Sign in with Google

Getting started

Sign in to HelpCenter.io with your Google account instead of a password. One click on **Continue with Google** signs you in, and you have one password fewer to remember.

Who can do this: Anyone with a HelpCenter.io account, or anyone signing up · **Plans:** All plans

Sign up with Google

1. On the sign-up page, click **Continue with Google** and pick your Google account.
2. The form comes back as **Finish creating your account**, with your Google address filled in and no password field. Check your name and tick the terms box.
3. Click **Create my account**, then choose your help center's address.

Your email address counts as verified, so no verification email is sent. To sign up with an email and password instead, click **Use email instead**. See Create your HelpCenter.io account.

Sign in with Google

1. On the sign-in page, click **Continue with Google**.
2. Pick your Google account. If you use two-factor authentication, enter your code next.

What happens the first time depends on your Google address:

- **It's your HelpCenter.io email address.** Google is connected to your account for you, as long as you've verified that email address with us.
- **It's a different address.** We don't know that address, so you land on the sign-up page. Don't finish it: go back, sign in with your email and password, then connect Google in Account Settings (below).
- **You don't have an account yet.** You go to the sign-up page to finish creating one.

Connect Google to the account you have

1. Click your avatar at the bottom of the dashboard's left menu, then **Account Settings**.
2. Under **Sign-in Methods**, click **Connect** next to Google.
3. Pick your Google account. The page says "Google account connected. You can now sign in with Google." and shows **Connected as** followed by the Google address.

The Google address doesn't have to match your HelpCenter.io email address. One Google account can be connected to one HelpCenter.io account, and your account to one Google account.

Disconnect Google

In **Account Settings** → **Sign-in Methods**, click **Disconnect** and confirm. From then on you sign in with your email and password.

If you signed up with Google, your account has no password yet, so **Disconnect** is grayed out. Set a password first: see Change or reset your password.

Troubleshooting

"An account with this email already exists. Sign in with your password, then connect Google from Account Settings." Your HelpCenter.io email address isn't verified yet, so we don't connect Google on our own. Sign in with your password and click **Connect** under **Sign-in Methods**. Forgot it? Reset your password.

"This account is connected to a different Google account. Sign in with that one, or with your password." Your account already uses another Google account. Pick that one, or sign in with your password, click **Disconnect** under **Sign-in Methods**, then **Connect** the Google account you want.

"That Google account is already connected to a different HelpCenter.io account." Sign in to the other account and disconnect Google there first, or pick another Google account.

"Your account is already connected to a different Google account. Disconnect it first." Click **Disconnect**, then **Connect** again with the Google account you want.

"Google has not verified the email address on that account, so it cannot be used to sign in." Use another Google account, or sign in with your email and password.

"Your Google sign-in expired or was started in another tab. Please try again." Close the other sign-in tabs and click **Continue with Google** again.

Still stuck? See I can't sign in.

Related articles

- Sign in to HelpCenter.io
- Create your HelpCenter.io account
- Change or reset your password
- Turn on two-factor authentication
- I can't sign in