

Invite your team

Team and account

Invite teammates so they can write, translate or manage your help center with you. You choose each person's role when you invite them, and you can change it later.

Who can do this: Owners and Admins · **Plans:** All plans (the number of team members depends on your plan)

Invite someone

1. In the left menu, click the gear icon, then **Users**.
2. Click **Invite user**.

Articles

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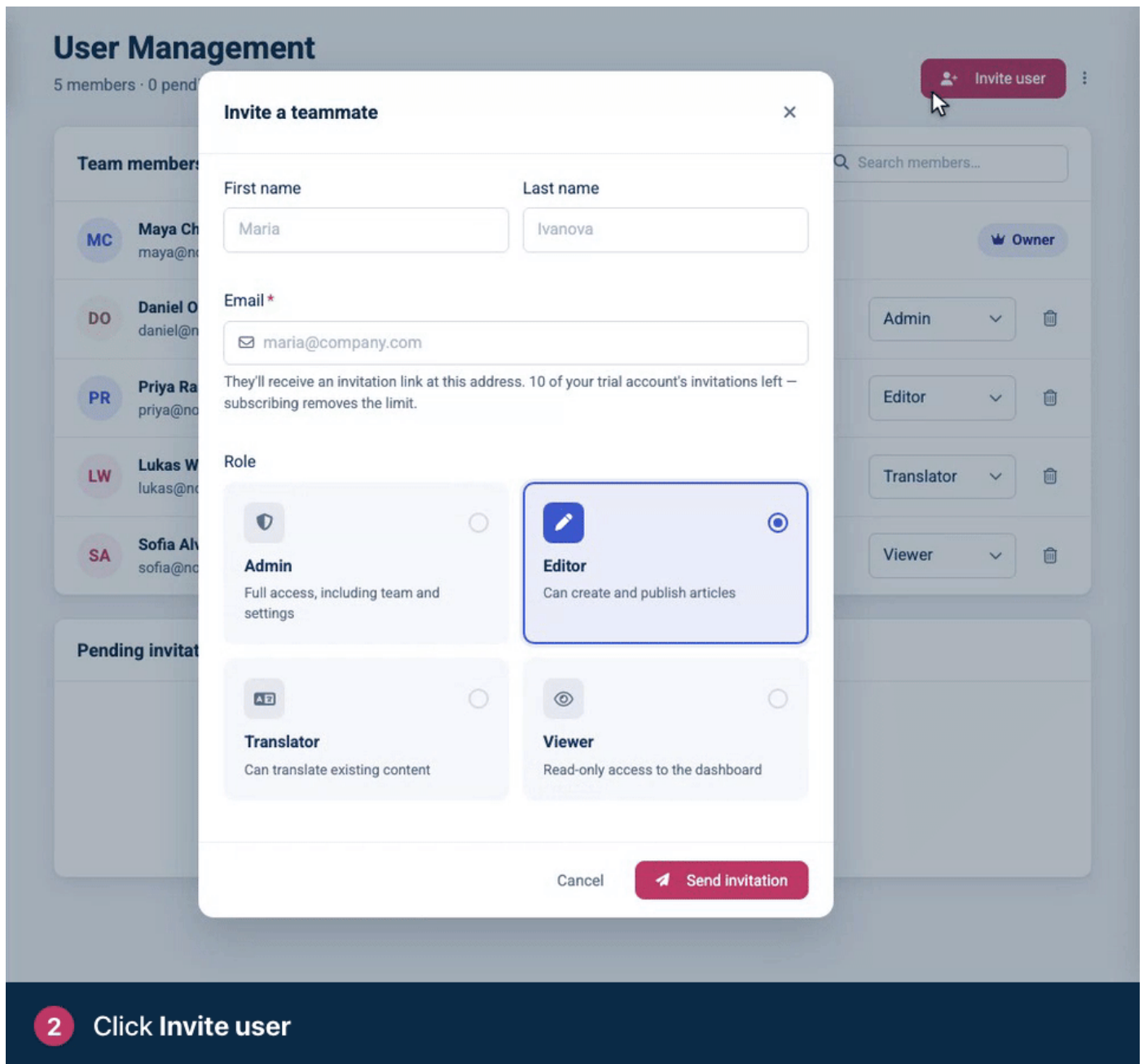
☐ Select all Showing 10 of 37

