Import your existing help center

Integrations and API

Bring your articles, categories, translations and images over from Zendesk, Intercom, Help Scout, Document360, Front or HelpDocs in a few clicks, so you start with the help center your customers already know. You can also upload your own files, and if your platform isn't on the list, our migration team moves it for you, free.

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

Before you start

- **The address of your current help center**, the one your readers open, such as support.yourcompany.com or yourcompany.zendesk.com.
- **A private Zendesk help center** needs a Zendesk admin email and an API token. Create the token in Zendesk under **Admin Center** → **Apps and integrations** → **Zendesk API**.
- **HelpDocs** always needs your account's API key, because HelpDocs has no public feed of its articles. Find it in HelpDocs under **Settings** → **API**.

HelpCenter.io only reads from your old help center. Nothing there changes, and a token or key is used for reading alone.

Import your help center

1. In the left menu, click **Articles**, then click **Import** at the top. The **Bring your existing content** window opens.

2. Paste the address of your current help center into the field. Not sure what it looks like? Under **Or pick a source**, click your platform, and the field shows an example address for it.

3. Tick **I own this help center, or I'm allowed to copy its content**.

4. Click **Check it**. Checking your help center can take up to 40 seconds.

5. If the window asks for credentials (a private Zendesk help center, or any HelpDocs site), fill them in and click **Check it** again.

6. Read what was found: the platform, and how many articles, categories and languages it has. Then click **Import 148 articles** (with your own count) to bring everything over as drafts, starting now, or click **Choose what to import** to decide the details first.

While your help center is new, the same **Bring your existing content** card is also on **Overview**. Signing up now? The setup wizard's **Content** step does this with **Find my content**. See the setup wizard.

Platform	Example address	What you need
Zendesk Guide or Help Center	yourcompany.zendesk.com	The address. A private help center also needs an admin email and API token.

Intercom Articles	intercom.help/yourcompany	The address
Help Scout Docs	yourcompany.helpscoutdocs.com	The address
Document360	docs.yourcompany.com	The address of a public knowledge base
Front Knowledge Base	help.yourcompany.com	The address of a public knowledge base
HelpDocs	yourcompany.helpdocs.io	The address and your API key

If your help center runs on its own domain, paste that address. When the help center lives somewhere else, the check names the address to paste instead.

Choose what to import

After **Choose what to import**, set up the import, then click **Import now** or **Schedule import**:

- **Categories to import:** untick any category you'd rather leave behind. The count shows how many articles you're bringing.
- **Languages:** your old help center's main language always comes over, into your help center's main language. Each other language you keep lands in the matching language here, which is added to your help center if it isn't there yet. A language

that can't be imported is grayed out: hover over it to see why. See Add a language to your help center.

- **When should we import?** Choose **Right now** or **Schedule it**. To schedule, pick **Tonight, 02:00**, **Saturday morning** or **Pick a date**, and check the **Time zone**. A scheduled import can start up to 90 days ahead. A quiet hour gives your team time to finish edits in the old help center first.

- **Keep in sync until you switch over:** switch it on to bring over new and changed articles until you move for good, and under **Check for changes** choose **Every day**, **Every hour** or **Every week**.

- **Imported articles arrive as: Drafts** (recommended), so you review them before anyone sees them, or **As they are now**, so published articles stay published and drafts stay drafts.

- **Email** (your address) **when the import finishes** is ticked unless you untick it.

Some help centers are too large to bring over in one go, counting each article in each language. The window says so: leave a language or a category out, or click **Ask our team to move it**.

Follow the import

The import runs in the background, so you can keep working or leave the page. A card at the top of the **Articles** page shows how far it is, with a progress bar such as "120 of 148 articles".

- **Scheduled:** the card says when the import starts. Click **Import now** to start it straight away.

- **Done:** the card says how many articles were imported. Click **Review drafts** to see them on the **Draft** tab, then publish the ones that are ready. If you asked for it, you also get an email with the count, which also says how many images couldn't be copied, if any.

- **Stopped:** the card says why. Fix what it names, then click **Try again**. Nothing already imported is removed.

A finished import keeps its card for two weeks, or until you dismiss it. To review drafts and publish them, see Publish an article.

