

I'm not getting emails from HelpCenter.io

Troubleshooting

A missing email is usually in a spam folder or went to a different address. Check both, then find the email you're waiting for below.

Check your spam folder and filters

- Look in your spam or junk folder, and in any other tabs or folders your email app sorts mail into.
- Add **app@helpcenter.io** and **no-reply@helpcenter.io** to your contacts or allow list. Most of our emails come from one of these two addresses.
- If your company filters email, ask your IT team to allow messages from helpcenter.io.

Check the address

- Emails about your account go to the email address on it, shown in **Account Settings**. You can't change that address yourself. See [Change your email, transfer ownership or delete your account](#).
- Invitations go to exactly the address the inviter typed. They can check it under **Users → Pending invitations** and click **Resend**. A resend sends a new link, and the previous one stops working.

The emails we send

Email	Who gets it	Subject
Team invitation	The invited address	"[Name] invited you to [Help center]", or "[Name] added you to [Help center]" for someone who already has an account. It comes from app@helpcenter.io under the name "[Name] via HelpCenter.io", and a reply goes to the person who invited you once they have confirmed their email address.
Email verification	You, after you sign up or ask for a new link	"Verify Email Address"
Password reset	You, when you ask for one	"Reset Password Notification"
Invoice	The Billing Email in your billing details	"You have a new invoice available for HelpCenter.io"
Failed payment	The account owner	A notice that your subscription is past due

Review request	The teammate you assign, when Notify the assignee by email is ticked	"You have been assigned to review an article"
Review completed	The teammate who flagged the article for review, when the reviewer leaves Notify the person who flagged it on. Not sent when you review an article you flagged yourself.	"Article review completed: [article title]"
Review reminder	The author, on the article's review date	"Help center articles due for review"
Article changes	People watching the article	"An article you are watching has been updated", or "Default language changed for an article you translated" for translators
New reader comment	The article's author	"A new comment has been posted"

Contact form message	The Recipient email of your contact form	"You've got a new support request" from your contact page, "New support request" from the widget
PDF export	The person who asked for it	"Your help center articles PDF export is ready"

If a particular email doesn't arrive

- **Invoices.** They go to the **Billing Email** in your billing details, and none are sent while that field is empty. Add it under **Billing & Invoices**, where you can also view and download every invoice. See [Download invoices and update billing details](#).
- **Password resets.** You can ask for one link a minute, and each link works for 60 minutes. Use the newest one.
- **Email verification.** In **Account Settings**, click **Resend** in the note about your unverified email.
- **Contact form messages.** Your contact form needs a **Recipient email**. See [The contact form or "Ask us" button is missing](#). Messages come from our addresses with the visitor's address as reply-to, so a reply goes straight to them.
- **Article notifications.** There's no central notification setting. You choose what you hear about for each article with **Watch** in the editor's top bar. See [Get notified when an article changes](#).
- **Comment notifications.** New reader comments are emailed to the article's author. The **Notify on comment** and **Notification email** options on the **Comments** component don't send emails.

Still stuck?

Contact our support team with the email address that should receive the message and roughly when it was sent. See [Contact HelpCenter.io support](#).

Related articles

- [Get notified when an article changes](#)
- [Set up your contact page and form](#)