☐	Set up your first charging schedule Updated just now PR Priya Raman	Getting started	Published		
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☐	Update your profile Updated 2d ago MC Maya Chen	Account & security	Published		
☐	Update your Home Dock firmw... Updated 3d ago PR Priya Raman	Home Dock charger	Published		
☐	I was charged twice this month Updated 3d ago MC Maya Chen	Troubleshooting	Published		

1 Click the gear icon, then Users

Users lives under the gear icon at the bottom of the left menu.

- Enter their **First name** and **Email**. The invitation goes to this address. **Last name** is optional.
- Pick a **Role: Admin, Editor, Translator** or **Viewer**. On the Catalyst plan, your custom roles are listed too. See [Create custom roles for your team](#).
- Click **Send invitation**.



2 Click Invite user

The invitation shows under Pending invitations until they accept.

Which role to pick

Role

Good for

Admin	People who run the help center with you: content, design, settings and the team.
Editor	Writers who create, edit and publish articles.
Translator	People who translate existing articles into your other languages.

Viewer Colleagues who only need to read a private help center.

Roles apply to one help center. If you run several, invite people to each one separately. See [Roles and permissions](#) for everything each role can do.

What happens next

- **Someone new to HelpCenter.io** gets an email from you via HelpCenter.io. Its link opens a page that shows who invited them, to which help center and with which role. Under **Set up your account**, their name is already filled in and the address you invited is shown. They can only join with that address, and the same applies when they choose **Continue with Google**. They click **Join** followed by your help center's name.
- **Someone who already has a HelpCenter.io account** joins your team straight away and gets an email saying you added them.

After joining, a Viewer goes straight to your help center. Everyone else starts on the **Articles** page.

An invitation link works for 14 days. While an invitation is waiting, you can **Resend** it (up to five times) or **Revoke** it from **Pending invitations**. A resend sends a new link, and

the previous link stops working. When an invitation runs out, it shows **Expired** under **Pending invitations**. Click **Resend** to send a link that works again.

How many people you can invite

- **Bootstrap** includes one team member: you.
- **Growth** includes up to 10 team members.
- **Catalyst** includes unlimited team members.

Every member counts toward your plan's limit, you and Viewers included, and so does every invitation that hasn't been accepted yet. When you reach the limit, **Users** says "You've reached your plan's seat limit" and **Invite user** is grayed out. Remove a member or revoke a pending invitation to free a seat, or upgrade your plan.

During the free trial you can send up to 10 invitations. Subscribing removes that limit. Each person can send up to 50 invitations and reminders an hour. See [Plans and pricing](#) for the details of each plan.

Troubleshooting

"That email is already on the team or has a pending invitation." They are already a member, or an invitation is waiting. Check **Team members** and **Pending invitations**.

They didn't get the email. Ask them to check their spam folder for a message from app@helpcenter.io, then use **Resend**.

"This invitation link isn't valid anymore." The link was already used, has expired or was replaced by a newer one. If they haven't joined yet, click **Resend** to send them a fresh link.

"This invitation was sent to ..." They tried to join with a different address. Ask them to use the address you invited, or invite the address they want to use.

"This invitation is for someone else." They are signed in to HelpCenter.io with a different account. They can click **Sign out and continue** to join with the invited address.

"Trial accounts can send up to 10 invitations." Activate your subscription to invite the rest of your team.

Related articles

- [Create custom roles for your team](#)
- [Roles and permissions](#)
- [Change someone's role or remove them](#)
- [Plans and pricing](#)