see [Control who can see your help center](#).

An empty list doesn't mean "allow everyone". With no embedding origins, the widget and embeds are blocked on every website, and Settings shows a **No embedding origins** warning.

Troubleshooting

The widget or embed doesn't show. Compare the address of your page with the list: its host must be on the list exactly, or be covered by an entry with a leading dot. After you save, wait a couple of minutes and reload.

Your browser console says "Parent domain is not in the allowed list." Add the host it names.

Your page sits inside another tool, such as a dashboard or a site builder's custom code block. Every page in that chain must be on the list. See [Embed your help center in your app](#) on the developer portal.

You can't change the list. Only Owners and Admins can. Ask one of them to add the website.

Related articles

- [Add the widget to your website](#)
- [Show your help center only inside your app](#)
- [The widget doesn't show up](#)
- [Content Security Policy and allowed origins](#) on the developer portal