

What is HelpCenter.io?

Before you sign up

[HelpCenter.io](#) is a hosted knowledge-base platform that lets you build a beautiful, searchable help centre in minutes — without writing code or hiring designers. Think of it as the **self-service front door** for your users and team.

Why a help centre matters

A dedicated help centre gives people the answers they need without flooding your support inbox. The world's most customer-centric companies (e.g. Pinterest, Facebook, Twitter and GitHub) all invest in robust knowledge bases — because clear self-service content reduces friction, lowers support costs and creates happier, more confident users.

What HelpCenter.io does for you

- **Instant setup, no developers needed.** Pick a template, add your logo/colours and start publishing articles right away.
- **Fully hosted & secure.** We handle hosting, SSL certificates and uptime, so you don't have to worry about maintenance.
- **Custom domains & branding.** Serve your help centre at `support.yourcompany.com` and make it look like a natural extension of your brand.
- **Powerful search and categorisation.** Users can find answers quickly using a built-in search bar and clear categories.
- **Public or private.** Make your knowledge base public for customers, or restrict access for internal teams using password protection or invite-only access.

- **Embeddable widget & API.** Surface your articles inside your product or website via a lightweight widget and APIs.

Who it's for

[HelpCenter.io](#) is perfect for SaaS companies, e-commerce businesses, education organizations, startups and teams that want to provide self-service support without the overhead of a full ticketing system. It's also ideal for internal documentation, onboarding manuals, SOP repositories and any scenario where organized knowledge sharing matters.

By giving your users clear, well-organized documentation, you free up your team, shorten time-to-value and make a better first impression. If that's what you're aiming for, [HelpCenter.io](#) is exactly what you've been looking for.