Plans and pricing

Plans and billing

HelpCenter.io charges a flat price per help center, not per agent or per seat. Here is what each plan costs, what it includes and how the AI add-on fits in.

Free trial: 14 days, no credit card needed · **Current prices:** always on the pricing page

Prices

Prices are per help center, per month, in US dollars. Paying yearly saves up to 26%.

Plan	Billed monthly	Billed yearly
Bootstrap	$39/month	$29/month ($348 a year)
Growth	$149/month	$119/month ($1,428 a year)
Catalyst	$199/month	$179/month ($2,148 a year)

Yearly plans are paid for the whole year up front. Customers in the EU may also pay VAT; see Do you charge VAT?

What each plan includes

Feature	Bootstrap	Growth	Catalyst
Team members	1 (you)	Up to 10	Unlimited
Statistics history	14 days	60 days	365+ days
Languages	1	Multiple	Multiple
AI Answers and AI writing help	AI add-on	AI add-on	Included
Search by meaning (semantic search)	AI add-on	AI add-on	Included
AI translation	Not included	Not included	Included
MCP server for AI agents (read and write): connect Claude, ChatGPT and other agents	Not included	Included	Included

Subfolder hosting (yoursite.com/docs)	Not included	Included	Included
Proactive messages in the widget	2 messages, page address and time on page rules	All rules	All rules
Single sign-on for readers (JWT)	Not included	Not included	Included
Staged changes and change sets	Not included	Not included	Included (change sets in early preview)
Live collaboration: edit the same article together in real time	Not included	Not included	On request
Free migration	Included	Included	Included
Uptime guarantee	Not included	99.9%	99.9%

Support	Standard	White-Glove	White-Glove
Manual customization by our team	Not included	Not included	3 hours

Included on every plan

- Unlimited articles, categories and readers.
- The template editor with every theme, plus custom CSS and scripts.
- Your own domain with a free SSL certificate, and fast delivery worldwide through a global CDN.
- Search that forgives small typos.
- The widget for your website or app, and FAQ sections you can embed on any page.
- Version history, SEO settings, article ratings and statistics on what readers search for.
- All integrations and the REST API.
- A public, read-only MCP server and AI-readable pages, so readers can use your help center from their own AI assistant.

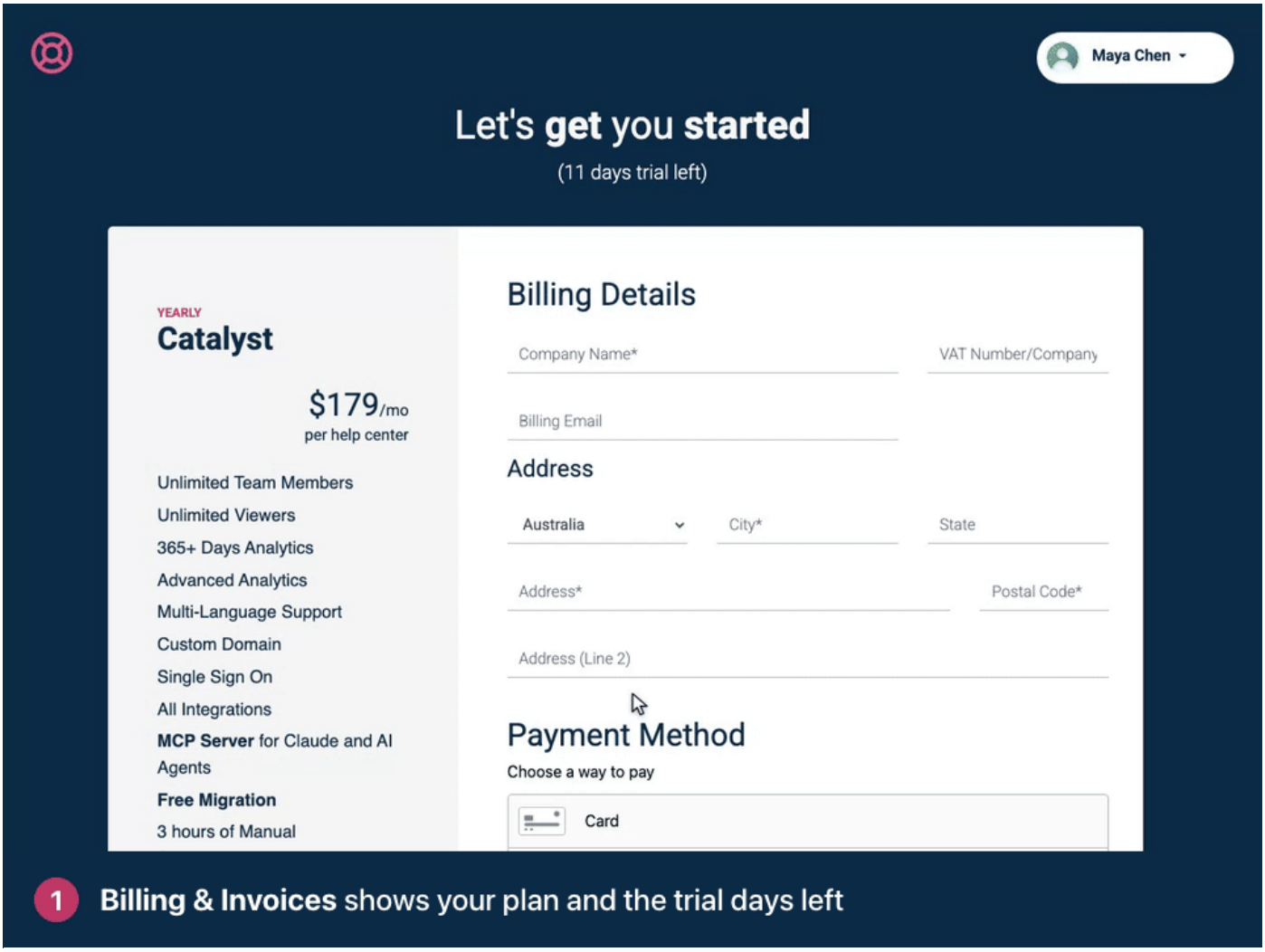
The AI add-on

On Bootstrap and Growth, you can add AI Answers and AI writing help for $29/month, or $24/month billed yearly ($288 a year). Catalyst already includes them. AI translation is only on Catalyst. There are no per-answer fees; fair-use limits apply. See Add AI Answers to your plan.

Compare plans in your dashboard

1. At the bottom of the left menu, click your avatar, then **Billing & Invoices**.

2. Click **Change** to see every plan side by side. Switch between **Yearly** and **Monthly** to compare prices.



Billing & Invoices shows your plan and the days left in your trial.

Good to know

- **Each help center has its own plan.** If you run several, each one is a separate subscription and they can be on different plans. See How much does each additional help center cost?
- **You can change plans at any time** from Billing & Invoices. See Change your plan.
- **On an older plan?** Long-time customers may be on a plan we no longer sell. Billing & Invoices always shows which plan you're on.
- **Live collaboration** is available on Catalyst on request. To ask for access, email support@helpcenter.io.
- **Running many help centers,** for example for clients? Email support@helpcenter.io and tell us about your setup.

Related articles

- How the free trial works
- Choose a plan and start your subscription
- Add AI Answers to your plan
- AI features in HelpCenter.io
- How much does HelpCenter.io cost?