

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**.

Unlimited team members
Unlimited Viewers
365+ Days Analytics
Advanced Analytics
Multi-Language Support
Custom Domain
Single Sign On
All Integrations
MCP Server for Claude and AI Agents
Free Migration
3 hours of Manual Customization
Automatic Translations
AI Question Answering Included
99.9% Uptime Guarantee
White-Glove Support from the HelpCenter.io team
Collaboration*

Unlimited team members
Unlimited Viewers
60 Days Analytics
All Integrations
MCP Server for Claude and AI Agents
Multi-Language Support
AI Widget
Custom Domain with SSL
Free Migration
AI Question Answering available as an add-on
99.9% Uptime Guarantee
White-Glove Support from the HelpCenter.io team
CHOOSE

Bootstrap
\$29/mo per help center
1 Team Member (only you)
Unlimited Viewers
14 Days Analytics
All Integrations
1 Language Only
AI Widget
AI Question Answering available as an add-on
Custom Domain with SSL
CHOOSE

or keep exploring.

2 Click **Change** to compare plans

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

- **"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 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](#)