

Connect HubSpot

Integrations and API

Show your help center inside HubSpot tickets, so your team can find and share answers without leaving HubSpot. Connect it in a few clicks with HubSpot's own sign-in.

Who can do this: Owners and Admins · **Plans:** All plans (suggested articles need the Catalyst plan, or the AI add-on on Bootstrap and Growth)

Connect HubSpot

1. In the left menu, click the gear icon, then **Settings**.
2. Under **Integrations**, switch on **HubSpot**.
3. Click **Connect with OAuth**. HubSpot opens.
4. Approve access for your HubSpot account. You come back to **Settings**, connected.

The screenshot displays the HelpCenter.io configuration dashboard. On the left, there are sections for 'Domains' (with a text input and 'Add' button), 'Search engine indexing' (a toggle switch), 'Custom redirects' (with a '+ Add redirect' button and a 'No redirects yet' message), and a 'Danger zone' (containing 'Request a PDF export' and 'Delete help center' buttons). On the right, the 'Integrations' section lists several services: Front, Zendesk, HubSpot, Intercom, Zapier (marked 'COMING SOON'), and Slack (marked 'COMING SOON'). Each integration has a toggle switch. Below the integrations is the 'API keys' section, which includes a '+ New key' button and a 'Status page' (marked 'Read only') showing a key value 'XVMMwy0abn*****dKc1' with a 'Copy' button. At the bottom of the interface, a dark blue banner contains the text: '1 Under Integrations, switch on HubSpot'.

1 Under Integrations, switch on HubSpot

Connect with OAuth fills in the Account ID and Access token for you.

Connect with an account ID and access token instead

If you'd rather not use OAuth, enter your HubSpot **Account ID** and an **Access token** on the HubSpot card, then click **Save**. Both fields are required. A message confirms **HubSpot connected**.

What your team sees in HubSpot

On a ticket, the HelpCenter.io card lets your team:

- Browse your categories and search your articles.
- See articles that match the latest message on the ticket (Catalyst plan or the AI add-on).
- Rate an article with a thumbs up or down. The rating counts toward that article's [reader ratings](#) and your **Satisfaction** score in **Statistics**, just like a rating from a reader.

Disconnect HubSpot

Switch off **HubSpot** under **Settings** → **Integrations**. HelpCenter.io removes the account ID and access token straight away, and a message confirms **HubSpot disconnected**.

Troubleshooting

"**Both Account ID and Access Token are required for HubSpot integration.**" Fill in both fields before you click **Save**, or use **Connect with OAuth** instead.

The card in HubSpot shows no articles. Check that HubSpot is still switched on under **Settings** → **Integrations**, and that the **Account ID** belongs to the HubSpot account you're using. Connecting again with OAuth refreshes both values.

No suggested articles. Suggestions need the Catalyst plan or the AI add-on. If you added AI recently, switch on **AI Answers** once under **Settings** → **AI features**, so your existing articles are prepared for suggestions.

Related articles

- [Integrations overview](#)
- [Connect Zendesk](#)

- [Add AI Answers to your plan](#)