Keep it in sync

While syncing is on, HelpCenter.io checks your old help center at the frequency you chose, and the card shows a **Syncs daily** badge (or hourly, or weekly). Once you dismiss the card, or after two weeks, a slim **Syncing with** card stays on the **Articles** page for as long as syncing runs. Your edits here always win:

What changed	What happens
An article edited in your old help center	The article here is updated.
An article edited here	Your version is kept. If it also changes in the old help center, it's flagged for review instead of overwritten.
A new article in your old help center	It's imported, when it's in a category you chose.
An article removed from your old help center	The article here stays and is flagged for review. It's never deleted for you.

An article or category deleted here	It stays deleted.

Imported once and changed your mind? Click **Keep in sync daily** on the card while it's still showing. When you've switched over, click **Stop syncing**. Keep a Zendesk token or HelpDocs key valid until then, because syncing uses it too. See Flag articles for review for working through flagged articles.

What comes across

- **Categories** and subcategories. New categories get a matching icon you can change.
- **Articles**, with their formatting, and their search engine title and description where they have their own.
- **Translations**, in the languages you chose.
- **Images**, copied to HelpCenter.io so they keep working after you close your old account.
- **Links between articles**, pointed at the imported articles here.
- **Articles only some readers could see** (signed-in users, agents or a segment in Zendesk, permission groups in HelpDocs) arrive as private drafts, flagged for your review, whichever option you chose. A HelpDocs restriction to a role doesn't come across, so choose **Drafts** to check those articles first.

Imported articles are credited to the person who set up the import. Importing the same address again never duplicates articles: the window shows the import that already exists.

Old links and redirects

An import doesn't add redirects for you. Once your old help center's domain points to HelpCenter.io, add redirects from the old article addresses to the new ones, so bookmarks and search results keep working. See Use your own domain and Redirect old links to the right page. Developers can run imports over the API and fetch an import's full list of old and new addresses: see Imports on the developer portal.

Upload files

Keep your docs in files instead? Under **Or pick a source**, click **Upload files**, then drop files or a folder, or click **Choose files** or **Choose a folder**.

- **Formats:** Word (.docx), Markdown (.md, .markdown, .mdx, .txt), HTML and CSV files, or a ZIP of them. Save older Word files (.doc) as .docx, and spreadsheets as CSV, first. Presentations can't be imported. A CSV holds one article per row, with **Title** and **Content** columns (**Category** and **Subcategory** are optional).

- **Folders become categories**, up to three levels deep, and images inside the folder come along. Links between your files point at the new articles.

- **Limits:** up to 500 documents per upload and 200 MB per file. A ZIP can unpack to up to 400 MB. Upload the rest separately.

Your files are read in your browser. Choose the folders or files to add and where loose files go, choose whether the articles arrive as **Drafts** or **Published**, then click **Add 12 articles** (with your own count). Keep the tab open until every article is in. Uploaded files are added once and don't sync.

Moving from Notion? Click **Notion** under **Or pick a source**. See Import and sync your Notion knowledge base.

Let our team move it

For any other platform, click **Something else** under **Or pick a source**, paste the address and click **Check it**. If we can't import it ourselves, click **Ask our team to move it**. Our migration team emails you to plan the move, free, and nothing changes in your help center until you've agreed the details. See Can you move my existing help center to

HelpCenter.io?

Troubleshooting

"This help center is private. Add a Zendesk API token to import it." Fill in **Zendesk admin email** and **API token**, then click **Check it** again.

The import stopped because the token or key no longer works. Check the same address again and click **Add a new API token** (or **Add a new API key** for HelpDocs).

"This knowledge base is not public, so we cannot read it." Or the site's robots.txt asks crawlers not to read it. We respect that, so ask our team to move it instead.

"Other help centers are importing from" your address "right now". Try again in a few minutes. If the message says the site was read as often today as we read one site in a day, try again after the time it names, or ask our team.

The import says nothing more will be imported until you switch your main language back. Your help center's main language changed after the first import. Switch it back under **Localization** in **Settings**, then click **Try again**.

The address is recognized as something else. Paste the address where the help center itself opens, not one that redirects to it.

Related articles

- Can you move my existing help center to HelpCenter.io?
- How do I get a free migration?
- Import and sync your Notion knowledge base
- Redirect old links to the right page
- Flag articles for review
- Add a language to your help center

- Set up your help center with the setup wizard