My help center says it's taking a break

Troubleshooting

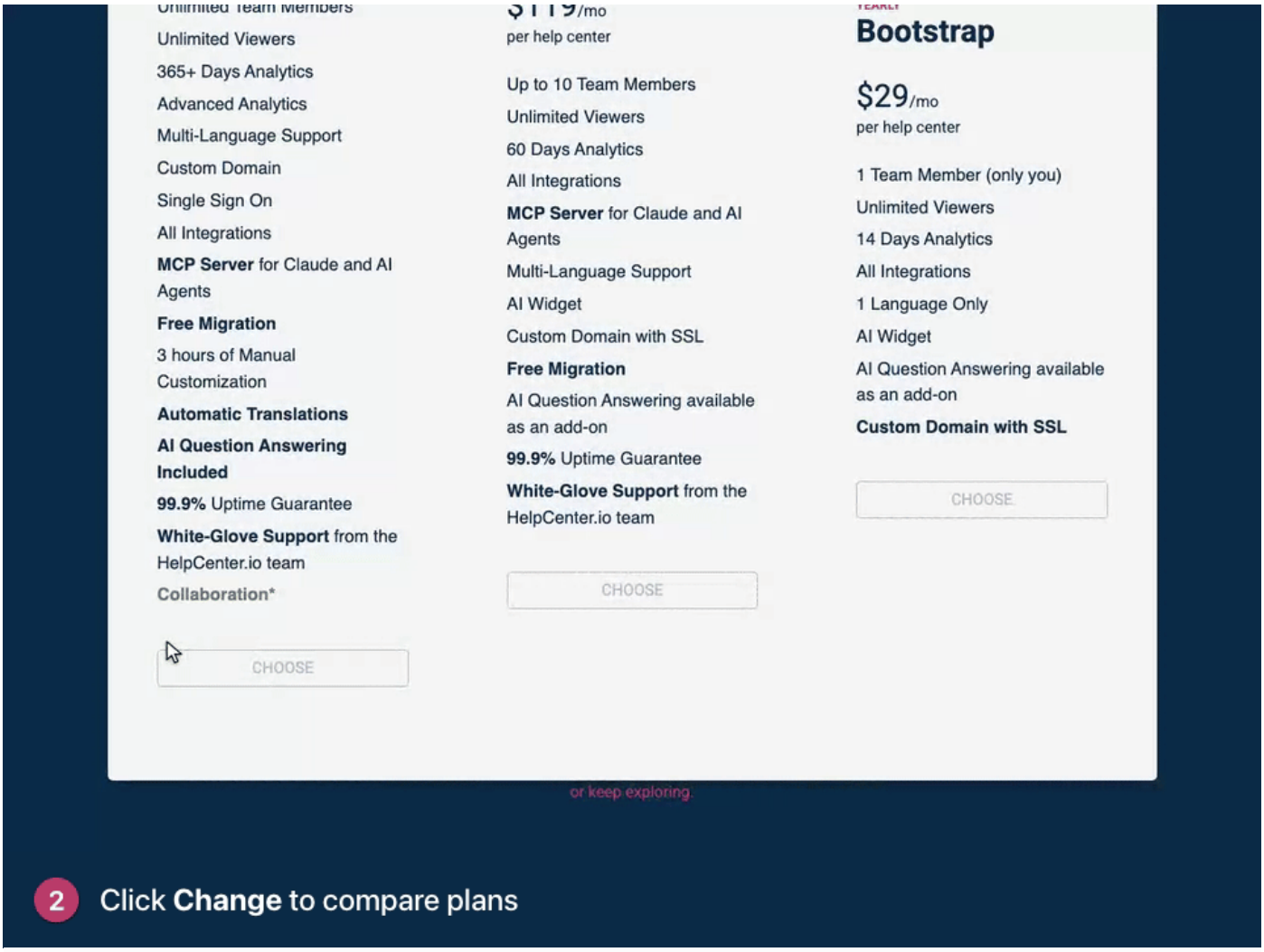
Your help center shows "This Help Center is Taking a Break" when its free trial or subscription has ended. Your content is safe, and activating a plan brings the help center back.

Bring your help center back

1. On the break page, click **Log In & Reactivate**, or sign in at helpcenter.io/app/signin .

2. Click your avatar, then **Billing & Invoices**.

3. Pick your plan, add your billing details and a payment method, then click **Activate**.



Activating a plan puts your help center back online.

Your help center is back online as soon as the subscription is active. If the break page still shows, wait a minute and reload it. See Choose a plan and start your subscription for each step.

What's going on in the dashboard

You can still sign in, but you land on **My Help Centers**, which shows "Unfortunately, your free trial has ended." instead of your help centers. If you've had a paid subscription, it says "Unfortunately, your subscription has ended." instead. Dashboard pages, such as your articles and settings, show the same message. **Billing & Invoices** keeps working, so activate from there: click **activate your subscription** (or **reactivate your subscription**) in the message, or click your avatar, then **Billing & Invoices**.

If you can't activate

- **You're not the account owner. Billing & Invoices** says **"Only the account owner can manage the help center subscription and billing details."** Ask the owner of the account to activate the plan.

- **Your email isn't verified.** A **Verify Your Email** notice means you need to confirm your email address before you can enter a payment method. Click the link in the verification email, or use the **resend it** link in the notice.

Your content is safe

Nothing is deleted while your help center is offline. Your articles, categories, design and settings are all kept, exactly as you left them.

A payment failed

If we can't charge your payment method, your subscription becomes past due. Your help center stays online for a while, so there's time to fix it. A banner in the dashboard shows how many days the payment is overdue, with an **Update Payment Method** button. Update it soon: if the payment keeps failing, the subscription can end and your help center goes offline. See What happens when a trial or subscription ends?

You deleted the first help center you created

Deleting the first help center you created also ends the subscription your other help centers rely on, so they can go offline too. Contact our support team from the account owner's email address, and tell us which help centers you want to keep online.

You see a different page

- **"We're taking a short break"** means the account owner paused the help center from **Billing & Invoices**. It comes back by itself when the pause ends, or right away when the owner clicks **Resume now** there. Your content is kept, and your team can

still work in the dashboard.

- **"Help Center Suspended"** means the help center "has been suspended for violation of our Terms of Service". If you think that's a mistake, write to support@helpcenter.io.

- **"This help center isn't published yet"** means your team hasn't published it. It isn't offline: signed in, your team can still read it. To open it to everyone, click **Publish help center** in **Settings**. See Publish your help center.

- **"This Help Center Doesn't Exist"** means no help center uses that address. If you changed your subdomain, the old address stopped working. See Change your help center's address.

Still stuck?

Contact our support team from the account owner's email address and include your help center's address. See Contact HelpCenter.io support.

Related articles

- What happens when a trial or subscription ends?

- Choose a plan and start your subscription