

Restrict access by IP address

Domain, access and SEO

Limit your help center to people on your office network or company VPN. Once you add allowed IP addresses, visitors from any other address can't open it, even if they have an account.

Who can do this: Owners and Admins

Add allowed IP addresses

1. In the left menu, click the gear icon, then **Settings**.
2. Under **General**, find **IP whitelisting**.
3. Type an IPv4 address, for example 203.0.113.24, and click **Add** (or press Enter). Repeat for each address you want to allow.
4. Click **Save changes**.

view

JS-only access

Only accessible via the embedded widget — not as a standalone site.

IP whitelisting

Restrict access to specific IP addresses.

e.g. 127.0.0.1

Add

✓ No IP restrictions — accessible from all addresses.

Embedding origins

Domains that may load the floating widget or the help-center iframe. Add the domain of the page that hosts the embed — while this list is empty, the help center cannot be embedded anywhere. Use a leading dot for subdomain wildcards (`.example.com`). Embeddables → Configuration edits this same list.

e.g. app.example.com or .example.com

Add

⚠ No embedding origins — the widget and the iframe are blocked on every domain. Add the domain of the page that hosts the embed.

Search engine indexing

Allow search engines like Google to index your help center.

AI agents INCLUDED

Connect Claude, or any agent that speaks MCP, to search, write and organize this help center — within the permissions you approve.

Connector URL

https://mcp.helpcenter.io

Copy

1. In Claude, open **Settings** → **Connectors** and choose **Add custom connector**.

2. Paste the URL, sign in to HelpCenter.io, then choose this help center and what the agent may do.

3. Ask it: *"What did our customers search for last month and not find?"*

Claude Code

claude mcp add --transport http helpcente...

Copy

Setup guide

Tool reference

Manage connected apps

Integrations

Front

Sync your help center articles with Front.

Zendesk

Serve your articles to Zendesk agents.

HubSpot

Connect your HubSpot CRM account.

Zapier COMING SOON

Automate workflows with 6,000+ apps.

1 Under **IP whitelisting**, type an IP address and click **Add**

Each allowed address shows as a chip you can remove.

To remove an address, click the **x** on its chip, then **Save changes**. When the list is empty, the card confirms there are no IP restrictions, and anyone can open the help center again (within its visibility setting).

Add your own address. Once the list has any address in it, every address that isn't on it is refused, including yours. Your dashboard isn't restricted, so you can always

come back and fix the list.

What the list applies to

- **Your help center's pages.** Visitors from other addresses are sent to the HelpCenter.io sign-in page, and signing in doesn't let them through.
- **The widget and embeds.** The widget shows "Not available on this network" and suggests connecting to your organization's network or VPN. FAQ sections and embedded help centers show a similar message.
- **Everyone, including your team.** Signed-in team members and readers who use single sign-on are refused too when they're on an unlisted network.
- **Not your dashboard.** You and your team can manage the help center from anywhere.

While the list has addresses, your help center's public MCP server is switched off, so readers can't connect it to an AI assistant.

Address rules

- **IPv4 only**, like 198.51.100.7. IPv6 addresses can't be added.
- **Exact addresses only.** Ranges (like 203.0.113.0/24) and wildcards don't work, so add each address separately.
- **Public addresses.** Add the address your network shows to the internet, not an internal one like 192.168.1.10.

If your team works from home or travels, have them connect through a company VPN with a fixed address, and add that address.

Troubleshooting

"That doesn't look like an IPv4 address." Enter four numbers separated by dots, with no spaces, port number or range.

"Already added." That address is already on the list.

Someone on an allowed network is refused. Check the public address their connection uses right now. It may have changed, or their traffic may leave through a different network or VPN. A connection that reaches the help center over IPv6 can't match the list either, because the list only holds IPv4 addresses. Update the list and save.

Nobody can open the help center, including you. Your own address isn't on the list. Add it in **Settings**, or remove every address to lift the restriction.

Related articles

- [Control who can see your help center](#)
- [Someone can't see an article or the help center](#)