Do embedded FAQ sections work on a private help center?

Widget and embeds

Yes. An FAQ section embedded on your website loads without anyone signing in, even when your help center is **Private** or **Password protected**, or readers sign in with JWT single sign-on. It loads on the websites listed in the section's **Display on URLs**.

It shows only FAQs that are open to every reader on their own: published FAQ articles that aren't private and aren't in a category only your team can see. So the section can show questions from a private help center to anyone who visits that page. Before you embed one, check that every question in it is one you're happy for anyone to read, and make the others private or leave them out of the section.

Two things still follow your help center's privacy: images and files uploaded while it was private don't show in the section, and the section's share page asks readers to sign in.

See Embed FAQ sections on your website for the details.

Related articles

- Embed FAQ sections on your website
- Control who can see your help center
- Sign readers in with your own login (JWT SSO)
- Make a category private