

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
AI translation	Not included	Not included	Included
Connect Claude, ChatGPT and other AI 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)
Free migration	Not 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.
- 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 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.



Maya Chen ▾

Let's get you started
(11 days trial left)

YEARLY
Catalyst

\$179/mo
per help center

Unlimited Team Members
Unlimited Viewers
365+ Days Analytics
Advanced Analytics
Multi-Language Support
Custom Domain
Single Sign On
All Integrations
MCP Server for Claude and AI Agents
Free Migration
3 hours of Manual

Billing Details

Company Name*

VAT Number/Company

Billing Email

Address

Australia ▾City*State

Address*Postal Code*

Address (Line 2)

Payment Method

Choose a way to pay

 Card

1 Billing & Invoices shows your plan and the trial days left

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.

- **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?](#)