

Show your help center only inside your app

Widget and embeds

Keep your help center off the open web and show it only inside your own website or app, for example behind your product's login. With JS-only access on, your help center loads only inside the widget and embeds on the websites you approve.

Who can do this: Owners and Admins

Turn on JS-only access

1. In the left menu, click the gear icon, then **Settings**.
2. In the **General** card, under **Access & visibility**, switch on **JS-only access**.
3. Check that **Embedding origins**, further down the same card, lists every website that shows your widget or your embedded help center. See [Choose which websites can show the widget](#).
4. Click **Save changes**.

What changes

- Anyone who opens your help center's pages directly sees "Help center not available." That includes its search, shared FAQ pages and search engines. Your

sitemap and llms.txt stop listing your articles.

- The widget keeps working, and so does your embedded help center on the websites in your **Embedding origins**. On any other website, the browser refuses to show the embed, and following a link from another website to one of your pages shows "Embedding not allowed."
- Your public MCP server turns off, so readers can't connect AI assistants to your help center. The **Public MCP server** card in **Settings** then says "This help center only opens inside the page that embeds it (JS-only access)."

To show your full help center inside your app, add the embed code to the page: see [Embed your help center in your app](#) on the developer portal. For the widget, see [Add the widget to your website](#).

How it decides who gets in

JS-only access checks where each request comes from, using the address the browser sends along (the referrer). It keeps your help center from being browsed as a normal website, but it isn't access control. To limit who can read your articles, make your help center **Private** and sign readers in with single sign-on (part of the Catalyst plan). See [Control who can see your help center](#) and [Sign readers in with your own login \(JWT SSO\)](#).

Because it relies on the referrer, a page that tells browsers not to send one, with a strict referrer policy such as no-referrer, can't show the embed. Allow at least the origin to be sent.

Your embedded help center also needs a browser that tells HelpCenter.io the page is loading inside a frame. Current browsers do. Safari older than version 16.4 doesn't, so the embedded help center doesn't open there. The widget isn't affected.

Turn it off

Switch off **JS-only access** and click **Save changes**. Your help center opens at its own address again.

Related articles

- [Add the widget to your website](#)
- [Choose which websites can show the widget](#)
- [Control who can see your help center](#)
- [Let readers use your help center in their AI assistant](#)
- [Embed your help center in your app](#) on the developer portal