

Make your help center public

Getting started

New help centers start private, so you can set yours up before anyone sees it. When you're ready for customers, make it public: anyone can then find and read your published articles.

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

Before you start

Two things come first, both on the account owner's side:

- **A verified email address.** Until it's verified, the **Public** option reads "Available once your email is confirmed" and Settings shows a **Confirm your email address** notice. Open the verification email we sent when you signed up and click its link, or get a new one from **Account Settings** with **Resend**.
- **An activated plan.** Public is available once the owner activates a subscription. Until then, the **Public** option reads "Available once your plan is activated" and Settings shows **Go public when you activate your plan**, with an **Activate your plan** button. You can activate during the free trial without losing the days you have left, so nothing is charged before the trial ends. See [Choose a plan and start your subscription](#).

Until then, you can keep building and preview every page while signed in with **Preview your help center**, and **Private** and **Password** work as usual. If you're an Admin, the

option reads "Available once the owner activates a plan": ask the owner to activate it.

Make it public

1. In the left menu, click the gear icon, then **Settings**.
2. In the **General** card, go to **Access & visibility**.
3. Choose **Public**.
4. Click **Save changes**.

Settings

Configure how your help center works, looks and connects.

[View help center](#)

General

Your help center's identity and who can access it.

Subdomain

.helpcenter.io

The address where your help center lives.

Description

Used in search results and social previews.

Access & visibility

Control who can view your help center.



Public

Anyone on the internet can find and read it



Private

Only invited team members can access it



Password

Visitors must enter a password to view

JS-only access

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



AI features



AI Answers

Instantly answer visitor questions from your published articles.



ACTIVE AI answers are enabled for your help center and widget.

Public MCP server

OFF

Let your readers' AI assistants — Claude, ChatGPT, Cursor, VS Code — search and read this help center's published articles. Read-only and anonymous: nothing private is ever shared.

Allow AI assistants to connect

Included in every plan.



Not available for this help center

Only public help centers offer an MCP server, and this one is private.

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

[Copy](#)

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

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New help centers start **Private**. Choose **Public** to open it to everyone

Save changes appears as soon as you change a setting.

You see "Help center settings successfully updated." and your help center is live.

What changes when you go public

- Anyone can open your help center and read your published articles without signing in.

- Drafts, private articles and private categories stay hidden from readers.
- Search engines can list your help center, because **Search engine indexing** is on by default. It's in the same card. See [Hide your help center from search engines](#).
- Readers can connect your help center to their own AI assistant through its public MCP server, which is on by default. See [Let readers use your help center in their AI assistant](#).

Other ways to share it

Option	Who can read it	Good for
Public	Anyone on the internet.	Help for your customers.
Private	People you invite to your team, in any role. They sign in with HelpCenter.io.	Internal knowledge bases, and help centers that aren't ready yet.
Password	Anyone who has the password you set under Access password .	A small group who don't have HelpCenter.io accounts.

See [Control who can see your help center](#) for every option, including single sign-on and IP restrictions.

Troubleshooting

You can't choose Public. The option is locked until the owner's email is verified and their plan is activated. The text under **Public** says which one is missing. See **Before you start** above.

"Please set a password before switching the help center to password-protected visibility." Enter a password under **Access password**, then save.

Visitors are still asked to sign in. Check that you clicked **Save changes**, then reload the page.

Related articles

- [Control who can see your help center](#)
- [Use your own domain](#)
- [Set up your help center: a first-hour checklist](#)